

## Friends and Family Test - Children's Outpatients Department - North Devon District Hospital - Dec-20

*Thinking about your visit... Overall, how was your experience of our service?*

*Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know*

### Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	9	100.0	0.0	0.0

## Patient feedback

	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better.	Patient request for anonymised comments not to be made public
1	Parent/Guardian	Very good	Super service - lovely. Friendly staff. Good explanation!		
2	Patient and Parent/Guardian	Very good	Always extremely helpful. Lovely staff.	N/A	
3	Patient	Very good	I got a Lego spaceship from the advent calendar.		
4	Not entered	Very good			
5	Parent/Guardian	Very good	All staff highly engaging and helpful. Dr [name withheld]'s diagnosis was excellent and his communication was brilliant. My [age withheld]-year old son was happy throughout.		
6	Patient and Parent/Guardian	Very good	Friendly. Helpful.		
7	Patient	Very good	[Name withheld] was full at ease and made comfortable.		
8	Parent/Guardian	Very good	Very efficient, no problems!		
9	Parent/Guardian	Good			