

Children’s outpatients department - NDDH - Friends and Family Test - Apr-18 to Jul-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. | % | % | % |
| Apr-18 | 4 | 100.0 | 0.0 | 0.0 |
| May-18 | No data | No data | No data | No data |

| | | | | |
|--------|----|-------|------|-----|
| Jun-18 | 11 | 100.0 | 0.0 | 0.0 |
| Jul-18 | 3 | 66.7 | 33.3 | 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 | Apr-18 | Parent/ Guardian/ Carer | Yes | Friendly & helpful staff - great with baby! | | | Female | Under 6 | White British | |
| 2 | Apr-18 | Parent/ Guardian/ Carer | Yes | Very friendly. | Appointment was on time. | Offered us a drink. | Male | 9-11 | White British | |
| 3 | Apr-18 | Parent/ Guardian/ Carer | Yes | Ladies are very lovely and kind when my son was having bloods taken. | | | Male | 6-8 | White British | |
| 4 | Apr-18 | Patient | Yes | Very friendly and helpful. | Seen on time. | Nothing. | Male | Under 6 | White British | |
| 1 | Jun-18 | Parent/ Guardian/ Carer | Yes | Kind, caring, attentive. | Kind & caring approach. Thorough clinical | Initial visits / appointments not sent. Lots and lots | Male | 12-15 | White British | |

| | | | | | | | | | | |
|----|--------|-------------------------------|-----|---|--|---|--------|---------|---------------|----------------|
| | | | | | care. | of problems - appears resolved now. | | | | |
| 2 | Jun-18 | Patient | Yes | Everybody is friendly and smiley. | The doctor. | Nothing. | Female | 12-15 | White British | |
| 3 | Jun-18 | Parent/ Guardian/ Carer | Yes | Friendly, helpful & reassuring clinic for premature baby. | The service / feedback. | Provide air-conditioning - no air = stressed baby & parents so hot. | Male | Under 6 | White British | |
| 4 | Jun-18 | Parent/ Guardian/ Carer | Yes | Staff are always helpful and friendly. Given wrong apt today. However, staff tried to rectify this. | Staff very apologetic and tried their best to fix the issues. | Given correct appointments. | Female | 6-8 | White British | |
| 5 | Jun-18 | Parent/ Guardian/ Carer | Yes | The doctor was very helpful and reassuring. We were seen very quickly. Friendly staff. | We were seen quickly. Doctors and nurses were friendly and helpful. | | Male | Under 6 | White British | |
| 6 | Jun-18 | Parent/ Guardian/ Carer | Yes | Lovely lady and great explanations & discussions. | I felt at ease and understood what was talked about. Finally felt relaxed about daughter's height. | Nothing. | Female | Under 6 | White British | |
| 7 | Jun-18 | Parent/ Guardian/ Carer | Yes | For us it was quick and to the point. | Doctor was nice. | Nothing. | Male | Under 6 | White British | |
| 8 | Jun-18 | Not entered | Yes | [Illegible]. | [Illegible]. | | | | | |
| 9 | Jun-18 | Parent/ Guardian/ Carer | Yes | | | | Female | Under 6 | White British | Do not publish |
| 10 | Jun-18 | Not entered | Yes | Because you help people. | Seeing [names withheld]. | Make the playroom colder. | Female | 6-8 | White British | |

| | | | | | | | | | | |
|----|--------|-------------------------------|-------------|---|--------------------------------|---------------------|--------|---------|---------------|--|
| 11 | Jun-18 | Parent/ Guardian/ Carer | Yes | Kind staff - good with the children. Lots of toys to keep them entertained. | | | | | | |
| 12 | Jun-18 | Parent/ Guardian/ Carer | Not entered | Not something I would discuss / recommend. | Toys for child to play with. | Nothing / all good. | Female | Under 6 | White British | |
| 1 | Jul-18 | Parent/ Guardian/ Carer | Yes | Quick & friendly. | The Dr was lovely. No waiting. | Nothing. | Male | Under 6 | White British | |
| 2 | Jul-18 | Not entered | Yes | All lovely as always. Thank you. | | | | | | |
| 3 | Jul-18 | Parent/ Guardian/ Carer | No | Still waiting after last test! | Nothing. | Been at reception. | | 12-15 | White British | |