

Friends and Family Test - Children's Outpatients (video call) - Jan-21 to Mar-21

Thinking about your outpatient appointment... 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	No data	No data	No data	No data
Feb-21	4	100	0.0	0.0
Mar-21	11	100	0.0	0.0

Qualitative feedback

	Month	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	Feb-21	Relative of patient	Very good			
2	Feb-21	Carer of patient	Very good	The online system works well. I was able to discuss in full my concerns about my PMLD son.		
3	Feb-21	Relative of patient	Very good			
4	Feb-21	Relative of patient	Very good			
1	Mar-21	Relative of patient	Very good			
2	Mar-21	Carer of patient	Very good	Saved time by not going to hospital. Clear picture and able to hear doctor. Straightforward to sign in.	All fine, thank you.	
3	Mar-21	Relative of patient	Very good	[Name withheld] was very easy to talk to and made both me and my son feel at ease.	I think the appointment was a success.	
4	Mar-21	Relative of patient	Very good	Very easy to do. Very friendly and easy to understand.	All brilliant.	
5	Mar-21	Relative of patient	Very good	The doctor was very nice and helpful.		
6	Mar-21	Relative of patient	Very good	Clear, easy to communicate, thorough overview of case.		
7	Mar-21	Spouse/Partner of patient	Very good			
8	Mar-21	Carer of patient	Very good			
9	Mar-21	Relative of	Good			

		patient				
10	Mar-21	Patient	Good			Do not publish
11	Mar-21	Carer of patient	Good			