

## Friends and Family Test - Community 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	2	100	0.0	0.0
Mar-21	1	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	Helpful, understanding.		
2	Feb-21	Relative of patient	Very good	Helped my son to stay calm and focused. Allowed us time to think and answer questions. Caring professional.	Connection lagged at times.	
1	Mar-21	Carer of patient	Very good	Excellent service and very clear on aspects moving forward.		