

## Children’s outpatients department - NDDH - ‘Friends and Family Test’ - Sep-16 to Oct-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.	%	%	%
Sep-16	1	100.0	0.0	0.0
Oct-16	No data	No data	No data	No data

## Qualitative Feedback - Sep-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		Had excellent care and friendly very helpful with preemie baby.	Friendly & helpful staff.	N/A.	Female	Under 6	White British	