

Friends and Family Test - Outpatients - Video Call - Feb-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 %
Feb-21	126	91.3	4.8	3.9

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	Cardiology	Patient	Very good	Extremely relaxed and professional		
2	Cardiology	Patient	Good	Very happy with the thorough approach of Dr [name withheld] and he was easy to talk to. His reassurance was helpful. However, there was background sound interference or loud feedback which made it difficult to understand everything that was said. Increasing the volume only made the problem worse.	The sound quality needs improvement as it made understanding of the dialogue very difficult.	
3	Cardiology	Patient	Good	Easy to use and able to have discussion from home.	It would have been useful to know approximately how long I would be in the online waiting room.	
4	Cardiology	Patient	Very poor	Waited over an hour and no one answered.	Telephone people.	
5	Community Paediatrics	Relative of patient	Very good	Helpful, understanding.		
6	Community Paediatrics	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.	
7	Community Paediatrics	Carer of patient	Neither good nor poor	The video does not always match the speech and as I have a hearing loss it was difficult to understand what was being said.	Not sure how you can improve the latency in the video. A less cluttered background would be good.	

8	Diabetic Medicine	Patient	Very good			
9	Diabetic Medicine	Patient	Good	When got onto website, instructions clear and easy to follow.	Don't know.	
10	Diabetic Medicine	Patient	Good	Good to talk face to face [name withheld] and discuss my condition. Did not feel rushed and covered everything I needed to. Quality of picture was variable but this did not take away anything of the appointment.		
11	Diabetic Medicine	Patient	Good	Great to see diabetic team on a video call.	The connection was a little strange with a delay on the video call but we managed.	
12	Dietetics	Patient	Very good	[Name withheld] was most helpful.	Everything was fine and I am very grateful.	
13	Dietetics	Patient	Very good	The online appointment was very successful. The connection was good and I was able to hear and communicate very well.	Nothing	
14	Dietetics	Patient	Very good			Do not publish
15	Endocrinology	Patient	Very good			
16	Endocrinology	Patient	Very good			Do not publish
17	Endocrinology	Patient	Good	Good video link, no problem talking to doctor.	None.	
18	Endocrinology	Patient	Good	Good listening skills and clear in responses.	Nothing so far.	
19	Neuro Rehabilitation	Patient	Very good	Saw practitioner in my home environment which gave her a clearer picture of my situation, and I was able to discuss various issues more fully.		
20	Neuro	Spouse/Partner	Very good	Clarity, lack of distraction.		

	Rehabilitation	of patient				
21	Neurology	Patient	Very good	Still feeling connected to the clinician but having the comfort of your own home.		
22	Neurology	Patient	Very good		Nothing.	
23	Neurology	Patient	Very good			Do not publish
24	Neurology	Patient	Good			Do not publish
25	Occupational Therapy	Patient	Very good	[Name withheld] was so lovely. She answered all my questions / worries. First class service, thank you.	Perfect.	
26	Occupational Therapy	Patient	Very good	Easy, no travelling.	Nothing.	
27	Occupational Therapy	Patient	Very good	Due to the distance I have to travel at this stage in my recovery video call is a lot easier and worked out very well.	Nothing.	
28	Occupational Therapy	Patient	Very good	The service I receive is always very good.	Nothing in this case.	
29	Occupational Therapy	Patient	Very good	It is easier to remember what you want to discuss.		
30	Occupational Therapy	Patient	Very good	Easy and saves me having to travel to hospital.	Nothing. Very good.	
31	Occupational Therapy	Patient	Very good	It not only saved me a 110 mile round trip, the service was excellent and no way inhibited the consultation. It was nice to see a smiley face and not just eyes behind a mask. Thank you.	It was excellent.	
32	Occupational Therapy	Patient	Very good			
33	Occupational Therapy	Patient	Very good	Simply because [name withheld] listens to me and understands with	I am very happy with this brilliant service.	

				professional sympathy. Acts upon my concerns swiftly around a great therapist.		
34	Occupational Therapy	Patient	Very good			
35	Occupational Therapy	Patient	Very good			Do not publish
36	Occupational Therapy	Patient	Very good			Do not publish
37	Orthopaedic Interface Service	Patient	Very good	[Name withheld] the physiotherapist was very approachable and understanding of my situation. He was very reassuring and positive throughout the consultation	Nothing, as all went well. Only waited 5 mins, felt the consultation time was sufficient and was dealt with professionally.	
38	Orthopaedic Interface Service	Patient	Very good	Very helpful and clear, felt at ease. Thank you.		
39	Orthopaedic Interface Service	Patient	Very good	Good communication when I was in the waiting room, good video link and sound on the call.	Nothing, all went very well.	
40	Orthopaedic Interface Service	Patient	Very good			Do not publish
41	Orthopaedic Interface Service	Patient	Very good			Do not publish
42	Orthopaedics	Patient	Very good	It's very good as we are all in lockdown.		
43	Orthopaedics	Patient	Very good	Easy to do video call.		
44	Orthopaedics	Patient	Very good	I understood what was being discussed perfectly, also the remedial action that was proposed.	None except for sound clarity which was probably unavoidable.	
45	Orthopaedics	Patient	Very good	Mr [name withheld] listened to what had to say, he was very helpful, understanding and efficient.		

46	Paediatrics	Carer of patient	Very good	The online system works well. I was able to discuss in full my concerns about my PMLD son.		
47	Paediatrics	Relative of patient	Very good			
48	Paediatrics	Relative of patient	Very good			Do not publish
49	Paediatrics	Relative of patient	Very good			Do not publish
50	Paediatrics	Relative of patient	Good	We were able to have the consultation and understand everything but the audio was a little distorted.	It was well organised - no further comments.	
51	Paediatrics	Relative of patient	Good	The sound didn't work though. Dr couldn't hear me despite mic and sound on. Otherwise, good. Dr rang on mobile for sound.	Sound.	
52	Paediatrics	Relative of patient	Neither good nor poor	Communication signal was poor, video was staggered, slow and kept freezing and speech was delayed or totally absent at parts so some comments missed.	Better video set up.	
53	Paediatrics	Relative of patient	Very poor	My face-to-face appointment was cancelled at last minute for a video call. I joined the call a few minutes prior to the appointment at 11am. Nobody came to let me in and I had been waiting for an hour. I've been waiting months for the appointment with the paediatrician as my previous one was moved to a telephone appointment through illness. Not happy with this services	Answered the call.	

				so far.		
54	Pain Management	Patient	Very good	Because coming away from the appointment (video call) I feel as tho' someone is listening and that help in itself and after listening they gave nice good advise, not a cure or fuse hope in a cure just good advise and help on thing that could be tried.	Brought video appointments in sooner, they should of started video appointment for patients when the internet first started, I think its brilliant.	
55	Pain Management	Patient	Very good	Found it brilliant to be able to talk to someone and see them than over the phone.		
56	Pain Management	Patient	Very good			
57	Pain Management	Patient	Very good	[Name withheld] very understanding. Trying to start at the beginning of trying to help with pain in neck. Still frustrating at not having an appointment in person but under the issues with Covid well one.		
58	Pain Management	Patient	Very good	I speak to a consultant who I can speak to easily and honestly about my condition.		
59	Pain Management	Patient	Very good	Struggle with actual appointments due to anxiety and pain and this made seeing a health professional easier to access.		
60	Pain Management	Patient	Very good	[Name withheld] had ideas of things I could try, listened and was supportive of everything i have tried so far. Video call was very helpful as there was no way I would have got to a physical appointment today due to pain.	Start the appointment on time, not nearly 15 minutes late.	

61	Pain Management	Patient	Very good	Very informative, really good at explaining the things I need to know, very helpful.		
62	Pain Management	Patient	Very good			Do not publish
63	Pain Management	Patient	Very good			Do not publish
64	Pain Management	Spouse/Partner of patient	Very good			Do not publish
65	Pain Management	Patient	Very good			Do not publish
66	Pain Management	Patient	Good			Do not publish
67	Pain Management	Patient	Poor	Audio interruptions on the video call and also a third party was in the call behind the pain management specialist - not a confidential video call :(No consent given to involve a third party. No introductions either. Call looked to come from the specialist's home rather than a hospital setting and whilst I appreciate we all have a duty to be Covid safe, third party eavesdropping is unacceptable without formal introductions and consent to share patient information gained.	Audio quality.	
68	Pain Management	Patient	Very poor			Do not publish
69	Pain Management	Patient	Very poor			Do not publish
70	Physiotherapy	Patient	Very good	Technology worked well. Very friendly practitioner!	Nothing, thank you!	
71	Physiotherapy	Patient	Very good	The staff was very helpful.		
72	Physiotherapy	Patient	Very good	Clear and concise information delivered in a friendly way.		
73	Physiotherapy	Patient	Very good	Attentive, friendly and		

				comprehensive service.		
74	Physiotherapy	Patient	Very good	It was just a catch up to make sure everything was going in the right direction, the physio I have received from [name withheld] has been invaluable.	The only issue is the slight delay in the video call, but on the whole it is a really good thing.	
75	Physiotherapy	Patient	Very good	The video call works really well technically and means that I do not have a three hour car journey to and from the hospital and have to spend a whole day out for an appointment.	Nothing. Was all good.	
76	Physiotherapy	Patient	Very good	[Name withheld]'s advice was very clear and helpful. The video link worked very well, with good audio volume.	The whole experience worked perfectly, thank you.	
77	Physiotherapy	Patient	Very good	Good advice and friendly delivery.		
78	Physiotherapy	Patient	Very good			
79	Physiotherapy	Patient	Very good	Friendly and useful.		
80	Physiotherapy	Patient	Very good			
81	Physiotherapy	Patient	Very good	Efficient and helpful.		
82	Physiotherapy	Patient	Very good	[Name withheld] made the appt very clear and easy to understand.	N/A	
83	Physiotherapy	Patient	Very good	It's an easy platform to use and because I am lucky enough to have good internet and lots of space I could complete the call with only a couple of freezes on my laptop.	It's great being able to chat to someone 'face to face' even if it is through a screen but it would be nice if in between the virtual appointments there could be some in-person appointments.	
84	Physiotherapy	Patient	Very good	I was phoned when the video didn't initially work so I knew to keep trying.	All good!	
85	Physiotherapy	Patient	Very good	On time, excellent advice and help.	It was very good, so nothing.	

86	Physiotherapy	Patient	Very good	The advice given was both clear and positive. The problem with audio contact on the video was readily solved by use of the telephone, in conjunction with the video.	There was a technical issue in the audio system not working, but this was readily overcome by use of the telephone.	
87	Physiotherapy	Patient	Very good	[Name withheld] is excellent.		
88	Physiotherapy	Patient	Very good	Easy to follow, knowledgeable of what was wrong.		
89	Physiotherapy	Patient	Very good	Excellent care and support, all issues addressed.	Nothing.	
90	Physiotherapy	Relative of patient	Very good	[Name withheld] is very professional, very friendly and helpful.		
91	Physiotherapy	Patient	Very good	Health professional was professional, knowledgeable, helpful, listened.	Streaming wasn't great.	
92	Physiotherapy	Patient	Very good	[Name withheld] is knowledgeable, listened to me and was extremely helpful.	None.	
93	Physiotherapy	Patient	Very good	Holistic approach, addressed all concerns, gave guidance and a plan of action, reassuring.	All good.	
94	Physiotherapy	Patient	Very good	Informative.		
95	Physiotherapy	Patient	Very good	I was very happy with how I was talk to and helped.		
96	Physiotherapy	Patient	Very good	Neck is improving.	Feedback buzz at start but we got [illegible] that by using phone and muting the video.	
97	Physiotherapy	Patient	Very good	Easy talk to and showing how do to the exercises properly.		
98	Physiotherapy	Patient	Very good			Do not publish
99	Physiotherapy	Patient	Very good			Do not publish
100	Physiotherapy	Patient	Very good			Do not publish

101	Physiotherapy	Patient	Very good			Do not publish
102	Physiotherapy	Patient	Very good			Do not publish
103	Physiotherapy	Patient	Very good			Do not publish
104	Physiotherapy	Patient	Good	Practitioner was friendly and supportive in what for me is proving to be a difficult week.	Na	
105	Physiotherapy	Patient	Good	Because it's easy to have an appointment and touch base with my physiotherapist.	Even though I was happy with the video call, it is better to see somebody so they can assess me directly.	
106	Physiotherapy	Patient	Good	Face to face contact via video link is a great way to link up with the therapist. It doesn't quite beat being in the same room having a face to face appointment though.		
107	Physiotherapy	Patient	Good			Do not publish
108	Physiotherapy	Patient	Don't know	Struggled to get a good connection or hear the physio.	I don't think you can do anything different, we just didn't have a good connection and therefore booked a face to face follow up.	
109	Respiratory Medicine	Patient	Very good	I felt confident and entertained.	Nothing.	
110	Respiratory Medicine	Patient	Very good	No waiting, great Dr, good connection - no tech issues.		
111	Respiratory Medicine	Patient	Very good	Ease of not having to come to the hospital.		
112	Respiratory Medicine	Patient	Neither good nor poor	I didn't have an appointment. I could only wait for 40 minutes after the appointment time as I could only manage to book this amount of time from work. This is in no way a		

				criticism of the staff as I'm sure they are incredibly busy at the moment.		
113	Respiratory Medicine	Patient	Poor			Do not publish
114	Rheumatology	Patient	Very good	Prompt, clear advice, my questions answered well. Consultant knew my history so no need to repeat anything.		
115	Rheumatology	Patient	Very good	Simple & straightforward to access the call. Physiotherapist good.	Nothing comes to mind.	
116	Rheumatology	Patient	Very good	Consultation very informative and on time. Excellent time saving not having to take a 40-mile round trip to the hospital.	Nothing all went very smoothly and very much appreciated.	
117	Rheumatology	Patient	Very good	[Name withheld] is very easy to talk to, understanding and although at this difficult time he cannot help me, he makes sure he touches base regularly.	Nothing that can be done better, grateful for the support.	
118	Rheumatology	Patient	Very good	On-time, informative, pleasant experience.		
119	Rheumatology	Patient	Very good			Do not publish
120	Rheumatology	Patient	Very good			Do not publish
121	Rheumatology	Patient	Good	Clear, could hear the doctor well.	Nothing.	
122	Rheumatology	Patient	Good			Do not publish
123	Rheumatology	Patient	Neither good nor poor	Although I had a good connection, there was a time delay in the talking, and I did tend to overtalk when they were still talking.		
124	Urology	Patient	Very good	Good appointment just as if you were able to meet face to face. Good discussion on treatment with		

				specialist. More personal than a telephone appointment.		
125	Weight Management	Patient	Very good			Do not publish
126	Weight Management	Patient	Good	It was very to the point.	It was ok.	