

## Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Jun-16 to Aug-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>Jun-16</b>	4	75.0	0.0	25.0

<b>Jul-16</b>	No data	No data	No data	No data
<b>Aug-16</b>	No data	No data	No data	No data

### Qualitative Feedback - Jun-16

	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	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		All helpful + friendly.	Dr Listened & we were not fobbed off.		Female	under 6	White British	
2	Yes, I do					Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
3	Yes, I do		We have been department many times we travel from Okehampton	Staff. Dr very helpful.	Nothing.	Male	12-15	White British	

			rather than going to Exeter. The care here is brilliant.						
4	I don't know		Specialist treatment should be given by a specialist centre but occasionally some appointments are ok in a regional centre.	Regional outreach clinic, less travelling.	Environment not child-friendly, very sterile compared with Bristol & Exeter - needs more child-friendly input.	Female	12-15	White British	

### Qualitative Feedback - Jul-16

	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	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	<b>Not entered</b>	Patient	It is fun.	Fun. The doctor was nice.	Nothing.	Male	6-8	White British	