

## Children’s outpatients department - NDDH - Friends and Family Test - Oct-19 to Mar-20

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-19	5	80.0	0.0	20.0
Nov-19	7	85.7	0.0	14.3

Dec-19	4	75.0	0.0	25.0
Jan-20	6	83.3	0.0	16.7
Feb-20	5	80.0	0.0	20.0
Mar-20	1	100.0	0.0	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?	Please tick this box if you DO NOT wish your answers ever to be made public
1	Oct-19	Parent/Guardian/Carer	Yes	Very friendly staff.	Seen promptly. Not rushed at all, very friendly consultant [name withheld].	N/A.	
2	Oct-19	Parent/Guardian/Carer	Yes	The doctor was nice.	Doctor helped me.	Nothing.	
3	Oct-19	Parent/Guardian/Carer	Yes	Very friendly staff, put you at ease.	The consultant was really lovely, very thorough.		
4	Oct-19	Parent/Guardian/Carer	Yes	Friendly, prompt & made my son feel at ease.	Friendliness of staff.	None.	
5	Oct-19	Parent/Guardian/Carer	Maybe	Not as helpful as I thought.	N/A.	N/A.	
1	Nov-19	Not entered	Yes	We have always had good experiences here and everyone	[Names withheld] amazing!!	Nothing.	

				is so kind & caring & patient.			
2	Nov-19	Parent/Guardian/Carer	Yes	It seems friendly and there were toys for little one to play with.		When letters are being sent it would help if it stated A, B or C so it's easier to find.	
3	Nov-19	Patient	Yes		Very lovely staff, nice and friendly.	Less waiting time.	
4	Nov-19	Parent/Guardian/Carer	Yes	The staff made my daughter feel very comfortable and at ease.	Friendly staff. Appointment was on time.		
5	Nov-19	Patient	Yes	Very friendly staff.			
6	Nov-19	Not entered	Yes	The staff were very helpful & gave time.			
7	Nov-19	Parent/Guardian/Carer	Maybe			Less waiting.	
1	Dec-19	Parent/Guardian/Carer	Yes	Always have had the most fantastic service from here.	Fabulous doctor, great staff.	Nothing!	
2	Dec-19	Parent/Guardian/Carer	Yes	Friendly & efficient staff.	Staff.	Rarely on time.	
3	Dec-19	Not entered	Yes	I have been cared for from birth spending 3 months in SCBU & am now just 18. It is thanks to the doctors, nurses & all staff at NDDH that I am here & I am extremely grateful.			
4	Dec-19	Parent/Guardian/Carer	Maybe				Do not publish
1	Jan-20	Parent/Guardian/Carer	Yes	Quick staff. No waits. Happy staff.			
2	Jan-20	Parent/Guardian/Carer	Yes	Seen on time. Spoke to politely and given good advice on what we needed.	Staff. Facilities.	Combined appointments.	
3	Jan-20	Parent/Guardian/Carer	Yes	Friendly, courteous staff.		Clinic often runs behind time.	
4	Jan-20	Parent/Guardian/Carer	Yes	Staff are friendly. Dr [name withheld] is very good.			
5	Jan-20	Not entered	Yes	Friendly service.		Quicker service.	

6	Jan-20	Parent/Guardian/ Carer	Maybe	There wasn't much focus on distraction and it did hurt, but they did make her feel better afterwards.			
1	Feb-20	Parent/Guardian/ Carer	Yes	Quick, nice & friendly.	The staff were nice.	Clearer signage.	
2	Feb-20	Parent/Guardian/ Carer	Yes	Friendly & welcoming, warm, nice people.	Friendly, professional people. Treated my daughter with kindness & respect.	Made us a coffee!! haha.	
3	Feb-20	Parent/Guardian/ Carer	Yes	Staff, nurses & reception staff are very pleasant and helpful and everything is well explained.	Help in understanding my daughter's condition, plus reassurance and advice given.		
4	Feb-20	Parent/Guardian/ Carer	Yes	Lovely atmosphere, friendly staff.			
5	Feb-20	Parent/Guardian/ Carer	Maybe	We have been waiting for half an hour after appointment time, having already had to come back after wrong appointment given.	Friendly staff. Good playing area for children. Dr was very good.	Communicated that clinic was running late.	
1	Mar-20	Patient	Yes	Because all of the staff are really nice.	It is always on time.	Nothing.	