

## Children’s outpatients department - NDDH - Friends and Family Test - Oct-18 to Dec-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.	%	%	%
Oct-18	5	80.0	0.0	20.0
Nov-18	4	100.0	0.0	0.0

Dec-18	3	66.7	0.0	33.3
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### 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	Oct-18	Parent/ Guardian/ Carer	Yes	Friendly staff.	Friendly staff.	Timekeeping.	Female	12-15	White British	
2	Oct-18	Not entered	Yes	Staff helpful and nice. Clean waiting room.		Told us roughly how long we would have to wait.	Male	6-8	White British	
3	Oct-18	Parent/ Guardian/ Carer	Yes	Always friendly, professional staff.						
4	Oct-18	Parent/ Guardian/ Carer	Yes			My son was disappointed the television was no longer in the playroom. All the toys are aimed at younger children. Children are often kept waiting a long time for their	Male	9-11	White British	

						appointment. Lego & books would be a benefit.				
5	Oct-18	Parent/ Guardian/ Carer	Maybe	Some staff not understanding of autism.	Quick wait.	Autism awareness.	Male	Under 6	Mixed / Multiple ethnic groups	
1	Nov-18	Not entered	Yes	Very friendly staff and very helpful.		Maybe make one waiting room a little more teen-friendly.	Female	16-18	White British	
2	Nov-18	Not entered	Yes	Staff were calm, well-informed and confident with dealing with young children. As a result, our 3.5yr old wasn't anxious to have his prick test.	Fantastic staff, knew their job and were great with our little boy. Thanks.		Male	Under 6	Mixed / Multiple ethnic groups	
3	Nov-18	Parent/ Guardian/ Carer	Yes	I gave that answer because they were very nice and they helped to calm me down.	Staff fantastic.	Nothing.	Female	9-11	White British	
4	Nov-18	Parent/ Guardian/ Carer	Yes	Friendly staff. Seen on time.	Seen on time.					
1	Dec-18	Parent/ Guardian/ Carer	Yes	Because they go beyond what they should to help my little boy.				6-8	White British	
2	Dec-18	Parent/ Guardian/ Carer	Yes	Friendliness.	Time in which we were seen.		Male	Under 6	White British	
3	Dec-18	Parent/ Guardian/ Carer	Maybe	We arrived early due to traffic reports to then be	Does have a good variety of toys.	Fresher smelling area. Friendlier staff. Happier staff.	Female	6-8	White British	

				waiting past our appointment time. Also, nursing staff aren't very friendly - just seem to stare at you.						
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