

Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Jun-15 to Jul-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.	%	%	%
Jun-15	42	100.0	0.0	0.0
Jul-15	No data	No data	No data	No data

Qualitative Feedback - Jun-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	Always so nice and helpful.			Female	under 6	White British	No tick
2	Yes, I do	Friendly, very helpful.	Staff welcome you in a friendly manner.		Male	12-16	White British	No tick
3	Yes, I do	Dr C. is an excellent paediatrician.	Friendly staff.		Female	12-16	White British	No tick
4	Yes, I do						White British	I DO NOT wish my anonymised comments to be made public
5	Yes, I do	F's been coming here since she was born, can be long wait time but staff are always friendly + polite.			Female	under 6	White British	No tick
6	Yes, I do		Well organised, friendly doctor + staff.	Nothing!	Female	under 6	White British	No tick
7	Yes, I do				Male	under 6	White British	I DO NOT wish my anonymised comments to be made public
8	Yes, I do	Very friendly staff, helpful and easy to talk to.	Toy room fantastic to keep children occupied. Very friendly and helpful staff.	N/A.	Female	under 6	White British	No tick

9	Yes, I do	Always good + friendly service.	Friendly welcome. Great consultant who knows my son well.			under 6	White British	No tick
10	Yes, I do	Because we are always well-informed, always looked after, any questions we have are always answered so we can understand them.	The staff were very friendly and we were seen quite near to our appointment time.		Male	under 6	White British	No tick
11	Yes, I do	Always used NDDH & children's units have always put mind at ease after thorough checks.			Male	under 6	White British	No tick
12	Yes, I do	Listen to what was wrong and gave me what the outcome might be.	Very good.	N/A.	Male	under 6	White British	No tick
13	Yes, I do	Seen very quickly, very efficiently. Friendly staff.	I got my results back.	Nothing.	Female	12-16	White British	No tick
14	Yes, I do	I had a great welcoming greeting at the desk and all the team is very nice and helpful.	Everyone was very happy and smiley. Makes hard time much easier.		Female	under 6	Other ethnic group	No tick
15	Yes, I do	Very knowledgeable staff and answer your questions.	Quick - no waiting. Doctor explained everything.		Female		White British	No tick
16	Yes, I do	Y. is nice and I like the toys.	The toys.		Male	under 6	White British	No tick

17	Yes, I do		Everyone was very friendly and polite.	Nothing.	Female	17-18	White British	No tick
18	Yes, I do	Nurses were lovely.			Male	6-8	White British	No tick
19	Yes, I do	Very friendly staff.			Male	under 6	White British	No tick
20	Yes, I do	Reception, nurses + consultant all lovely + reassuring.	Nice, calm, non-stressful.	Nothing.	Female	under 6	White British	No tick
21	Yes, I do	Because I am still alive so you are doing your job well.			Male	12-16	White British	No tick
22	Yes, I do	I have a feeling of being safe, the receptionist is very welcoming as well as the waiting area.	Excellent service.	All good.	Male	12-16	White British	No tick
23	Yes, I do	Cause most the nurse a very kind. I'm not dead.			Female	12-16	White British	No tick
24	Yes, I do	The service is good.			Male		White British	No tick
25	Yes, I do	My son has been in a few times now and everyone is always very helpful.	On time and give a full assessment.		Male	under 6	White British	No tick
26	Yes, I do	He looks you in the eye and listens.	Waiting time, nice staff.	Parking cost, entertainment in waiting room.	Male	9-11	White British	No tick
27	Yes, I do	Efficient service, friendly doctor.		This appt. was made as a new referral despite being known to consultant as trying to explain this when appt. was made.	Male	under 6	White British	No tick

28	Yes, I do				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
29	Yes, I do							No tick
30	Yes, I do	I find this clinic very helpful for my child's needs.	Friendly service, play room, helpful information.	Nothing.	Male	under 6	White British	No tick
31	Yes, I do	Good service as always.	Don't wait long.	Nothing.	Female	under 6	White British	No tick
32	Yes, I do	Very polite and friendly.	Staff were excellent.	Nothing - all good.	Male	under 6	White British	No tick
33	Yes, I do	The care we have received from all areas of children care has been second to none.		The appointment to run on time. Having to wait an hour + is not easy with small children / babies.	Female	under 6	White British	No tick
34	Yes, I do		That everyone is very friendly.	Today was great, sometimes hard to get an afternoon appointment to fit in with work hours.	Male	under 6	White British	No tick
35	Yes, I do	Friendly receptionist + nurses who help me with my fear of blood, needles.			Female	12-16	White British	No tick
36	Yes, I do	We've had a very good service from the moment we were referred by our GP.	Staff are always friendly and helpful. My daughter loves the playroom!		Female	under 6	White British	No tick
37	Yes, I do	Polite, efficient, friendly, professional service. Flexible to	Drs having time to listen to patients needs and discuss	Nothing.	Female	under 6	White British	No tick

		child's needs. Child-friendly waiting room.	appropriate treatment options.					
38	Yes, I do	Because your all really nice.	That the doctor I saw was very nice and helpful.		Female	12-16	White British	No tick
39	Yes, I do				Female	6-8	White British	No tick
40	Yes, I do	Dr A. is thorough, thoughtful + informative. We have always felt our daughter is getting the best care. The team as a whole have been amazing!	The reception desk is ALWAYS manned by lovely, kind, happy ladies. The nurses are always amazing.		Female	under 6	White British	No tick
41	Yes, I do	Nice staff.	Nice surroundings, nice people.			12-16	White British	No tick
42	Yes, I do	Nice lady on desk nice.	TV.			under 6	White British	No tick