

## Friends and Family Test - Outpatients - Video Call - Apr-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%**

| Division          | Responses<br>No. | Would recommend<br>% | Would not recommend<br>% | Neither good nor poor / Don't know<br>% |
|-------------------|------------------|----------------------|--------------------------|---|
| Surgery Division  | 19               | 100                  | 0.0                      | 0.0                                     |
| Medicine Division | 23               | 95.7                 | 0.0                      | 4.3                                     |

|  |            |             |            |            |
|--|------------|-------------|------------|------------|
| <b>Clinical Support and Specialist Services Division</b> | <b>65</b>  | <b>93.9</b> | <b>1.5</b> | <b>4.6</b> |
| <b>Total</b>   | <b>107</b> | <b>95.3</b> | <b>0.9</b> | <b>3.7</b> |

### Qualitative feedback

| Surgery Division |                              |               |                                  |   |   |   |
|------------------|------------------------------|---------------|----------------------------------|---|---|---|
|                  | 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                | Orthopaedics                 | Patient       | Very good                        | Very clear picture and sound. Very informative.   |   |   |
| 2                | Orthopaedics                 | Patient       | Very good                        |   |   | Do not publish  |
| 3                | Orthopaedics                 | Patient       | Good                             | Surgeon thought I was at hospital so long wait & he couldn't see me at first.   | Not all instructions for video call are listed.   |   |
| 4                | Pain Management              | Patient       | Very good                        | The information required for this session was sent via email some time ago, I couldn't find that email for whatever reason. But the consultation was saved by a call to me, the link being sent via text. Though not a great option as I prefer to use laptop. It saved my session that was desperately required. | Send links to video appointments the day before, via email rather than text, then the option to use laptop is available, which is a better option for people who have failing eyesight. |   |
| 5                | Pain Management              | Patient       | Very good                        | Talk of what happened since last appointment, what to work towards and next meeting.  | Nothing. Like video appointment.  |   |
| 6                | Pain Management              | Patient       | Very good                        |   |   | Do not publish  |
| 7                | Pain                         | Patient       | Very good                        |   |   | Do not publish  |

|    |                 |         |           |   |  |                |
|----|-----------------|---------|-----------|---|--|----------------|
|    | Management      |         |           |   |  |                |
| 8  | Pain Management | Patient | Very good | I find [name withheld] very easy to talk to and understand.   |  |                |
| 9  | Pain Management | Patient | Very good | The clinician is very supportive and helpful in moving my understanding about my condition forward with lots of practical tips for everyday life living with it.  |  |                |
| 10 | Pain Management | Patient | Very good | Helpful, relevant, focused and without the stress of visiting the hospital which was suitable for this type of advice. Excellent person dealing with me, [name withheld].   | Nothing better.  |                |
| 11 | Pain Management | Patient | Very good | I had problems with my microphone today so [name withheld] just rang my mobile and we talked through my appointment on there, worked fine for me. Always good to catch up with the Pain Management team and see how they feel about my progress etc. It's such a good service.                                      | Nothing, it was all very good as usual, thank you!   |                |
| 12 | Pain Management | Patient | Very good |   |  | Do not publish |
| 13 | Pain Management | Patient | Very good |   |  |                |
| 14 | Pain Management | Patient | Very good | I spoke to [name withheld] this morning and got the impression that she really cares, it's refreshing to deal with someone so 'brutally honest' and put things in a much clearer light. I left the appointment feeling slightly worried but also more confident and positive about how to get my med usage down and | There was a slight issue my end with sound delay which I could also hear on the other user's computer, otherwise I was very satisfied. |                |

|    |                 |         |           |  |   |  |
|----|-----------------|---------|-----------|--|---|--|
|    |                 |         |           | positive for the future.   |   |  |
| 15 | Pain Management | Patient | Very good | I feel as though [name withheld] gave me new information and new advice, which somehow bolstered and added to what I had learned previously. He gave me new skills to use.   | [Name withheld]'s microphone was problematic. Improve the technology you supply to doctors for this service please! |  |
| 16 | Pain Management | Patient | Very good | Really helpful, practical advice, knowledgeable and proactive. Understood where I was coming from and tailored consultation to maximise my expectations with what was available for me in a positive way. Without making silly promises. |   |  |
| 17 | Pain Management | Patient | Very good | [Name withheld] is such a proactive practitioner   | N/A   |  |
| 18 | Pain Management | Patient | Very good | Because [name withheld] is very helpful. He understands me and how to get me to focus on the grey areas rather than just black and white.  | Nothing. [Name withheld] is so helpful.   |  |
| 19 | Pain Management | Patient | Very good | Very thoughtful, accommodating.  | None.   |  |

| <b>Medicine Division</b> |                                     |                      |   |   |   |  |
|--------------------------|-------------------------------------|----------------------|---|---|---|--|
|                          | <b>Clinic / department attended</b> | <b>Feedback from</b> | <b>Friends and Family Test response</b> | <b>Please can you tell us why you gave your answer?</b>   | <b>Please tell us about anything that we could have done better</b> | <b>Patient request for anonymised comments not to be made public</b> |
| 1                        | Dermatology                         | Patient              | Very good                               | Because, we could see and hear clearly. And the advices we have given were very useful and clear. | Nothing more.   |  |

|    |                      |                               |           |  |   |  |
|----|----------------------|-------------------------------|-----------|--|---|--|
| 2  | Diabetic Medicine    | Patient                       | Very good | [Name withheld] and [name withheld] are great at what they do and always a pleasure to speak to them.  |   |  |
| 3  | Diabetic Medicine    | Patient                       | Very good | Fantastic support offered and options laid out. Being told my issues are normal was brilliant. I can stop beating myself up now!   | No, it was really good.   |  |
| 4  | Diabetic Medicine    | Patient                       | Very good | This was the first time seen by a diabetologist, my diabetes poor control. Excellent consultation with Dr [name withheld], I gained learning and hopefully a way forward to more control of my diabetes. | In my case all aspects of the appointment smooth.   |  |
| 5  | Endocrinology        | Spouse/<br>Partner of patient | Very good | My husband is house bound so attending an appointment in person would have been impossible. This appointment gave us the opportunity to speak directly with the consultant.                              | Volume was an issue as we are both elderly and struggled to hear. Problem solved by landline call but this did cause some feedback. |  |
| 6  | Endocrinology        | Relative of patient           | Very good | Even though it wasn't face to face as such, it felt like we weren't rushed and were listened to.   |   |  |
| 7  | Endocrinology        | Patient                       | Very good | Clear instructions of how to access consultation. Kept informed whilst waiting. Clear screen image and audio while talking.  |   |  |
| 8  | Nephrology           | Patient                       | Very good | All good, nice to actually see a face.   |   |  |
| 9  | Neurology            | Patient                       | Very good | It was a video call but unfortunately there was problems with my speakers.   | All done well.  |  |
| 10 | Neurology            | Patient                       | Very good | It was easy to get in and on time. Apart from initial echo it was very clear. Good to chat & see a face.   | Call was good but survey didn't have MS as the speciality, which is the one I used.   |  |
| 11 | Respiratory Medicine | Patient                       | Very good | Easy and informal.   |   |  |

|    |              |         |                       |  |   |                |
|----|--------------|---------|-----------------------|--|---|----------------|
| 12 | Rheumatology | Patient | Very good             |  |   | Do not publish |
| 13 | Rheumatology | Patient | Very good             | Received the answers and help I needed.  |   |                |
| 14 | Rheumatology | Patient | Very good             |  |   |                |
| 15 | Rheumatology | Patient | Very good             | I was put at ease, and thought it was an excellent way for the appointment to be conducted. I would not hesitate to welcome doing this method again. | N/A   |                |
| 16 | Rheumatology | Other   | Very good             |  |   | Do not publish |
| 17 | Rheumatology | Patient | Very good             |  |   | Do not publish |
| 18 | Rheumatology | Patient | Very good             |  |   |                |
| 19 | Rheumatology | Patient | Good                  |  |   | Do not publish |
| 20 | Rheumatology | Patient | Good                  | I couldn't access the website via my laptop only my mobile.  | The website loads too slowly and times out, had to use my mobile. |                |
| 21 | Rheumatology | Patient | Good                  |  |   | Do not publish |
| 22 | Rheumatology | Patient | Good                  |  |   | Do not publish |
| 23 | Rheumatology | Patient | Neither good nor poor |  |   | Do not publish |

| <b>Clinical Support and Specialist Services Division</b> |                                     |                      |   |   |   |  |
|--|-------------------------------------|----------------------|---|---|---|--|
|  | <b>Clinic / department attended</b> | <b>Feedback from</b> | <b>Friends and Family Test response</b> | <b>Please can you tell us why you gave your answer?</b>         | <b>Please tell us about anything that we could have done better</b> | <b>Patient request for anonymised comments not to be made public</b> |
| 1  | Dietetics                           | Relative of patient  | Very good                               | [Name withheld] was helpful and listened to what he had to say. | Nothing. [name withheld] was clear, helpful and very approachable.  |  |
| 2  | Dietetics                           | Patient              | Very good                               |   |   | Do not publish   |
| 3  | Dietetics                           | Patient              | Very good                               | Everything worked well, information was good.                   | Nothing, everything was fine.                                       |  |

|    |                               |                            |           |   |                        |                |
|----|-------------------------------|----------------------------|-----------|---|------------------------|----------------|
| 4  | Dietetics                     | Relative of patient        | Very good | [Name withheld] spoke clearly and plainly and offered sound advice for my Mum.  |                        |                |
| 5  | Occupational Therapy          | Patient                    | Very good | So much more convenient and achieved all it needed to!  | Nothing! Was fabulous! |                |
| 6  | Occupational Therapy          | Patient                    | Very good |   |                        | Do not publish |
| 7  | Occupational Therapy          | Patient                    | Very good | My therapist was helpful and understanding and answered all my questions and concerns.  |                        |                |
| 8  | Occupational Therapy          | Patient                    | Very good |   |                        |                |
| 9  | Occupational Therapy          | Patient                    | Very good | [Name withheld] has been very supportive and has given lots of advice and techniques to help with my hand. Also, by having the video call means I haven't had to visit the hospital so often. |                        |                |
| 10 | Occupational Therapy          | Patient                    | Very good | What to expect and what to do clearly explained.  |                        |                |
| 11 | Occupational Therapy          | Spouse/ Partner of patient | Very good | She really friendly and has given me loads of advices.  | N/A                    |                |
| 12 | Occupational Therapy          | Patient                    | Good      |   |                        |                |
| 13 | Orthopaedic Interface Service | Patient                    | Very good | All went as per the letter and Mr [name withheld] was very good.  | Nothing.               |                |
| 14 | Orthopaedic Interface Service | Patient                    | Very good |   |                        |                |
| 15 | Orthopaedic Interface Service | Patient                    | Very good | Great amount of time given to explain my problem, helpful doctor.   |                        |                |

|    |                               |         |             |   |  |                |
|----|-------------------------------|---------|-------------|---|--|----------------|
| 16 | Orthopaedic Interface Service | Patient | Very good   |   | Nothing.   |                |
| 17 | Orthopaedic Interface Service | Patient | Poor        | Had a video appointment at 1300, waited in queue until 1430.  | N/A  |                |
| 18 | Orthopaedic Interface Service | Patient | Not entered | You internet crashed due to a storm, so I was telephoned instead of a video call.   |  |                |
| 19 | Physiotherapy                 | Patient | Very good   | Helpful and friendly.   |  |                |
| 20 | Physiotherapy                 | Patient | Very good   |   |  | Do not publish |
| 21 | Physiotherapy                 | Patient | Very good   | [Name withheld] is extremely supportive. His background as a physio is extremely helpful in evaluating my situation.                      | None.  |                |
| 22 | Physiotherapy                 | Patient | Very good   | Very patient and detailed advice. Use of video call saved me over an hour of travel time and is more sustainable.                         | I am very pleased with the service i received. After doing the internet test it wasn't clear that I had to go back to a previous page to start the call. There was just a blank page with no options saying I was now able to make a video call. |                |
| 23 | Physiotherapy                 | Patient | Very good   | I've had a very consistent and dedicated physiotherapist.   |  |                |
| 24 | Physiotherapy                 | Patient | Very good   |   |  | Do not publish |
| 25 | Physiotherapy                 | Patient | Very good   |   |  |                |
| 26 | Physiotherapy                 | Patient | Very good   | [Name withheld] is an excellent therapist, and was able to explain everything needed on the video call. Really easy service to use too!!! | Nothing. It was top class.   |                |
| 27 | Physiotherapy                 | Patient | Very good   | Clear communication on my condition both ways.  | Nothing. Excellent.  |                |
| 28 | Physiotherapy                 | Patient | Very good   | Informative.  | Nothing, it was a fantastic service.   |                |



|    |               |         |           |  |  |                |
|----|---------------|---------|-----------|--|--|----------------|
| 29 | Physiotherapy | Patient | Very good | [Name withheld] is very knowledgeable and comes across well even remotely.   | A prompt start. Though [name withheld] was delayed by matters outside of his control.                |                |
| 30 | Physiotherapy | Patient | Very good |  |  | Do not publish |
| 31 | Physiotherapy | Patient | Very good | She listened to what I had to say and gave me the appropriate exercises to try and help me ease the pains.   | Nothing, it was great.   |                |
| 32 | Physiotherapy | Patient | Very good |  |  | Do not publish |
| 33 | Physiotherapy | Patient | Very good | The exercises that [name withheld] instructed me to do have sorted out my problem. Thank you, [name withheld].   | Nothing.   |                |
| 34 | Physiotherapy | Patient | Very good | Good support from [name withheld].   | None.  |                |
| 35 | Physiotherapy | Patient | Very good | Connection good, nice to interact with physiotherapist.  | No ideas at present.   |                |
| 36 | Physiotherapy | Patient | Very good | Convenient, and efficient.   | Nothing.   |                |
| 37 | Physiotherapy | Patient | Very good | On time and very helpful.  | All good.  |                |
| 38 | Physiotherapy | Patient | Very good |  |  | Do not publish |
| 39 | Physiotherapy | Patient | Very good | The technology worked well. The physio was very helpful & gave me time to ask questions or make comments. She was very encouraging, as always. This has now been my last appointment & I feel I have made good progress. | Nothing. Very happy with everything.   |                |
| 40 | Physiotherapy | Patient | Very good | [Name withheld] is lovely and an excellent therapist, she explains everything easily so you understand and she is friendly, funny and caring. Extremely pleased she is my hand therapist :)                              | Nothing.   |                |
| 41 | Physiotherapy | Patient | Very good | [Name withheld] looked into my problem thoroughly and gave me very sound and helpful advice.   | I would have preferred face to face appointment as this session was with physiotherapy, the physical |                |

|    |               |         |           |  |  |                |
|----|---------------|---------|-----------|--|--|----------------|
|    |               |         |           |  | examination would have been more helpful.  |                |
| 42 | Physiotherapy | Patient | Very good | Very prompt to be 1st seen.  | Nothing.   |                |
| 43 | Physiotherapy | Patient | Very good | Apart from the slow speed of the video, the consultation with [name withheld] was excellent and gave me the information I need to improve the strength in my spine, and the frequency and duration of the exercises. | Improve the video quality.   |                |
| 44 | Physiotherapy | Patient | Very good |  |  | Do not publish |
| 45 | Physiotherapy | Patient | Very good | Easy to access system on-line. Physio very informative and helpful with advice and support.  |  |                |
| 46 | Physiotherapy | Patient | Very good | [Name withheld] is so kind and reassuring. His knowledge is great and he is very clear :)  |  |                |
| 47 | Physiotherapy | Patient | Very good | Very thorough consultation, thank you.   |  |                |
| 48 | Physiotherapy | Patient | Very good |  |  |                |
| 49 | Physiotherapy | Patient | Very good | [Name withheld] showed a lot of patience in getting an improvement in my condition and was very easy to communicate with.  |  |                |
| 50 | Physiotherapy | Patient | Very good |  |  | Do not publish |
| 51 | Physiotherapy | Patient | Very good | Did not feel rushed. Video call made it easy to understand the exercises as I was able to see demonstrations from the physio from the comfort of my home.  | Just wanted to make you aware the software did not work on android Samsung phone which I only found out at the time of the appointment previously. Made me feel stressed. Today's phone appointment taken on my apple laptop worked brilliantly and I have opted to have my next appointment via video call. |                |

|    |               |         |                       |   |  |                |
|----|---------------|---------|-----------------------|---|--|----------------|
| 52 | Physiotherapy | Patient | Very good             | I gave this answer because the physio could still get to see the injury even though it's through a video call.  | I don't think there is anything to improve.                                      |                |
| 53 | Physiotherapy | Patient | Very good             | Very personable physio. Helpful and informative.  |  |                |
| 54 | Physiotherapy | Patient | Very good             |   |  | Do not publish |
| 55 | Physiotherapy | Patient | Very good             | Therapist is friendly and knowledgeable.  | Nothing. It was very professional, informative and served its purpose admirably. |                |
| 56 | Physiotherapy | Patient | Very good             | Brilliant to be able to see the physio [after several phone consultations] showing me the exercises and for her to see me, and for me to be able to point to point of pain and check the movements etc. | My first video call and it worked well, there were no problems, only benefits.   |                |
| 57 | Physiotherapy | Patient | Very good             |   |  | Do not publish |
| 58 | Physiotherapy | Patient | Good                  |   |  |                |
| 59 | Physiotherapy | Patient | Good                  |   |  | Do not publish |
| 60 | Physiotherapy | Patient | Good                  |   |  | Do not publish |
| 61 | Physiotherapy | Patient | Good                  |   |  | Do not publish |
| 62 | Physiotherapy | Patient | Good                  | Clinician excellent. Technology not so great. But good enough to get communication across. Only lag with sound and grainy image.  | Better connection would have helped.   |                |
| 63 | Physiotherapy | Patient | Neither good nor poor |   |  | Do not publish |
| 64 | Physiotherapy | Patient | Neither good nor poor |   |  | Do not publish |
| 65 | Physiotherapy | Patient | Neither good nor poor | There was a difficulty on getting on line following the instructions, consequently I was late connecting even though I started 10 minutes before the appointment time.                                  |  |                |

|    |                   |         |           |   |  |  |
|----|-------------------|---------|-----------|---|--|--|
| 66 | Weight Management | Patient | Very good | I feel that I was listened to and given some good advice and lots of helpful information, being in my own home on a video call I also felt more able to communicate honestly. |  |  |
|----|-------------------|---------|-----------|---|--|--|