

Children’s outpatients department - NDDH - Friends and Family Test - Jan-19 to Apr-19

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.	%	%	%
Jan-19	10	100.0	0.0	0.0
Feb-19	6	100.0	0.0	0.0

Mar-19	9	88.9	0.0	11.1
Apr-19	4	100.0	0.0	0.0

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?	Please tick this box if you DO NOT wish your answers ever to be made public
1	Jan-19	Parent/Guardian/Carer	Yes	Bright, colourful and very clean. Staff friendly and approachable. Lovely to have toys to put the children at ease.	All staff very helpful, understanding.		
2	Jan-19	Parent/Guardian/Carer	Yes	Because staff are very welcoming and give good advice.	Having a variety of toys. Having my blood pressure checked.		
3	Jan-19	Parent/Guardian/Carer	Yes	The staff are always so friendly and nothing is too much trouble. They genuinely care about the children which is lovely. The little playroom is great and teddy's for brave children mean a lot.	As previously stated in first box.	Nothing.	
4	Jan-19	Parent/Guardian/Carer	Yes	Always helpful, deal with things professionally. Yes, all	All good, clean, polite, professional.		

				good here.			
5	Jan-19	Parent/Guardian/ Carer	Yes	Everyone is so friendly and makes you feel at ease.	Everything.		
6	Jan-19	Parent/Guardian/ Carer	Yes	Dealt with sympathetically & promptly. Good follow up.	Toys for children. Answers to my queries dealt with efficiently.	Larger waiting room - more adult seating.	
7	Jan-19	Parent/Guardian/ Carer	Yes	The staff are always friendly and always calm under pressure.			
8	Jan-19	Parent/Guardian/ Carer	Yes	Nice and helpful people.	All except parking.	Organise parking better. With the money we pay for parking we should not wait 25min to get a parking space.	
9	Jan-19	Not entered	Yes	Because I find environment is nice.	Because their nice.	Nothing, all was perfect.	
10	Jan-19	Parent/Guardian/ Carer	Yes	The staff are amazing and always helpful.			
1	Feb-19	Parent/Guardian/ Carer	Yes	Always friendly and helpful.	All the staff making our daughter welcome.		
2	Feb-19	Parent/Guardian/ Carer	Yes	Amazing staff, caring & attention. Simply amazing!!!	Patience, great care.	I believe there is nothing you could have done better as everything was / is absolutely super fantastic!	
3	Feb-19	Parent/Guardian/ Carer	Yes	Staff are friendly and welcoming and professional. Downside parking and roundabout has become a nightmare since the new roundabout has been built. More parking spaces needed.			
4	Feb-19	Not entered	Yes	Everyone is very helpful.			
5	Feb-19	Parent/Guardian/ Carer	Yes	It's welcoming, quiet and always well organised.	Well prepared for my daughter's blood test. [Name withheld] was present and did a great job.	Nothing.	
6	Feb-19	Parent/Guardian/ Carer	Yes	Always helpful & patient.	They allowed us to try a		

		Carer			different numbing cream.		
1	Mar-19	Parent/Guardian/ Carer	Yes	Really helpful when [name withheld] didn't want to have her drops. Very patient.			
2	Mar-19	Parent/Guardian/ Carer	Yes	Staff were welcoming to child, settled her anxiety.	Child felt at ease, staff are caring.	Nothing.	
3	Mar-19	Parent/Guardian/ Carer	Yes	Nice, clean and spacious reception. Friendly staff.	Nice & reassuring to see my son's consultant & have a chat.	Waiting times need to be improved. More magazines & newspapers to read.	
4	Mar-19	Parent/Guardian/ Carer	Yes	Friendly, calm, staff, very short waiting time. Plenty of distractions for my child. Calm environment.	[Name withheld] & the other allergy nurse were great - really put us & our child at ease Thanks. x		
5	Mar-19	Parent/Guardian/ Carer	Yes				Do not publish
6	Mar-19	Parent/Guardian/ Carer	Yes	Plenty of space. Lovely playroom. All staff are friendly, helpful & professional. T-you.	Comfortable & plenty of space for wheelchair. Staff were all fab.	Nothing - all great. T-you.	
7	Mar-19	Parent/Guardian/ Carer	Yes		Adequate.		
8	Mar-19	Parent/Guardian/ Carer	Yes	Friendly staff. Helpful doctor, informative. Overall, good experience.	All good experience.		
9	Mar-19	Not entered	Maybe	Waited over an hour for my appointment. Got seen at 12.35pm and my appointments was at 11.40am.			
1	Apr-19	Patient	Yes	Friendly nurses, hospital smells nice, always ready to help and nice playroom.	As previously stated.	Definitely nothing!!	
2	Apr-19	Parent/Guardian/ Carer	Yes	The service is excellent. Our paediatric oncologist is based in Exeter so it's fantastic to see here locally here in North Devon. The area is light & airy with lots of great toys for the			

				children.			
3	Apr-19	Parent/Guardian/ Carer	Yes	All fab (staff & building).	Staff great, playroom, plenty space.	Nothing - all fab. T-you.	
4	Apr-19	Parent/Guardian/ Carer	Yes	Friendly staff. I like it here!	The toys and the books.		