

Children's outpatients department - NDDH - Friends and Family Test - Jan-17 to Mar-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 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.	%	%	%
Jan-17	No data	No data	No data	No data
Feb-17	2	100.0	0.0	0.0

Mar-17	8	100.0	0.0	0.0
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Qualitative Feedback - Feb-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		Yes	Nice staff. Friendly reception staff.	Staff.	Noisy area. Echo.	Female		White British	
2		Yes	Nice, friendly staff. Good timekeeping.			Female	Under 6	White British	

Qualitative Feedback - Mar-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		Yes	Friendly people.	Friendly.		Female	16-18	White	

								British	
2		Yes	Great bunch of people. Do a fantastic job.	Very thorough. Explained everything we wanted/needed to know.	Nothing.	Female	Under 6	White British	
3		Yes		Friendly, listened & clear.		Female		White British	
4		Yes		Friendly & very clear.	Nothing.	Male	6-8	White British	
5		Yes	Nice doctor.	Nice lady on desk.			6-8	White British	
6		Yes	Kind, caring approach. Informative.	Everything.	Nothing.	Male	6-8	White British	
7		Yes	Because they have all been amazing with my little girl.	The care they gave my daughter.		Female	Under 6	White British	
8	Patient	Yes	It is good.	Very quick.	Not sure.	Male	12-15	White British	