

Children's outpatients department - NDDH - 'Friends and Family Test' - Nov-16 to Dec-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.	%	%	%
Nov-16	2	100.0	0.0	0.0
Dec-16	No data	No data	No data	No data

Qualitative Feedback - Nov-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		Barnstaple hospital has always been a happy, nice place to come for treatment.	Lovely staff.	Nothing. Appointment was early which was great!!	Female		White British	
2	Yes		The staff are nice.	Seeing T.G.	Not waiting so long.	Female		White British	