

## Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Feb-16 to May-16

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 issued in Oct-14. 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.	%	%	%
<b>Feb-16</b>	No data	No data	No data	No data

<b>Mar-16</b>	No data	No data	No data	No data
<b>Apr-16</b>	2	100.0	0.0	0.0
<b>May-16</b>	4	100.0	0.0	0.0

### Qualitative Feedback - Apr-16

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes	Patient	Clean, tidy, nice staff.			Male	16-18	White British	No tick
2	Yes	Patient	Friendly staff, very nice welcome.	Friendly atmosphere. Light, airy. Toys for children.		Female	6-8	White British	No tick

**Qualitative Feedback - May-16**

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes		I am very happy with the care my daughter has received. Well on her way to being well with the right care.	The doctor was very helpful and I understood all I was being told.	Nope.	Female	under 6	White British	No tick
2	Yes		Lovely little playroom, friendly staff.	Kids entertained, I felt very acknowledged.	Slight wait but not an issue for me.	Male	under 6	White British	No tick
3	Yes		Warm welcome and very helpful.	Very helpful and child friendly.	Nothing.	Male	under 6	White British	No tick
4	Yes					Male	9-11	Asian / Asian British	I DO NOT wish my anonymised comments to be made public