

Friends and Family Test - Outpatients - Video Call - May-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 No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Surgery Division	17	100	0.0	0.0
Medicine Division	18	100	0.0	0.0

Clinical Support and Specialist Services Division	51	90.2	7.8	2.0
Total	86	94.2	4.7	1.2

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	Orthodontics	Relative of patient	Very good	Very reassuring and glad I could have this call.		
2	Orthopaedics	Patient	Very good	I was nervous before but conversation flowed.	Navigating in the first instance on the web page. It wasn't clear where the web call could be found. Nerve racking.	
3	Pain Management	Patient	Very good	Easy to talk and put at ease.		
4	Pain Management	Patient	Very good	I was listened to and given a lot of good advice.	It was very good.	
5	Pain Management	Patient	Very good	Easy to understand. [Name withheld] was knowledgeable and empathetic.		
6	Pain Management	Patient	Very good	I enjoy speaking to [name withheld] and he always has good advice.	Nothing.	
7	Pain Management	Spouse/ Partner of patient	Very good	[Name withheld], the person we spoke to, was very informative and gave us time to explain things.	We were very happy with the whole thing.	
8	Pain Management	Patient	Very good	Brilliant that I didn't have to go to NDDH site to see the consultant. Video consult		

				worked extremely well.		
9	Pain Management	Patient	Very good	[Name withheld], the professional who spoke to me, was very reassuring and made me feel far more positive.	Employ more people like [name withheld].	
10	Pain Management	Patient	Very good	Specialist was receptive, understanding and very helpful.		
11	Pain Management	Patient	Very good	[Name withheld] has been really helpful and very supportive and understanding. Thank you, [name withheld].		
12	Pain Management	Patient	Very good			
13	Pain Management	Patient	Very good	[Name withheld] is very helpful, thoughtful & encouraging and really listens to what you have to say. She is clearly an expert in her field and commands my confidence.		
14	Pain Management	Patient	Very good			Do not publish
15	Pain Management	Patient	Very good			Do not publish
16	Pain Management	Patient	Good			Do not publish
17	Pain Management	Patient	Good			Do not publish

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	Cardiology	Patient	Good	Useful and relevant.	For this service, nothing.	
2	Diabetic Medicine	Patient	Very good	Excellent, simple service. Lots of information given.		
3	Diabetic Medicine	Patient	Very good	The appointment was as good as attending the hospital. The only difficulty was setting up on line but with help managed..	This was my 1st video appointment. So difficult to set up needed assistance to do so. Hope I can remember how to do it next time? My letter was not 100% clear which waiting room to go in. The latter was head Dept of Endocrinology & Diabetes so was not sure which room to use Diabetes Adult or Endocrinology.	
4	Diabetic Medicine	Patient	Good	Seemed to be a problem at beginning my screen said team knew I was waiting but nothing happened, then my diabetes nurse phoned and she said she couldn't see me. Then she found me and all was good	Video breaking up a little at beginning.	
5	Endocrinology	Patient	Very good			Do not publish
6	Endocrinology	Patient	Good	The procedure was fairly straightforward (I hadn't done a video consultation before). I wasn't kept waiting for long, and the consultant was friendly and helpful.	This was fine - much as I expected.	
7	Respiratory	Patient	Very good	[Name withheld] is a fantastic clinician		

	Medicine			who always listens and considers what I say. She is always friendly and huge asset to the Trust.		
8	Respiratory Medicine	Not entered	Very good			Do not publish
9	Rheumatology	Patient	Very good	Kind, referrals to try and manage the pain, listened.		
10	Rheumatology	Patient	Very good	Saves coming all the way into the hospital for a 10-minute appointment.	Nothing.	
11	Rheumatology	Patient	Very good	Easy, relaxed conversation.	Excellent service.	
12	Rheumatology	Relative of patient	Very good	Quality of call excellent, no travelling, no car parking and overall a positive experience.		
13	Rheumatology	Patient	Very good	Very effective system, quick and easy to use.		
14	Rheumatology	Patient	Very good			Do not publish
15	Rheumatology	Patient	Very good			
16	Rheumatology	Patient	Good	It could only have been bettered by a face-to-face appt, but was useful anyway to serve as introduction to rheumatology dept. Service was timely and efficient. No delays and organised promptly.		
17	Rheumatology	Patient	Good			
18	Rheumatology	Patient	Good			Do not publish

Clinical Support and Specialist Services 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	Neuro Rehabilitation	Patient	Very good			
2	Occupational Therapy	Patient	Very good	[Name withheld] was very friendly, very thorough and gave me the advice and information that I needed.	No.	
3	Occupational Therapy	Patient	Very good	[Name withheld] was brilliant and the joining method was very straight forward.		
4	Occupational Therapy	Patient	Very good			Do not publish
5	Orthopaedic Interface Service	Patient	Very good	Very positive meeting.	N/A	
6	Orthopaedic Interface Service	Patient	Very good			
7	Orthopaedic Interface Service	Patient	Very good	Very easy to use and quick.		
8	Orthopaedic Interface Service	Patient	Very good			Do not publish
9	Orthopaedic Interface Service	Patient	Good	It was easy to explain my problem and not having to go to the hospital made things much easier for me.	No, everything was ok.	
10	Physiotherapy	Patient	Very good	She actually listens to you and takes in what you are saying, which leads her to making	Pay rise for employees.	

				the right decision on what your next course of treatment should be.		
11	Physiotherapy	Patient	Very good	The connection was ok and could hear everything clearly.		
12	Physiotherapy	Patient	Very good	[Name withheld] was very helpful and listened to what I had to say, then she would explain what I needed to do, and how to do the exercises. Excellent. Thank you.	Nothing.	
13	Physiotherapy	Patient	Very good	Timely appointment. Knowledgeable and supportive therapist. Referral on to pain team.		
14	Physiotherapy	Patient	Very good	Convenient video conference connected.		
15	Physiotherapy	Patient	Very good			
16	Physiotherapy	Patient	Very good	There was no need for unnecessary travel so saves me time. Easy to use. Good video quality.		
17	Physiotherapy	Patient	Very good	Friendly, helpful care.		
18	Physiotherapy	Patient	Very good	The appointment was helpful and I now have a better understanding of my issue and feel more confident that there is a way to get my shoulder improved.		
19	Physiotherapy	Patient	Very good	The video call works really well. Being able to show the professional as well as explain without attending an outpatient clinic in a hospital.	This survey popped up before my call started which caused an issue for the physiotherapist to connect to the call.	
20	Physiotherapy	Patient	Very good	Easy to use system which when on the video call was nice and clear.		
21	Physiotherapy	Patient	Very good	Felt like was in a real appointment - all questions answered and issues addressed.	It all worked absolutely fine.	
22	Physiotherapy	Patient	Very good	[Name withheld] was brilliant. Internet connection was rubbish.	Improve the internet, dropped out 4 times in a less than 10-minute call.	

23	Physiotherapy	Patient	Very good	[Name withheld] is a very lovely, genuine lady who is good at her job, making you feel comfortable and well informed throughout your appointment.		
24	Physiotherapy	Patient	Very good	[Name withheld] was very clear, he could see me and I could see his exercises clearly, so I knew what to do. He is very encouraging and I felt I was doing well and knew how to continue making the help he gave me.	The technical side did not work the first two times, so we ended up with just telephone.	
25	Physiotherapy	Patient	Very good	Really clear and helpful advice and information. Answered all queries and questions.	All satisfactory and could not have improved on experience.	
26	Physiotherapy	Patient	Very good	Despite technical issues, the meeting always go very well.		
27	Physiotherapy	Patient	Very good	Really easy process and worked for well for physio.		
28	Physiotherapy	Patient	Very good	Was fantastic to put a face to the voice through a video call. [Name withheld] is excellent in her physiotherapy.		
29	Physiotherapy	Patient	Very good	[Name withheld] is always good as gold - very personable, thoughtful and informative.		
30	Physiotherapy	Patient	Very good	Great help from a knowledgeable physiotherapist.		
31	Physiotherapy	Patient	Very good	All issues covered and solutions given.		
32	Physiotherapy	Patient	Very good	[Name withheld] was very informative and gave me the chance to ask all the questions I needed to know and information to help me go forward.	I think all good.	
33	Physiotherapy	Patient	Very good			Do not publish
34	Physiotherapy	Patient	Good	It was a good experience, although video link was lost part way, so we went to phones.		
35	Physiotherapy	Patient	Good	Clear call, no danger of COVID infection	No, was good.	

				learner than telephone call with my hearing aids.		
36	Physiotherapy	Patient	Good	Quality of video good. Very helpful and useful appointment. Just some issues with tech!	Nothing.	
37	Physiotherapy	Patient	Good	This is the first time I have done a video call and was very worried, but it turned out easier than I expected.	Cannot think of anything but this has been my first time so it is hard to think of anything better.	
38	Physiotherapy	Patient	Good			
39	Physiotherapy	Patient	Good	Video call but problems with sound (my end).		
40	Physiotherapy	Patient	Good			Do not publish
41	Physiotherapy	Patient	Neither good nor poor			Do not publish
42	Physiotherapy	Patient	Poor			Do not publish
43	Physiotherapy	Patient	Very poor	Sat in the waiting room for half hour, no one answered the call complete waste of time.	Answer the call???	
44	Weight Management	Patient	Very good	Seeing the Consultant is much better than just listening to him. Body language and positive signs help convey information so much better than a simple voice-call.	It seems to me that you have got it just about right.	
45	Weight Management	Patient	Very good	[Name withheld] was extremely knowledgeable and friendly. Excellent, supportive conversation. Thank you.		
46	Weight Management	Patient	Very good	Facing someone who understands my problem(s) and can facilitate the solution(s) is so much better than a voice/telephone call. Positive body language makes a chap feel positive about himself.	The system works as is.	
47	Weight Management	Patient	Very good			Do not publish

48	Weight Management	Patient	Very good			Do not publish
49	Weight Management	Patient	Very good			
50	Weight Management	Patient	Poor	Delayed connection and buffering caused missed responses to questions from both parties.	Face-to-face appointment for first contact.	
51	Weight Management	Patient	Poor			Do not publish