

Children's outpatients department - NDDH - Friends and Family Test - Apr-17

Friends and Family Test question: **Would you tell your friends that this is a good outpatients department to come to?**

Response options: **Yes; Maybe; No; Don't know**

Quantitative Results

The Friends and Family Test score is calculated as outlined in the NHS England guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Yes}}{\text{Yes} + \text{Maybe} + \text{No} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{No}}{\text{Yes} + \text{Maybe} + \text{No} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

	Responses	Would recommend (Yes)	Would not recommend (No)	Neither likely nor unlikely to recommend / Don't know (Maybe / Don't know)
	No.	%	%	%
Apr-17	4	75.0	0.0	25.0

Qualitative Feedback - Apr-17

	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Friends and Family Test response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Not entered	Yes	Have received good support and understanding of my child's development needs.	Calm and positive behaviour from all staff. Play area for children. Quick waiting time.	Nothing.	Male	Under 6	White British	
2	Not entered	Yes				Female	Under 6	White British	Do not publish
3	Not entered	Yes	[Illegible].	[Illegible] vending machine.	[Illegible].	Male	9-11	White British	
4	Not entered	Maybe	Made to feel completely inadequate by the doctor. We were referred by the GP and the doctor said we shouldn't have been referred for our issues. This is not our fault!		Receptionists lovely. But really not impressed with the doctor.	Female		White British	