

## Children’s outpatients department - NDDH - Friends and Family Test - May-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.	%	%	%
<b>May-17</b>	<b>3</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

## Qualitative Feedback - May-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	Parent/ Guardian/ Carer	Yes	Everyone is really nice & welcoming, friendly faces are reassuring. The only problem is if you don't get to see the same practitioner. I have seen four different ones now for my son and they never tally up or agree with each other.		Maybe have a water cooler for people to have a drink as it is very warm in the waiting room. Otherwise, great - especially the toys.				
2	Parent/ Guardian/ Carer	Yes			Be quicker.				
3	Parent/ Guardian/ Carer	Yes	Receptionist and nurses are always extremely polite and efficient.		None.				