

Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Aug-15 to Sep-15

Friends and Family Test question: If your friends and family needed similar care or treatment to you, do you think this would be a good service for them to be looked after by as well?

Response options: Yes, I do; No, I don’t; Maybe I do; I don’t know.

Quantitative Results

The Friends and Family Test score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

‘Would recommend’ percentage is calculated as follows:

$$\frac{\text{Yes, I do}}{\text{Yes, I do} + \text{No, I don't} + \text{Maybe I do} + \text{I don't know}} \times 100$$

‘Would not recommend’ percentage is calculated as follows:

$$\frac{\text{No, I don't}}{\text{Yes, I do} + \text{No, I don't} + \text{Maybe I do} + \text{I don't know}} \times 100$$

The Trust’s target score is 75%.

	Responses	Would recommend (Yes, I do)	Would not recommend (No, I don’t)	Neither likely nor unlikely to recommend / Don’t know (Maybe I do / I don’t know)
	No.	%	%	%
Aug-15	2	100.0	0.0	0.0
Sep-15	44	93.2	2.3	4.5

Qualitative Feedback - Aug-15

	'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	Yes, I do	Nice staff, very welcoming.	Running on time.		Male	9-11	White British	No tick
2	Yes, I do	TV. Nice lady.	Playroom.			6-8		No tick

Qualitative Feedback - Sep-15

	'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	Yes, I do				Female			I DO NOT wish my anonymised comments to be made public
2	Yes, I do				Female	6-8	White British	I DO NOT wish my anonymised comments to be made public
3	Yes, I do	Helpful, understanding.	Friendliness.	N/A.	Female	17-18	White British	No tick
4	Yes, I do	The staff have always been polite and helpful and explained things fully.	The friendliness and helpfulness of the staff.		Male	9-11	White British	No tick
5	Yes, I do	Everyone is helpful and organised. It is clean and tidy.			Female	6-8	White British	No tick
6	Yes, I do	Very thorough, approachable and	See previous answer.	Nothing.	Female	12-16	White British	No tick

		listens to queries.						
7	Yes, I do	Very friendly, straightforward directions.			Female	under 6	White British	No tick
8	Yes, I do	On time, friendly, efficient.	Good toys.	Nothing.				No tick
9	Yes, I do	Find it very helpful.	Didn't feel rushed.		Female	12-16	White British	No tick
10	Yes, I do	My problems were taken into consideration and I was seen as soon as was possible. Also, they were very nice for me to see both of my doctors at the same time.	See previous comment.	Nothing.	Female	12-16	White British	No tick
11	Yes, I do	Everyone is so friendly & helpful but that maybe because we have attended this hospital for the last 15yrs.		A few adults' magazines as we have to wait quite some time.	Male	12-16	White British	No tick
12	Yes, I do	Staff all friendly & helpful.	Staff were kind, and fitted me in for a blood test.	N/A.	Male	9-11	White British	No tick
13	Yes, I do	All very kind, don't make you feel anxious and explain everything.	New plan for asthma and asked lots of questions.	Nothing!	Male	12-16	White British	No tick
14	Yes, I do	Friendly & helpful consultants & reception staff.			Female	under 6	White British	No tick
15	Yes, I do	Very helpful, understanding and have	Nearly discharged -	Nothing.	Female	under 6	White British	No tick

		patience with the children.	yeh!!!					
16	Yes, I do	Very clean tidy and friendly.	Good play area to keep kids happy.	Could supply water.	Male		White British	No tick
17	Yes, I do	Friendly, puts me at ease. Talks to me. They've listened to my problems and always look at the best way to treat me to make me feel better and suiting my needs.	Everyone friendly and puts me at ease. I see the same doctor. They ask me questions.	Nothing.	Female	12-16	White British	No tick
18	Yes, I do				Male	under 6	White British	No tick
19	Yes, I do		Reception staff friendly.		Female	under 6	White British	No tick
20	Yes, I do	Because when I have been in I've been looked after well.	Very good.		Male	9-11	White British	No tick
21	Yes, I do		Everything was explained in detail. All questions were answered & understood.		Male	under 6	White British	No tick
22	Yes, I do	Everyone was very helpful, especially as first visit.	Everyone was very helpful.	N/A.	Female	9-11	White British	No tick
23	Yes, I do	Dr was nice. Video to watch while waiting.		Nothing.	Female	9-11	Mixed / Multiple ethnic groups	No tick
24	Yes, I do	Our daughter's overall wellbeing has been improved by treatment		Appointment was 9am. I was first here	Male	6-8	White British	No tick

		diagnosed by consultant.		yet many seen before us that arrived after. Hard to justify time off work with poor time keeping of appointment.				
25	Yes, I do	Because helpful.	Listened and clear information.	Appointment on time.	Female	12-16	White British	No tick
26	Yes, I do	Very helpful.	The lady on reception was lovely and very helpful.	None.	Male	12-16	White British	No tick
27	Yes, I do	Everyone seems friendly and I feel well looked after.	Very quick, friendly service.	I don't know.	Female	12-16	White British	No tick
28	Yes, I do	C. has always felt at ease here as everybody is very friendly, very easy to speak to.	Friendly staff and doctors.		Female	under 6	White British	No tick
29	Yes, I do	There is lots of toys to play with.	No blood test.	See if I was allowed dairy and soya.	Female	6-8	White British	No tick
30	Yes, I do	By being seen regularly and a continuity of care at being seen by the same person makes it more familiar and less scary for my son.	Seen quickly and promptly.	N/A.	Male	6-8	White British	No tick
31	Yes, I do	Easy booking service, open waiting area.	Reassurance.	Nothing.	Female	12-16	White British	No tick

		Given up-to-date information on my appt.						
32	Yes, I do	Dr D. gave good, sound medical advice. He listened well to our concerns.	Dr D. put us at ease and gave us gradual steps to follow.		Male	9-11	White British	No tick
33	Yes, I do	Happy with course of action + proposed treatment trial. Receptionist always very welcoming.		Quite busy when arrived.	Female	under 6	White British	No tick
34	Yes, I do	All the staff at children's outpatients are friendly, welcoming and professional.	Efficiency, organisation.	Make it cooler as so hot.	Female	under 6	White British	No tick
35	Yes, I do	Everyone is very friendly and easy to talk to. They are good at making the information easy to understand.	Well-organised, hardly any delays.		Male	12-16	White British	No tick
36	Yes, I do	Staff were very friendly. Facilities are good and easy to find your way around.	The friendly atmosphere.	Nothing.	Male	under 6	White British	No tick
37	Yes, I do	We've been treated well.	Like the playroom + Dr.	Quicker to be seen, sometimes.	Female	under 6	White British	No tick
38	Yes, I do	Great staff and service.	Staff.		Female	under 6	White British	No tick
39	Yes, I do	Staff all friendly.	Reassuring.		Male	6-8	White British	No tick
40	Yes, I do	Really polite & welcoming.	Very welcoming when first entered clinic.	Nothing.	Male	under 6	White British	No tick
41	Yes, I do				Male	9-11	White British	I DO NOT wish my

								anonymised comments to be made public
42	Maybe I do		Very friendly. Put my daughter at ease and was very thorough.	Nothing.	Female	12-16	White British	No tick
43	Maybe I do	Waiting for appointments.	Seen quickly.		Female	12-16	White British	No tick
44	No, I don't	I would tell them to go to Exeter. Staff have more of an idea there.	Quick this time.		Male	under 6	White British	No tick