

Children’s outpatients department - NDDH - Friends and Family Test - Dec-17 to Jan-18

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.	%	%	%
Dec-17	2	100.0	0.0	0.0
Jan-18	4	100.0	0.0	0.0

Qualitative feedback

	Month	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	Dec-17	Parent/ Guardian/ Carer	Yes	Staff were friendly. Toys to entertain children in waiting area was clean.			Female	Under 6	White British	
2	Dec-17	Parent/ Guardian/ Carer	Yes	Nanny has brought my grandchild for his appointments.	The politeness and efficiency of all the staff.	Nothing in hospital, but hospital car park is a nightmare - not enough spaces.	Male	Under 6	White British	
1	Jan-18	Not entered	Yes	The consultant we saw was amazing, very friendly with lots of great advice. Filled in on behalf of my son! Very happy 14-year old boy.			Male	12-15	White British	
2	Jan-18	Parent/ Guardian/ Carer	Yes	Friendly, helpful staff. Every appointment has run on time.	Everything.	Nothing at all in this department. Car parking was a nightmare. Car park was full & had to wait to get in -	Male	Under 6	White British	

						made us late for appointment.				
3	Jan-18	Patient	Yes	The staff is very friendly. They made my daughter feel at ease.	I think the beeping was my favourite.	We arrived at 10:00am and was seen at 11:35am.	Female	9-11	White British	
4	Jan-18	Parent/ Guardian/ Carer	Yes	Friendly and professional staff.	Lots of toys for children.	Better/free car park. Run clinic on time - not such a long wait.	Female		White British	