

## Friends and Family Test - Outpatients - Video Call - Jan-21

*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 %
Jan-21	117	94.0	5.1	0.9

## Qualitative feedback

	Clinic / department attended	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	Anaesthetics	Patient	Good	[Name withheld] was very helpful and suggested routes to follow.	Send link.	
2	Cardiology	Patient	Very good	Went well. Plenty of information and any questions answered.	Can't think of anything.	
3	Cardiology	Patient	Very good	Very easy to access.	Very good experience. Nothing to change.	
4	Cardiology	Patient	Very good			Do not publish
5	Cardiology	Not entered	Very poor			Do not publish
6	Dermatology	Patient	Very good			Do not publish
7	Dermatology	Patient	Poor	Because the video didn't work I was in a room being told the staff are aware you are here someone will come shortly but nobody came, after 15 mins someone rang.	Seen a person in the same room.	
8	Diabetic Medicine	Patient	Very good	Appointment was on time, and easy to talk from home over video call and not worry.		
9	Diabetic Medicine	Patient	Very good	Fantastic service.	Nothing.	
10	Dietetics	Patient	Very good	Easy to use and helpful consultation.	Excellent service - highly recommended. Thank you.	
11	Endocrinology	Patient	Very good	Excellent video call. Was nice to see the consultant instead of talking on the phone.	Nothing.	
12	Neuro Rehabilitation	Patient	Very good			Do not publish
13	Neuro	Relative of	Good	We had a good appointment with	There were 3 pauses - otherwise	

	Rehabilitation	patient		[name withheld] but it did cut out three times.	all good.	
14	Neuro Rehabilitation	Patient	Very poor			Do not publish
15	Neurology	Patient	Very good	On time and easy although the audio was a little echoey.		
16	Neurology	Patient	Very good	Video call appointment. Good clear connection. Excellent MS Nurse.	Nothing - was excellent.	
17	Neurology	Spouse/Partner of patient	Good			Do not publish
18	Occupational Therapy	Patient	Very good			
19	Occupational Therapy	Patient	Very good			
20	Occupational Therapy	Patient	Very good	Convenient and good quality.	Can't think of anything.	
21	Occupational Therapy	Patient	Very good	Very good communication with my therapist.		
22	Occupational Therapy	Patient	Very good	A point of contact and support during these very difficult times.	Nothing, it was very good.	
23	Occupational Therapy	Patient	Very good	OT listened to me.	Nothing.	
24	Occupational Therapy	Patient	Very good	Very friendly OTs. They were very thorough and answered all my questions without me having to ask them :)	Links on paperwork conflict and one link didn't work. However, if the paperwork was emailed with a 'read' receipt to confirm it has been seen then the links could be clicked rather than trying to type the full URL and would avoid typing errors.	
25	Occupational Therapy	Patient	Very good	On time. Clear audio and visual.		

26	Occupational Therapy	Patient	Very good			
27	Occupational Therapy	Patient	Very good			Do not publish
28	Occupational Therapy	Patient	Very good			Do not publish
29	Occupational Therapy	Patient	Good			Do not publish
30	Orthopaedic Interface Service	Patient	Very good			
31	Orthopaedic Interface Service	Carer of patient	Very good	[Name withheld] was very clear & informative.	All fine.	
32	Orthopaedic Interface Service	Patient	Very good	Excellent, thorough consultation, didn't feel rushed at all.	Nothing.	
33	Orthopaedic Interface Service	Patient	Very good	On time apt. Helpful and constructive apt.	Excellent service, no need to improve. The only thing is logging into the system is quite demanding if you are old and infirm.	
34	Orthopaedic Interface Service	Patient	Very good	The doctor was very clear in his advise. We could discuss the issue and he understood what I was explaining.	It was a good appointment.	
35	Orthopaedic Interface Service	Patient	Very good	Everything was explained well,		
36	Orthopaedics	Patient	Very good	Excellent service, [name withheld] was great.	There was a slight lag in voice image but nothing that impacted overall service which was excellent. Thank you.	
37	Orthopaedics	Patient	Very good	It was very good and informative.		
38	Orthopaedics	Patient	Very good	Friendly, good advice and clear instructions.	Happy with the service.	

39	Pain Management	Patient	Very good	Service is always excellent, on time and when it suits me.	Nothing could be better, this service is best for me.	
40	Pain Management	Patient	Very good	I was put at ease, not made to think I was wasting the other person's time.		
41	Pain Management	Patient	Very good	The person I spoke to was very understanding and had some good, new ideas of what I can try to help with my pain.		
42	Pain Management	Patient	Very good	The video appointment system worked well and was very convenient - although a personal meeting will probably be necessary.	Been a bit quicker in giving an appointment.	
43	Pain Management	Patient	Very good	It is a fantastic way to have an appointment with clear pictures and video and sound and real connection with clinician.		
44	Pain Management	Patient	Very good	The Pain Management Specialist was so understanding and was able to guide me to a level where I began to feel more positive about my future.	I am satisfied with the treatment I received.	
45	Pain Management	Patient	Very good			
46	Pain Management	Patient	Very good			
47	Pain Management	Patient	Very good	Useful advice and able to move forward with my care.		
48	Pain Management	Patient	Very good	Easy to set up and use.		
49	Pain Management	Patient	Very good			Do not publish
50	Pain Management	Patient	Good	Ease of use, only problem was connection not great from hospital and had problems hearing		

				sometimes due to sound feedback.		
51	Pain Management	Patient	Good			
52	Pain Management	Patient	Good	Great advice and very helpful appointment, just video was extremely behind the audio throughout most of the call.	Nothing other than internet but get that it is a larger problem and difficult to fix.	
53	Pain Management	Patient	Good	Most helpful so far, very friendly.	Nothing.	
54	Pain Management	Patient	Poor	I waited for 20 minutes then had a phone call from a very polite lady saying the dr couldn't get on.	A better system	
55	Pain Management	Patient	Very poor			Do not publish
56	Physiotherapy	Patient	Very good			
57	Physiotherapy	Patient	Very good	My referral was dealt with in a timely manner and [name withheld] listened to my concerns and was very helpful in moving forward with my problem. He was friendly and easy to talk to. He made me feel comfortable about contacting OH again if the problem persist.		
58	Physiotherapy	Patient	Very good	Easy to link up on laptop. Everything was explained to me and demonstration was brilliant.		
59	Physiotherapy	Patient	Very good	Il think the video call is much better than a telephone call.		
60	Physiotherapy	Patient	Very good	So easy.	Nothing.	
61	Physiotherapy	Patient	Very good	Physio was really good, listened to all of problem and what he thought it was, and how to address it, explained all the exercises and demonstrated them. Very	NIL	

				reassuring that it can be addressed and can be improved.		
62	Physiotherapy	Patient	Very good	Perfect alternative to a face to face appointment		
63	Physiotherapy	Patient	Very good	It felt much safer doing a video call rather than going to the hospital during the pandemic. The physiotherapist was very help and understanding and I felt she was very thorough.	Nothing.	
64	Physiotherapy	Patient	Very good	I feel that I am being supported and that I'm not dealing with this awful pain on my own.		
65	Physiotherapy	Patient	Very good	Practitioner willing to see me face to face next time for follow up.		
66	Physiotherapy	Patient	Very good	It was an appointment that can be carried out online.	Nothing	
67	Physiotherapy	Patient	Very good	Explains things really well and taylor's exercises to really help.		
68	Physiotherapy	Patient	Very good	Keeping all safe.		
69	Physiotherapy	Patient	Very good	Excellent service, professional, video connection fine.		
70	Physiotherapy	Patient	Very good	Convenient and easy and worthwhile.		
71	Physiotherapy	Patient	Very good	Good advice and nicely given.	All good.	
72	Physiotherapy	Patient	Very good			
73	Physiotherapy	Patient	Very good	The Physiotherapist was fantastic - calm, patient, really listened.	As I said, please ask yourself to those who want and can do a video call, "what are the reasons against a video call" and I mean video call, it's the ability to see the Doctor etc. that is important,	

					telephone is second best but it is SECOND best.	
74	Physiotherapy	Patient	Very good	Video call worked well - good link.	All ok.	
75	Physiotherapy	Patient	Very good	Informative and clearly explained information. Pleasant experience overall.		
76	Physiotherapy	Patient	Very good			
77	Physiotherapy	Patient	Very good	It was easy to use the system. [Name withheld] was very helpful and knowledgeable. I was given options about how I would like to proceed.	I don't think my experience could have been improved.	
78	Physiotherapy	Patient	Very good	Better seeing the Physio and not just speaking on the telephone.	Only negative was delay for Physio connection.	
79	Physiotherapy	Patient	Very good	Some connection troubles from my end but resolved with using video and phone at the same time!		
80	Physiotherapy	Patient	Very good	[Name withheld] was excellent. Knowledgeable and reassuring.		
81	Physiotherapy	Patient	Very good	The process of getting the appot. was very quick and all very efficient and seamless, use of the attend anywhere was easy and really good. My consultation completely met my expectations and was extremely useful and helpful.	Nothing, the process was efficient and seamless, very good thank you.	
82	Physiotherapy	Patient	Very good	Now use to this form of contact and know the specialists I am dealing with.		
83	Physiotherapy	Patient	Very good	Was very informative, able to communicate my problem and able to see [name withheld] to	N/A	



				understand the exercises.		
84	Physiotherapy	Patient	Very good	[Name withheld] is amazing at explaining everything and very motivational for a teenager. Really looking forward to working with her over the next few weeks.	Nothing	
85	Physiotherapy	Patient	Very good			Do not publish
86	Physiotherapy	Patient	Very good			Do not publish
87	Physiotherapy	Patient	Very good			Do not publish
88	Physiotherapy	Patient	Very good			Do not publish
89	Physiotherapy	Patient	Very good			Do not publish
90	Physiotherapy	Patient	Very good			Do not publish
91	Physiotherapy	Patient	Very good			Do not publish
92	Physiotherapy	Patient	Very good			Do not publish
93	Physiotherapy	Patient	Very good			Do not publish
94	Physiotherapy	Patient	Very good			Do not publish
95	Physiotherapy	Patient	Very good			Do not publish
96	Physiotherapy	Patient	Very good			Do not publish
97	Physiotherapy	Patient	Good	Seeing a physio in person is obviously better than a video call but the exercises have helped my hip pain.	It was ok.	
98	Physiotherapy	Patient	Good	Previous video appointments have been really good. Unfortunately this time there was a bad echo which made it more difficult to speak.		
99	Physiotherapy	Patient	Good			
100	Physiotherapy	Patient	Good	New treatment.		
101	Physiotherapy	Patient	Good	Video call was fine, but we had a bit of lag on the system, probably	Nothing.	

				slow internet.		
102	Physiotherapy	Patient	Good			Do not publish
103	Physiotherapy	Patient	Good			Do not publish
104	Physiotherapy	Patient	Good			Do not publish
105	Physiotherapy	Patient	Good			Do not publish
106	Physiotherapy	Patient	Good			Do not publish
107	Physiotherapy	Patient	Very poor	I had connection issues and then when I finally managed to get onto the call nobody was there	Have the doctor actually show up for my appointment, give patients a 15 minute grace period at the start of the appointment to account for connection issues.	
108	Rheumatology	Patient	Very good	Less waiting times than often experienced in hospital. Good video setup. However, I have very good equipment because of work which makes it much easier for me to attend a video call.		
109	Rheumatology	Patient	Very good			
110	Rheumatology	Patient	Very good	I find that I can speak and say more thru a video call than a call call.		
111	Rheumatology	Patient	Very good	Excellent way to have an appointment.		
112	Rheumatology	Patient	Very good	Call answered 5 minutes early for appointment. Pleasant, helpful call.	Much prefer video calls to attending in person.	
113	Rheumatology	Patient	Very good	Mr [name withheld] answered my questions and give very helpful suggestions.		
114	Rheumatology	Patient	Very good			Do not publish
115	Rheumatology	Patient	Very good			Do not publish
116	Rheumatology	Patient	Good	Very quick appointment allocation. Easy to work the technology.	Advise to book in 10 minutes before instead of 5 so can work	

				Helpful doctor. Arranged tests and follow up straight away. So good not to have to travel and risk COVID spread.	through the information needed.	
117	Rheumatology	Patient	Neither good nor poor	Unsatisfied with outcome. No problem using video.		