

## Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Oct-15 to Jan-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 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>Oct-15</b>	59	94.9	0.0	5.1
<b>Nov-15</b>	7	100.0	0.0	0.0

<b>Dec-15</b>	1	100.0	0.0	0.0
<b>Jan-16</b>	8	87.5	0.0	12.5

### Qualitative Feedback - Oct-15

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes	Parent / guardian / carer				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
2	Yes	Patient	I am listened to and doctor explains treatment plan.	Take the time with you as a patient.		Female	16-18	White British	No tick
3	Yes		Because they are really friendly.	Having time off school.	Nothing.	Female	9-11	White British	No tick
4	Yes	Parent / guardian / carer	Because they are always helpful and friendly.	Did not have to wait long.	None.	Female	12-15	White British	No tick

5	Yes	Parent / guardian / carer	Clean, polite, friendly.	Was no rush to get rid of us.		Male	6-8	White British	No tick
6	Yes	Parent / guardian / carer	Friendly staff, very clean, excellent play room.	Efficient.	Nothing.	Male	under 6	White British	No tick
7	Yes	Parent / guardian / carer	Because the staff are so polite + good with the children.	The staff are brilliant with the children.	Nothing.	Male	9-11	White British	No tick
8	Yes	Parent / guardian / carer	Very friendly staff, suitable environment for children as they are away from other departments.	Seen on time in both departments.		Male	under 6	White British	No tick
9	Yes	Patient				Male	9-11	White British	I DO NOT wish my anonymised comments to be made public
10	Yes	Patient	My care has always been good.	Told me and directed me to my assigned doctor.		Male	16-18	White British	No tick
11	Yes	Parent / guardian / carer	It's very child-friendly + staff are nice + helpful.			Male	under 6	White British	No tick
12	Yes	Parent / guardian / carer	Very happy with all the staff and very helpful.	Friendly, helpful staff.	None.	Male	under 6	White British	No tick
13	Yes	Parent / guardian /	Friendly lady at reception.						No tick

		carer							
14	Yes	Parent / guardian / carer	Happy environment.	Everyone very friendly & helpful.		Male	12-15	White British	No tick
15	Yes	Parent / guardian / carer	Friendly, welcoming, lovely room for young children to play, clean.	A friendly welcome at reception, polite and helpful. Not a long wait.	N/A.	Female		White British	No tick
16	Yes	Parent / guardian / carer	All friendly.			Male	under 6	White British	No tick
17	Yes	Parent / guardian / carer	Been here a few times and it's always the same.	Friendly receptionist to welcome you and all staff are friendly. Clean & nice play area to keep children occupied whilst waiting.		Male	under 6	White British	No tick
18	Yes	Parent / guardian / carer	We have always been looked after well here. We have been a regular patient for the last 11 years.	Being a regular visitor here, Dr A. always takes on board parents / carers thoughts. Treats parents with care also.	It was really difficult to park. Very difficult, when letters regarding patients seen at other hospitals take a long time to be sent through.			White British	No tick
19	Yes		Staff are friendly and informative, good play room for children.	Getting weighed.	Coffee.	Male	under 6	Other ethnic group	No tick
20	Yes	Parent /	Excellent staff.	Friendly + kind staff.	Nothing.	Female		White	No tick

		guardian / carer						British	
21	Yes	Parent / guardian / carer	Friendly on the front desk when you first come in, everyone very kind.			Male	under 6	White British	No tick
22	Yes	Patient	The doctors are nice and good at looking after me.	The doctors try to get me better.	We had trouble parking.	Male	9-11	White British	No tick
23	Yes	Patient	I like the hospital because the doctors are really nice & the doctors help me and I really like doctor A. (he's funny).	Doctor A. was funny and helped me a lot by writing things down as usual!	It was difficult to park today.	Male	6-8	White British	No tick
24	Yes	Patient				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
25	Yes	Parent / guardian / carer	Friendly.	Nice atmosphere.	N/A.	Female	under 6	White British	No tick
26	Yes	Parent / guardian / carer	Very friendly and very helpful.			Male	under 6	White British	No tick
27	Yes	Parent / guardian / carer	I gave that answer because it is friendly, helpful.	People were helpful, friendly.	Nothing.	Female	16-18	Mixed / Multiple ethnic groups	No tick
28	Yes	Parent /	Friendly, efficient	Seen quickly.		Male	under 6	White	No tick

		guardian / carer	service.					British	
29	Yes	Parent / guardian / carer	Helpful.	Very helpful.		Male	9-11	White British	No tick
30	Yes	Parent / guardian / carer					under 6	White British	I DO NOT wish my anonymised comments to be made public
31	Yes		Brilliant receptionists, wait not too long, wonderful paediatrician!	Doctors and receptionist efficient and professional.	Nothing.	Female	under 6	White British	No tick
32	Yes	Parent / guardian / carer	Lovely staff and doctors.	Friendly staff.	Nothing.	Female	9-11	White British	No tick
33	Yes	Parent / guardian / carer	Always very friendly and welcoming.			Female	under 6	White British	No tick
34	Yes	Parent / guardian / carer	Fantastic, helpful, friendly staff!						No tick
35	Yes	Parent / guardian / carer	Very friendly and efficient staff. Lovely area for waiting.						No tick
36	Yes	Parent / guardian / carer	Friendly and nice environment.	I have got all information needed. Everybody are very helpful.	Nothing really.	Male	under 6	White British	No tick

37	Yes	Parent / guardian / carer	Excellent staff, quick, efficient. Receptionist happy, smiles & helpful.	Everything.	Nothing.	Female	12-15	White British	No tick
38	Yes		Cannot fault it.	Everyone is very friendly and chatty.	Up to date magazines.	Female	17-18	White British	No tick
39	Yes		Nice clinic, friendly staff.	It a nice environment.		Male	9-11	White British	No tick
40	Yes		My daughter has been looked after very well from the blood nurses through to the consultants. Always been informed well at all stages of her treatment.	It was very informative, they have put my daughter's mind at rest re: her procedure next month.	Nothing.	Female	6-8	White British	No tick
41	Yes		Don't know.			Female	12-15	White British	No tick
42	Yes		We get great care and support from the team.	Friendly, caring staff.		Male	under 6	White British	No tick
43	Yes		For information + care.						No tick
44	Yes		As he talks to us nicely and wants the problem solved.	Very organised. Helpful in need.	I don't know.	Male	12-15	White British	No tick
45	Yes		I like S. - she makes me laugh the nurse is nice and the doctor.	Nice people.		Female	6-8	White British	No tick

46	Yes			Toy area.		Male	under 6	Mixed / Multiple ethnic groups	No tick
47	Yes		I like S. - she is always nice + happy.	TV got good news.	Nothing.		12-15		No tick
48	Yes		Nice lady on desk. TV was on, nice nurse.	It was friendly.		Female	9-11	White British	No tick
49	Yes	Parent / guardian / carer	Very friendly lady on reception!! Lovely helpful Dr too!			Male	12-15	White British	No tick
50	Yes	Patient	Because the doctors were very helpful and gave me lots of information.	The doctors were very friendly and helpful.	I can't think of anything that could have been better.	Female	12-15	White British	No tick
51	Yes	Parent / guardian / carer				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
52	Yes	Patient	Very friendly staff.	It was nice to see a different consultant and get new information.	Nothing.	Male	12-15	White British	No tick
53	Yes	Parent / guardian / carer	Friendly, helpful staff.	Helpful, friendly staff. Watching tele!	Nothing.	Male	6-8	White British	No tick
54	Yes	Parent /	Happy staff. Happy	Smiley people, fast.	N/A.	Female	6-8	White	No tick



		guardian / carer	doctors.					British	
55	Yes	Parent / guardian / carer	Clean, fun + friendly.	Friendly staff.		Female	under 6	White British	No tick
56	Yes	Parent / guardian / carer	I was listened too, and offered advice that I needed.	How they listened to me and what was wrong. Waiting time was extra quick.	Informed wasn't going to see normal doctor. One we had was fine though.	Female	under 6	White British	No tick
57	Maybe	Parent / guardian / carer	On occasions, the clinics have been running one or two hours late.	Friendly staff.	More prompt appointment times.	Female	under 6	White British	No tick
58	Maybe	Patient				Male	16-18	White British	I DO NOT wish my anonymised comments to be made public
59	Maybe	Patient				Female	16-18	White British	I DO NOT wish my anonymised comments to be made public

## Qualitative Feedback - Nov-15

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes	Parent / guardian / carer	Because the team are all very friendly and helpful as well as understanding.	The staff are all so welcoming from the receptionists, nurses & the consultants. All friendly and great with my son.	Nothing.	Male	under 6	White British	No tick
2	Yes	Patient	Nice and friendly and welcome Because I didn't want to come. Now I don't mind.	I can relax and read a book.	Stuff to play on.	Male	9-11	Mixed / Multiple ethnic groups	No tick
3	Yes	Parent / guardian / carer	Smiling staff. Very welcoming, makes everyone feel relaxed.	Good timing with appointment, playroom + TV.		Male	under 6	White British	No tick
4	Yes	Parent / guardian / carer	Pleasant staff. Friendly and welcome smile on reception, nice nurses and doctors.	Quick appointment. Friendly staff. Relaxed atmosphere.	Nothing.	Female	6-8	White British	No tick

5	Yes	Patient	Had a laugh with S. on desk. She made me laugh and feel relaxed. I like it when she makes me feel at ease.	Everything.		Female	16-18	White British	No tick
6	Yes	Parent / guardian / carer	Lovely reception coming in continued by lovely playroom and timely appt.	Friendly staff.		Female	6-8	White British	No tick
7	Yes	Parent / guardian / carer	Friendly, welcoming, good medical care, clean, easy access - I'm in a wheelchair. Always a good visit here and my son is happy to attend.	Friendly, professional, welcoming staff.		Male	6-8	White British	No tick

### Qualitative Feedback - Dec-15

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes	Patient	Quick.			Male		White British	No tick

### Qualitative Feedback - Jan-16

	<b>'Friends and Family Test' Response</b>	<b>Children and young person's FFT card completed by:</b>  <b>Patient</b>  <b>Parent / guardian / carer</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Yes	Parent / guardian / carer			Don't spend NHS money on the Daily Mail for the waiting area!				No tick

2	Yes	Parent / guardian / carer	Friendly staff, helpful.	Helping + more info.		Male	6-8	White British	No tick
3	Yes	Patient	Because the people are nice.	Everyone was friendly.	Nothing.	Female	16-18	White British	No tick
4	Yes	Patient	Always friendly and helpful.	Everything is ready and expecting you.	Timekeeping.	Male	12-15	White British	No tick
5	Yes	Parent / guardian / carer	It had a separate room for kids to play with toys, not overcrowded, spacious. Friendly staff.	Wait was not long at all, not overcrowded. Friendly staff.	Nothing at the clinic. However, the month we had to wait for the appointment was not good.			White British	No tick
6	Yes	Parent / guardian / carer	Good and friendly staff, very helpful.	All ok.	Nothing.	Male	under 6	White British	No tick
7	Yes	Patient	Because everyone was very friendly.	There wasn't a too long wait.	Nothing.	Female	9-11	White British	No tick
8	Maybe	Parent / guardian / carer						White British	I DO NOT wish my anonymised comments to be made public