

Children’s outpatients department - NDDH - Friends and Family Test - Oct-17 to Nov-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.	%	%	%
Oct-17	21	90.5	4.8	4.8
Nov-17	12	83.3	8.3	8.3

Qualitative feedback - Oct-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	Always been pleasant and dealt with my son as needed.	Play area for children while waiting.	Nothing.	Male	9-11	White British	
2	Parent/ Guardian/ Carer	Yes	There's lots of stuff and it's nice. The staff are nice.	Not running too late.	More for my age 8 kids.	Female	6-8	White British	
3	Parent/ Guardian/ Carer	Yes	Excellent reception, nurses and Dr. Very clear explanations.	As before.	Nothing.	Female	12-15	White British	
4	Parent/ Guardian/ Carer	Yes	Staff are great!			Female	Under 6	White British	
5	Parent/ Guardian/ Carer	Yes	Kids were kept amused.	Nothing.	Nothing.	Male		White British	
6	Parent/ Guardian/ Carer	Yes	Friendly receptionist. Knowledgeable staff.	Toys for children.	Running on time.	Male	Under 6	White British	
7	Parent/ Guardian/ Carer	Yes	Well-mannered staff. Kept to schedule. Helpful.	Was given good advice.		Female	Under 6	White British	
8	Parent/ Guardian/ Carer	Yes	This is a follow-up appointment & I feel	Friendly staff.		Female	Under 6	White British	

	Carer		practitioner listens to me & is very kind.						
9	Patient	Yes				Male	12-15	White British	Do not publish
10	Parent/ Guardian/ Carer	Yes	Always greeted with a smile. Staff are informative & helpful. Our son is always treated with the upmost care.	The staff.	Nothing.		Under 6	White British	
11	Parent/ Guardian/ Carer	Yes	We have had wonderful care since I have moved here.	The children's play area always makes my son happy.		Male	Under 6	White British	
12	Parent/ Guardian/ Carer	Yes	Plenty to keep the children entertained.	Friendly staff. Plenty for children to do.	Waiting times a bit long / running behind.	Male	Under 6	White British	
13	Parent/ Guardian/ Carer	Yes	[Illegible].						
14	Parent/ Guardian/ Carer	Yes	Great service, we was seen on time.	The toys!	Nothing or a coffee machine.	Male	Under 6	White British	
15	Not entered	Yes	Wonderful staff - lots of care and empathy shown.		None.				
16	Patient	Yes	Irregular heartbeat.	Helpful and friendly.		Male	12-15	White British	
17	Not entered	Yes	Friendly staff. Pleasant waiting room. Toys for children.	We were late due to traffic jam but were still seen which we were really pleased about.		Female	Under 6	White British	
18	Parent/ Guardian/ Carer	Yes	The optometrist was amazing with my son, very patient and softly spoken. Made us both feel at ease.	The waiting area - good toys to keep my son entertained.	The wait was a bit long.	Male	Under 6	White British	

19	Not entered	Yes				Male	Under 6	White British	
20	Parent/ Guardian/ Carer	Maybe				Female	Under 6	White British	
21	Not entered	No	Not listened to.		Treat me seriously.	Female		White British	

Qualitative feedback - Nov-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	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
2	Patient	Yes	Everyone friendly.	On time.		Male	12-15	White British	
3	Parent/ Guardian/ Carer	Yes	The nursing staff are very friendly & professional.	Very friendly nurses.	Appointment ran over considerably with no communication. Communication also to book the appointment was poor.	Male	Under 6	White British	

4	Parent/ Guardian/ Carer	Yes	They are always very efficient and give an excellent level of care.	Seen quickly and good treatment.	Nothing.	Female	9-11	White British	
5	Parent/ Guardian/ Carer	Yes		Lovely waiting area.	Running on time.	Male	Under 6	White British	
6	Parent/ Guardian/ Carer	Yes				Male	12-15	White British	Do not publish
7	Parent/ Guardian/ Carer	Yes	Excellent service. Cannot fault the care, support and advice.	Informative, reassuring, professional, speedy & efficient.		Female	Under 6	White British	
8	Parent/ Guardian/ Carer	Yes	We come to the hospital regularly.	The staff.			Under 6	White British	
9	Parent/ Guardian/ Carer	Yes	Clean, tidy.		Parking is awful! Never enough spaces.	Male	6-8	White British	
10	Parent/ Guardian/ Carer	Yes	We didn't have to wait a long time & the staff are very friendly.	As before.	Maybe there could be more books etc. for the older children in the waiting room. Mend the telly.	Male	9-11	White British	
11	Parent/ Guardian/ Carer	Maybe				Male	Under 6	White British	Do not publish
12	Parent/ Guardian/ Carer	No	Too hot. Not enough seating. No windows/views. Always runs late.	Friendly staff.	Better environment. Why can't we wait in adults outpatients - much nicer?	Female			