

Children’s outpatients department - NDDH - Friends and Family Test - May-19 to Sep-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.	%	%	%
May-19	2	100.0	0.0	0.0
Jun-19	8	87.5	0.0	12.5

Jul-19	4	100.0	0.0	0.0
Aug-19	9	88.9	0.0	11.1
Sep-19	8	87.5	0.0	12.5

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?	Please tick this box if you DO NOT wish your answers ever to be made public
1	May-19	Not entered	Yes	This is a good place.	The scales.		
2	May-19	Not entered	Yes	The staff are really kind.		No.	
1	Jun-19	Parent/Guardian/Carer	Yes	Friendly, efficient & good level of care.	Kind staff who try to keep to appointment times & communicate well.	My son is a teenager & there was a lot of noise (he's autistic & it was unavoidable) but I feel a better stocked toy / book / sensory area would really help this.	
2	Jun-19	Parent/Guardian/Carer	Yes				
3	Jun-19	Parent/Guardian/Carer	Yes	Friendly staff, good variety of toys for children.			
4	Jun-19	Parent/Guardian/Carer	Yes	All staff are helpful and friendly, excellent at making	The staff and facilities.	It's sometimes really warm in there.	

				the children feel comfortable.			
5	Jun-19	Not entered	Yes	Good service.			
6	Jun-19	Parent/Guardian/ Carer	Yes	Toys.	Not too much waiting.	No special place for breastfeeding. (For my mummy & baby sister).	
7	Jun-19	Parent/Guardian/ Carer	Yes	Stickers. Teddy. Smiles from nurses. Explanations throughout.	Patient nurses.		
8	Jun-19	Parent/Guardian/ Carer	Maybe				
1	Jul-19	Parent/Guardian/ Carer	Yes	Nice and polite staff.	Toys to keep children entertained.	Better timekeeping.	
2	Jul-19	Parent/Guardian/ Carer	Yes	Always as helpful as possible.	Short wait.		
3	Jul-19	Patient	Yes				Do not publish
4	Jul-19	Parent/Guardian/ Carer	Yes	The nurses are great and always make [name withheld] feel at home!	How smooth it all went.	Waiting times on past visits.	
1	Aug-19	Parent/Guardian/ Carer	Yes				Do not publish
2	Aug-19	Parent/Guardian/ Carer	Yes	The staff are happy and friendly.	Talking about my daughter's problems.	Been on time for appointment, kept waiting for 15 minutes and every 10mins going out for a phone call.	
3	Aug-19	Parent/Guardian/ Carer	Yes	Quick. Good toys.			
4	Aug-19	Parent/Guardian/ Carer	Yes	We have been here 4 years with our son and great service. We cannot thank you enough.	Looked after very well with all our appointments.	Nothing.	
5	Aug-19	Parent/Guardian/ Carer	Yes	Very friendly.			
6	Aug-19	Parent/Guardian/ Carer	Yes				
7	Aug-19	Parent/Guardian/ Carer	Yes				Do not publish

8	Aug-19	Parent/Guardian/ Carer	Yes	Lovely attitude to my child who was very nervous.	Waiting area clean.		
9	Aug-19	Parent/Guardian/ Carer	Maybe		Good support.		
1	Sep-19	Parent/Guardian/ Carer	Yes	The staff are always very good with our daughter.			
2	Sep-19	Parent/Guardian/ Carer	Yes	There really nice.	The nurses.	Nothing.	
3	Sep-19	Parent/Guardian/ Carer	Yes	Very child friendly, nice for the children to play.	Staff very friendly.	N/A.	
4	Sep-19	Parent/Guardian/ Carer	Yes	Excellent staff. Very efficient.		Nothing.	
5	Sep-19	Parent/Guardian/ Carer	Yes	They are all very friendly and make you feel comfortable. They are very good with children that are nervous. I couldn't ask for it to be any better.	The friendliness and polite welcome and the way they made my son feel safe and made sure you understood everything they were saying.	Nothing.	
6	Sep-19	Parent/Guardian/ Carer	Yes	On time, friendly staff.	Helpful staff.		
7	Sep-19	Parent/Guardian/ Carer	Yes	Friendly staff with clear explanations - smooth appointment.	No time delays.	Free coffee in the waiting area.	
8	Sep-19	Parent/Guardian/ Carer	I don't know	Only had one previous appointment here, staff always friendly. However, never on time, hard to keep children entertained.			