

## Friends and Family Test - Outpatients - Video Call - Mar-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%

Division	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Surgery Division	32	93.8	0.0	6.2
Medicine Division	34	91.2	8.8	0.0

<b>Clinical Support and Specialist Services Division</b>	<b>71</b>	<b>94.4</b>	<b>4.2</b>	<b>1.4</b>
<b>Total</b>	<b>137</b>	<b>93.4</b>	<b>4.4</b>	<b>2.2</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	Easy to log on and talk to surgeon.		
2	Orthopaedics	Patient	Very good	Quick, easy, very helpful and informative and solutions offered.	All was good, sometimes the connection dipped in and out or the video froze, but I know that sometimes this can happen, so it wasn't a problem as if anything missed I just asked for it to be repeated.	
3	Orthopaedics	Patient	Very good	Explained everything as we went along so no stress.		
4	Orthopaedics	Patient	Very good	Easy to use.		
5	Orthopaedics	Patient	Very good	My therapist was quick to help with problems I have been having and was lovely as well as professional (as usual).		
6	Orthopaedics	Patient	Very good			Do not publish
7	Orthopaedics	Patient	Good			
8	Orthopaedics	Patient	Good	Was a bit of messing about trying to get onto the video call page. But once logged		

				on, it worked well.		
9	Pain Management	Patient	Very good	It was a very good appointment and the team were very friendly and helpful.	It went very well so you could not do anything better.	
10	Pain Management	Patient	Very good	[Name withheld] is always very positive and he challenges me to think outside of the box. He is always good to see and I always leave feeling that I can improve my situation.	An appointment in person would be preferred, especially it is a pain team/physio appointment, however I understand that with Covid this is the best alternative.	
11	Pain Management		Very good	[Name withheld] was fantastic & the service that is offered is more than I could've expected.		
12	Pain Management	Patient	Very good			
13	Pain Management	Patient	Very good	Because [name withheld] listened to me about my problems.		
14	Pain Management	Patient	Very good	Excellent advice. Felt at ease, I felt very supported and I have differently had advice that can help me to improve my ME and the pain associated with this.	Excellent service.	
15	Pain Management	Patient	Very good	I needed to speak to someone with empathy.	Nothing.	
16	Pain Management	Patient	Very good	There were no problems with the video call. It was fairly easy to do. The consultation was conducted as if attending the hospital which was great.		
17	Pain Management	Patient	Very good	[Name withheld] was very friendly and thorough and made me feel at ease straight away.	There was nothing that needed improving.	
18	Pain Management	Patient	Very good	Respectful, informative and understanding, and ending with positive future actions.	Nothing. Even the waiting room background soundtrack was well chosen.	
19	Pain Management	Patient	Very good	The consultation was a pleasant experience. Mrs [name withheld] was	Face-to-face is much better, but the Covid situation does not allow	

				kind, considerate and extremely helpful. I felt much better after the consultation: like I still had a purpose in life.	it.	
20	Pain Management	Patient	Very good	I had a good call and it was informative.	Nothing.	
21	Pain Management	Patient	Very good			Do not publish
22	Pain Management	Patient	Very good			Do not publish
23	Pain Management	Patient	Very good			Do not publish
24	Pain Management	Patient	Very good			Do not publish
25	Pain Management	Patient	Very good			Do not publish
26	Pain Management	Patient	Very good			Do not publish
27	Pain Management	Patient	Very good			Do not publish
28	Pain Management	Patient	Good	Made me feel ok.		
29	Pain Management	Patient	Good			Do not publish
30	Pain Management	Patient	Neither good nor poor			I'm neither good nor poor as this is not a true appointment but more a referral
31	Pain Management	Patient	Neither good nor poor			Do not publish
32	Urology	Patient	Very good			Very easy to talk.

Medicine 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	Diabetic Medicine	Patient	Very good	Excellent video consultation.		
2	Diabetic Medicine	Patient	Very good	Good video and sound quality. Very friendly and helpful Diabetic team as always.	Maybe print clinic name on appointment letter.	
3	Diabetic Medicine	Patient	Very good			
4	Diabetic Medicine	Patient	Very good	Total understanding. Warm and friendly. Very informative.		
5	Diabetic Medicine	Patient	Good	There was a delay on the connection so some of the conversations were somewhat disjointed but, overall, it was fine.		
6	Diabetic Medicine	Patient	Good	I needed to see a consultant but there are none available in North Devon currently. The video call allowed me to link up with the clinician without the need to travel.	I don't think there is anything. Connecting to the call was easy. Troubleshooting the equipment was easy. The only variable is the network connection but thankfully on each occasion I have used this way of communicating it has worked fine.	
7	Endocrinology	Patient	Very good	Questions answered.		
8	Endocrinology	Patient	Very good	It was as good as face to face.	Nothing.	
9	Endocrinology	Patient	Very good			
10	Neurology	Patient	Very good	Very efficient. On time. Saved an appointment to the hospital.		

11	Neurology	Patient	Very good			Do not publish
12	Neurology	Patient	Poor	Not the service, the treatment.	No.	
13	Respiratory Medicine	Patient	Very good			Do not publish
14	Rheumatology	Patient	Very good	Quick and easy to use, very clear video and audio. Also, saved an hour's drive each way.		
15	Rheumatology	Patient	Very good	Video call is more convenient for me with work. This was my first physio video appt which I was apprehensive about but actually it was very good, and I look forward to my next one.	N/A	
16	Rheumatology	Patient	Very good	Thorough and will follow up.		
17	Rheumatology	Patient	Very good	Good picture and sound and good to have face to face in these crazy times.		
18	Rheumatology	Patient	Very good	Easier and quicker than attending the hospital.		
19	Rheumatology	Patient	Very good	First appointment for a long time.	Dr could not hear me very well.	
20	Rheumatology	Patient	Very good	Positive meeting, problem much improved.		
21	Rheumatology	Patient	Very good			Do not publish
22	Rheumatology	Patient	Very good			Do not publish
23	Rheumatology	Patient	Very good			Do not publish
24	Rheumatology	Patient	Very good			Do not publish
25	Rheumatology	Patient	Very good			Do not publish
26	Rheumatology	Patient	Very good			Do not publish
27	Rheumatology	Patient	Good	Good system but poor connection, my fault not yours.	Nothing, not your fault connection poor.	
28	Rheumatology	Patient	Good			
29	Rheumatology	Patient	Good	It was to see the rheumatologist but the technology was not with us today as the	All good!	

				video call got cut off. The rheumatologist gave me a call and it was fine to continue the appointment by phone.		
30	Rheumatology	Patient	Good	It should have been a video call, but it had to be by phone as technology wasn't working.	Improve technology.	
31	Rheumatology	Patient	Good			Do not publish
32	Rheumatology	Patient	Good			Do not publish
33	Rheumatology	Patient	Poor	Picture froze and delay in speech.		
34	Rheumatology	Patient	Very poor	40 minute wait, no connection.	Connect.	

<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	Carer of patient	Very good	Very good service.		
2	Dietetics	Patient	Very good	So easy.	Nothing, thank you.	
3	Dietetics	Patient	Good	Technology not consistent. Perhaps Zoom would be better.		
4	Haematology	Patient	Good	Clinician phoned and then we moved the video... this lengthened the time of the appointment.	Appears to be a problem with booking as my doctor said my next appointment would be video but the letter has come through for telephone - I've phoned and re-arranged to video.	
5	Neuro Rehabilitation	Patient	Very good			Do not publish

6	Neuro Rehabilitation	Patient	Very good			Do not publish
7	Occupational Therapy	Patient	Very good	Easy to use and convenient.	None.	
8	Occupational Therapy	Patient	Very good	It is just so easy and saves a long journey to hospital.		
9	Occupational Therapy	Patient	Very good	Because it was very efficient and easy, plus saved a 2-hour round trip to North Devon District Hospital.		
10	Occupational Therapy	Patient	Very good			
11	Occupational Therapy	Patient	Very good			Do not publish
12	Occupational Therapy	Patient	Very good			Do not publish
13	Occupational Therapy	Patient	Very good			Do not publish
14	Occupational Therapy	Patient	Very good			Do not publish
15	Orthopaedic Interface Service	Patient	Very good	I found it relatively easy, the information I understood & the medical professional made me feel at easy.		
16	Orthopaedic Interface Service	Patient	Very good	Good sound and visibility of the doctor. Never zoomed before.	Nothing.	
17	Orthopaedic Interface Service	Patient	Very good	I found it very easy using the video.	Nothing I can think of, thank you.	
18	Orthopaedic Interface Service	Patient	Very good			Do not publish
19	Orthopaedic Interface	Patient	Very good			Do not publish



	Service					
20	Orthopaedic Interface Service	Patient	Very good			Do not publish
21	Orthopaedic Interface Service	Patient	Very poor	Was not contacted. In waiting room for over 40 minutes. Your letter stated 10:50am. Not had any text reminder from you. This is the second time I have had a failed consultation with this service. All other depts. I use seem to manage ok!	Ensure that appointment letters and the text confirmation service are actually sent out at the same time.	
22	Physiotherapy	Patient	Very good	The advice given was clear, with defined objectives and suitable encouragement.	It all worked very well.	
23	Physiotherapy	Patient	Very good	It was easy to log on to the video call, & so nice to see the physio in person instead of just her voice. She was very encouraging & gave me good advice which was easy to understand & will follow up with another appointment. Excellent, thank you.	Can't think of anything.	
24	Physiotherapy	Patient	Very good	[Name withheld] was very thorough, really examine the reasons why my pain has occurred and how to reduce the likelihood of it reoccurring. Always very motivating and supportive of implementation of treatment plan.	The service is great, with caring staff and prompt appointment. Organising the appointment was also easy. I would like to be able to see someone in person if I needed to though. However, on this occasion it wasn't necessary, the video call was perfect.	
25	Physiotherapy	Patient	Very good	The video call went very smoothly and it was as good as a face-to-face appointment, without the need to travel.	Nothing.	
26	Physiotherapy	Patient	Very good	I felt listened to, [name withheld] was cheerful and bright. We came up with a plan that I was happy with and arranged	Connection could have been a little better, but other than that it was great, thanks.	

				future contact as a follow up.		
27	Physiotherapy	Patient	Very good	As previously, it's been very useful.		
28	Physiotherapy	Patient	Very good	Good service, on time, no risk of attending hospital in these times of the pandemic. Excellent consultant, nice manor & clear explanations.	Nothing, it's a little strange doing a video call with minor time lag, but I think we have all got used to it now during the pandemic, with zoom meetings etc.	
29	Physiotherapy	Patient	Very good	Good, clear and helpful advice given.		
30	Physiotherapy	Patient	Very good	The call was very clear and I think being able to see who you are talking to and gauge relations to questions is very helpful.	Can't think of anything.	
31	Physiotherapy	Patient	Very good	Appointment on time, physio very polite and helpful.	No.	
32	Physiotherapy	Patient	Very good			
33	Physiotherapy	Patient	Very good	The physiotherapist, [name withheld], was professional, attentive and changed the exercises to achieve the same end result without putting strain on my spine. Time and advice was most productive.	Nothing, the whole process was handled professionally.	
34	Physiotherapy	Patient	Very good	I received an excellent and informative appointment with my therapist. The guidance i was given for my ongoing issues was clear and easy to follow. Top marks.	Nothing. The video call was excellent.	
35	Physiotherapy	Patient	Very good	Ran on time, informative, helpful and comprehensive. May as well have been in the room with him!		
36	Physiotherapy	Patient	Very good	Being remote made it easier to find the time, good advice, overall very grateful.		
37	Physiotherapy	Patient	Very good	[Name withheld] is very practical and friendly.		

38	Physiotherapy	Patient	Very good	Only one issue. The letters give two different web addresses to access the service, I now know that they both end up in the same place, but initially its confusing. One of these links was very long, a tinyurl would be a lot easier to type in, especially for a lot of people requiring physiotherapy.	See above.	
39	Physiotherapy	Patient	Very good	Good timekeeping. Good connection for video call. Good advice from physiotherapist.	None.	
40	Physiotherapy	Patient	Very good	[Name withheld] gave excellent advice and reassurance. No down side at all.	Tea and Biscuits! No, seriously, everything was fine.	
41	Physiotherapy	Patient	Very good	Excellent physio advise. I was initially sceptical about having a video physio consultation, but I found it very informative and constructive in my case. Probably not as helpful as face to face, but very close.	Nil.	
42	Physiotherapy	Patient	Very good	[Name withheld] is a very friendly, pleasant and polite physio. She listens to what I have to say, is very knowledgeable and explains things to me clearly.	Completely happy with service so no suggestions for improvement.	
43	Physiotherapy	Patient	Very good	Excellent consult.	Nothing.	
44	Physiotherapy	Patient	Very good	Helpful and informative advice. Pleasant practitioner. Exercises given were targeted and effective.	Happy with treatment provided.	
45	Physiotherapy	Patient	Very good			
46	Physiotherapy	Patient	Very good			
47	Physiotherapy	Patient	Very good	A face-to-face appointment, even via video is better than a telephone call. You and your healthcare professional can see		

				each other and it's easier to demonstrate where the problems are, visually.		
48	Physiotherapy	Patient	Very good	Nice and easy to log on and talk to specialist.		
49	Physiotherapy	Patient	Very good			
50	Physiotherapy	Patient	Very good	Sorted out the problem.	Nothing. Video call much better than last time.	
51	Physiotherapy	Patient	Very good	Easy to communicate, shows what is required. The ability to show by demonstration. A good system for this epidemic time.		
52	Physiotherapy	Patient	Very good	Friendly and helpful.		
53	Physiotherapy	Patient	Very good	My physiotherapist was on time to the appointment. She was aware of my history and was able to provide advice and treatment which was very appropriate to my condition.		
54	Physiotherapy	Patient	Very good			Do not publish
55	Physiotherapy	Patient	Very good			Do not publish
56	Physiotherapy	Patient	Very good			Do not publish
57	Physiotherapy	Patient	Very good			Do not publish
58	Physiotherapy	Patient	Very good			Do not publish
59	Physiotherapy	Patient	Very good			Do not publish
60	Physiotherapy	Patient	Very good			Do not publish
61	Physiotherapy	Patient	Good	Practitioner showed an excellent understanding of my overall health issues.		
62	Physiotherapy	Patient	Good	Physiotherapist was amazing but connection was a bit fuzzy.	Practice needs better internet connection.	
63	Physiotherapy	Patient	Good	The connection was good but the keyboard use from the therapist was	I was apprehensive about getting a connection as I was not given a	

				noisy and made it difficult to hear her words.	direct link, but it all went smoothly apart from the noisy keyboard near the microphone.	
64	Physiotherapy	Patient	Good	In this lockdown there is very little a physiotherapist can do except come up with ideas and show support.		
65	Physiotherapy	Patient	Good	Confirmation that I am on the right track and progressing.	Nothing to add.	
66	Physiotherapy	Patient	Good			
67	Physiotherapy	Patient	Good	The connection was poor, still managed to do the video call.		
68	Physiotherapy	Patient	Very poor	Arrived at video call 5 mins before 9am appointment, waited an hour with no contact and had to leave due to work commitments.	Answered the call.	
69	Physiotherapy	Patient	Very poor	No one answered after an hour and half of me waiting.		
70	Physiotherapy	Patient	Don't know	I arrived for my postponed call about ten mins late as I misread the rescheduled appointment letter, the screen voice said the member of the team would soon be with me. I waited forty minutes. No appearance.	Appeared!	
71	Weight Management	Patient	Good	Great to chat where I could see someone.		