

## Children’s outpatients department - NDDH - Friends and Family Test - Jun-17 to Jul-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.	%	%	%
Jun-17	7	85.7	0.0	14.3
Jul-17	16	100.0	0.0	0.0

## Qualitative Feedback - Jun-17

	Children and young person's FFT card completed by:	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
	<b>Patient</b> <b>Parent / guardian / carer</b>								
1	Parent/ Guardian/ Carer	Yes	Helpful staff. Waiting times good. Somewhere for children to play.	No wait.		Male	Under 6	White British	
2	Parent/ Guardian/ Carer	Yes	Clean, tidy, nice staff.	Comfortable appointment.	Waiting time at reception.	Female	9-11	Mixed / Multiple ethnic groups	
3	Parent/ Guardian/ Carer	Yes	Friendly staff, good waiting area, clean, comfortable and kept informed on progress of clinic.	The staff.	Nothing.	Male	12-15	White British	
4	Parent/ Guardian/ Carer	Yes	The staff are very helpful & friendly & informative.	I was seen on time & the staff were helpful.	The only negative I have from today's visit is the heat!	Female	Under 6	White British	
5	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
6	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
7	Patient	Maybe	That people are nice		Reception lady was	Male	6-8	White	

			and friendly. Nice variety of toys.		not very happy. The normal one is cheerful but not today.			British	
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### Qualitative Feedback - Jul-17

	Children and young person's FFT card completed by:	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	A nice doctor.	The doctor was really nice.		Male	9-11	White British	
2	Parent/ Guardian/ Carer	Yes	Come here often with all three of our children and always been treated well. Nurses are fab with kids.	Always friendly and good atmosphere.	Nothing.				
3	Parent/ Guardian/ Carer	Yes	Staff are friendly. Lots to do to keep children busy.	Friendly staff.	Nothing.	Female	Under 6	White British	
4	Not entered	Yes				Male	6-8		
5	Parent/ Guardian/ Carer	Yes	It is a nice, relaxed atmosphere.	The doctors were nice & friendly.	Provided food.	Female	16-18	White British	
6	Parent/ Guardian/ Carer	Yes	Because they are all very kind and caring.	Lovely doctor, friendly receptionist and kind	Nothing.	Male	9-11	White British	

	Carer			nurses.					
7	Not entered	Yes	Informed discussion felt we were dealing with an expert.			Male	9-11	White British	
8	Parent/ Guardian/ Carer	Yes		Doctor was good with babies.		Male	Under 6	White British	
9	Not entered	Yes	Friendly, polite staff. Helpful.	Quick, easy experience.	N/A.	Male	Under 6	White British	
10	Parent/ Guardian/ Carer	Yes	Continual support from this department.	Prompt & friendly.	N/A.	Female	9-11	White British	
11	Parent/ Guardian/ Carer	Yes	Friendly, professional service.	Reception. Cleanliness. Consultant.			16-18	White British	
12	Parent/ Guardian/ Carer	Yes				Male	Under 6	White British	
13	Patient	Yes	Very supportive on nervous people.	Very supportive.	Nothing.	Male	12-15	White British	
14	Parent/ Guardian/ Carer	Yes	Patient & friendly.	Good advice.	N/A.	Male	Under 6	White British	
15	Parent/ Guardian/ Carer	Yes	The staff are always happy and friendly.	The staff always make the children feel comfortable.	Sometimes you have to wait a while.	Male	9-11	White British	
16	Not entered	Yes	Because they help you get better eyes.	Friendly service.		Male	6-8	White British	