

Children’s outpatients department - NDDH - Friends and Family Test - Feb-18 to Mar-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.	%	%	%
Feb-18	4	100.0	0.0	0.0
Mar-18	No data	No data	No data	No data

Qualitative feedback

	Month	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1	Feb-18	Patient	Yes				Female	12-15	White British	Do not publish
2	Feb-18	Parent/ Guardian/ Carer	Yes	Very friendly, efficient and a nice, clean waiting area.	Everyone we met was kind and helpful.	A water fountain! It would be nice if my child could have got a drink of water while waiting without having to go to the staff.	Male	6-8	White British	
3	Feb-18	Not entered	Yes	Because she's very kind and helps my feet.	It's nice and clean and there's friendly staff.	Nothing.	Female	6-8	White British	
4	Feb-18	Parent/ Guardian/ Carer	Yes	Very friendly and very patient.	The waiting time wasn't as long as I thought it might be.		Male	Under 6	White British	