

## Children’s outpatients department - NDDH - Friends and Family Test - Aug-17 to Sep-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.	%	%	%
Aug-17	6	100.0	0.0	0.0
Sep-17	29	82.8	0.0	17.2

## Qualitative Feedback - Aug-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				Female	Under 6	White British	
2	Parent/ Guardian/ Carer	Yes	Friendly doctors.	Timing.		Male	9-11	White British	
3	Not entered	Yes		Very helpful.	Nothing. Very happy.	Female	9-11	White British	
4	Parent/ Guardian/ Carer	Yes	The nurses are lovely and make you feel very relaxed and at ease.	My child had a lot to play with to keep him occupied and was made to feel very comfortable.	The TV in the toy area - it would be really nice if there was a children's film or something on.	Male	Under 6	White British	
5	Parent/ Guardian/ Carer	Yes	Staff are friendly and helpful.	Nurses and doctors.	Children's play area could be better.	Male	Under 6	White British	
6	Parent/ Guardian/ Carer	Yes	Friendly. On time.			Female	Under 6	White British	

## Qualitative Feedback - Sep-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	Patient	Yes	I like because it was [illegible].	Yes. [Name withheld] in Radiology was lovely.	Nothing.	Female	6-8	White British	
2	Parent/ Guardian/ Carer	Yes	Always had a pleasant experience here.	Was very helpful with the issue.	Nothing.	Male	Under 6	White British	
3	Parent/ Guardian/ Carer	Yes	Friendly atmosphere, positive approach, great communication & listening.			Male	Under 6	White British	
4	Parent/ Guardian/ Carer	Yes	Very clean & helpful.	Kids had somewhere to play.		Male	Under 6	White British	
5	Parent/ Guardian/ Carer	Yes	The staff are friendly and do their best to make sure the children are happy.	We didn't have to wait long and child was happy to play with the good selection of toys.		Female	Under 6	White British	
6	Not entered	Yes		Nurses were lovely. Very little waiting.	N/A.	Female	6-8	White British	
7	Parent/ Guardian/ Carer	Yes	Friendly and helpful staff.	Clean, spacious, friendly.			6-8	White British	
8	Parent/	Yes	Staff were very	Friendly nurses. Clean	Disabled parking -	Female	Under 6	White	

	Guardian/ Carer		welcoming, making my daughter feel at ease. Even though it was a long wait, they had a well-stocked toy room for my daughter to play in. Department was very clean & tidy.	department. Lots of toys to play with in our crazy long wait!	absolute nightmare for people that cannot walk that far! Surely more appropriate & closer parking bays can be made - not just the few outside. It's so very painful having to be forced to walk so far!			British	
9	Parent/ Guardian/ Carer	Yes	Because the nurses and doctors listen and have the time for their patients. And give full advice when needed.	The approachable nature of all team members.	Nothing!	Male	Under 6	White British	
10	Patient	Yes	Good nurses.	Kind nurses. I got given a teddy & a lollipop.	Nothing.	Male	9-11	White British	
11	Patient	Yes	They take care of you.	On time.	Don't know.		9-11	White British	
12	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	
13	Parent/ Guardian/ Carer	Yes	Always been treated nicely. Staff friendly.						
14	Parent/ Guardian/ Carer	Yes		Toys to occupy. Friendly staff.			6-8	White British	
15	Not entered	Yes	Because they are very friendly.	Nice people.	Nothing. They were amazing.	Female	9-11	White British	
16	Not entered	Yes	The staff are nice.	Appointment was on time.		Female	9-11	White British	
17	Not entered	Yes	No reason to complain.		Not attended enough times.				

18	Not entered	Yes	Really lovely service from everyone here. I felt very welcomed and comfortable. Got what I wanted out of my appointment with [name withheld].						
19	Parent/ Guardian/ Carer	Yes	Clean & friendly.	Very good and well informed.		Male	Under 6	White British	
20	Patient	Yes	Practitioner was nice, kind & funny. Showed me what was going to do before they did it.	Friendly staff. Quiet & calm atmosphere. On time.	Nothing.	Female	9-11	White British	
21	Parent/ Guardian/ Carer	Yes	Good care given.	Getting seen quickly.		Female	Under 6	White British	
22	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	Do not publish
23	Patient	Yes	Always listened to and my views never go unanswered.	More tests being done.	Whole body checks - ears, heart, lungs, kidneys etc.	Male	Under 6	White British	
24	Parent/ Guardian/ Carer	Yes	Barnstaple has always been great for us.	We was warmly greeted and service was great.		Female	6-8	White British	
25	Parent/ Guardian/ Carer	Maybe	There was stuff to play with.	The doctor was nice.		Male	6-8	White British	
26	Not entered	Maybe	Department is good. Getting into the car park and hospital was a nightmare, so made us late but outpatients was very helpful and still saw	Still being seen and care of consultant.	Parking situation.			White British	

			the children.						
27	Parent/ Guardian/ Carer	Maybe	Waiting times too long for this doctor.	Not a lot.	Far too long waiting around with a 2yr old.	Female	Under 6	White British	
28	Parent/ Guardian/ Carer	Maybe	It was really difficult to arrange the appointment. I needed to call five times and was transferred to people. We are very interested in a more natural and drug-free experience but medication was always the first answer. Drugs obviously have a place but what about less severe options?	It was lovely how the nursing staff interacted with our son. The unit is clean and welcoming. The post-job teddy is a lovely touch.	Two minutes in the room to settle and find the best position for the scratch test procedure. Our son quite upset having his arm restrained.	Male	Under 6	White British	
29	Parent/ Guardian/ Carer	I don't know				Male	Under 6	White British	Do not publish