

Children’s outpatients department - NDDH - Friends and Family Test - Aug-18 to Sep-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.	%	%	%
Aug-18	4	50.0	0.0	50.0
Sep-18	10	90.0	0.0	10.0

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	Aug-18	Parent/ Guardian/ Carer	Yes		Really child-friendly.		Male	12-15	White British	
2	Aug-18	Parent/ Guardian/ Carer	Yes	Friendly.	Well organised.	Waiting times.	Male		White British	
3	Aug-18	Patient	Maybe	Because of waiting times.	Reception.	Clinic to be on time.	Female	9-11	White British	
4	Aug-18	Patient	Maybe	Same as overleaf.	Glad only coming every 11 months.	Staff not chewing gum for starters. Be more polite.	Male	12-15	White British	
1	Sep-18	Parent/ Guardian/ Carer	Yes	Very friendly and reassuring staff, patient with my nervous daughter.	Everything - thank you!	Nothing!	Female	6-8	White British	
2	Sep-18	Parent/ Guardian/ Carer	Yes	The doctor we saw (Dr [name withheld]) is very lovely and took time to explain everything to us. He made it all clear and was / is very			Male	Under 6	White British	

				empathetic.						
3	Sep-18	Parent/ Guardian/ Carer	Yes	Always been helpful. Always made to feel comfortable.	Always on time.	N/A.	Female	Under 6	White British	
4	Sep-18	Parent/ Guardian/ Carer	Yes	Everyone friendly & nice & baby-friendly area.	Getting great info. about dairy allergy.	Everything was perfect.	Male	Under 6	White British	
5	Sep-18	Parent/ Guardian/ Carer	Yes	Friendly staff, helpful, knowledgeable, welcoming.	Nice play area to pass time, which unfortunately was about 45mins.	See above, waiting times.	Male	Under 6	Black / African / Caribbean / Black British	
6	Sep-18	Parent/ Guardian/ Carer	Yes		Everyone had time for my son.		Male	Under 6	White British	
7	Sep-18	Parent/ Guardian/ Carer	Yes	Amazing, kind, attentive, professional approach - staff.	Kind staff, polite, understandable.	Nothing really.	Female	Under 6	Other ethnic group	
8	Sep-18	Parent/ Guardian/ Carer	Yes	Lovely area full of great stuff to distract the kids.	Staff amazing.	Nothing.	Female	6-8	White British	
9	Sep-18	Not entered	Yes	Dr [name withheld] was absolutely fantastic. Thank you.			Female	Under 6	White British	
10	Sep-18	Parent/ Guardian/ Carer	Maybe	Sometimes meetings can be late.	Quicker than normal.		Male	12-15	White British	