

Friends and Family Test - Outpatients - Video Call - Jul-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Negative' 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 'Positive' score is 75%

Division	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Surgery Division	7	85.7	14.3	0.0

Medicine Division	21	100	0.0	0.0
Clinical Support and Specialist Services Division	56	87.5	7.1	5.4
Total	84	90.5	6.0	3.6

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	Pain Management	Patient	Very good	I find that I am able to relax into the call, ask questions that I need answers to, and get answers that make a lot of sense. That is not a common experience in the NHS! Encouragement for me to continue through my chronic condition, which helps deal with my anxiety and depression.	The sound quality of the equipment being used at the hospital end is terrible. I lose some of the words being said. If you are going to use more video calls, (and I hope you do) please install some equipment suitable for the job!	
2	Pain Management	Patient	Very good	It's much easier doing online appointments than having to go to the hospital, especially with Covid 19 rates going up in Devon. Easy to dial in, the call tests your equipment at the start so you know everything will work properly. It's a very good service to provide, especially for disabled and mental health patients.		
3	Pain	Patient	Very good	Because I found it really helpful.	It was all good.	

	Management					
4	Pain Management	Patient	Very good	Easy access. Better than a phone call.	I prefer real appointments face to face in person, if I had the choice that is, but video call is my second choice as near to face to face.	
5	Pain Management	Patient	Very good	My consultant is really understanding of my condition and situation and is able to offer really helpful tips and strategies to help improve it. He also very supportive.		
6	Pain Management	Patient	Good			Do not publish
7	Pain Management	Patient	Very poor	Waiting 30 minutes and no one came.		

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	The system worked, and the method was good.	None.	
2	Endocrinology	Patient	Very good	Consultant give clear advice.	Not to use Attend Anywhere but another video provider.	
3	Endocrinology	Patient	Very good	Very good communication, worked very well.		
4	Endocrinology	Patient	Very good			Do not publish
5	Endocrinology	Patient	Very good			Do not publish
6	Neurology	Patient	Very good	[Name withheld] is really personable and easy to speak with.	Perfectly happy with the experience.	

7	Rheumatology	Patient	Very good			
8	Rheumatology	Patient	Very good			
9	Rheumatology	Patient	Very good	Connection worked well. Lovely to have a face to face. Clear photo and sound. Certainly saves time for patient and consultant.	Nothing. Conversation will be recorded in a letter.	
10	Rheumatology	Patient	Very good	The specialist was very clear and explained things well.		
11	Rheumatology	Patient	Very good	Straight to the point and helpful, able to answer all queries.		
12	Rheumatology	Patient	Very good	The video consultation was very easy to use, and they asked me to come down straightaway for a blood test, everything was done quickly and efficiently.		
13	Rheumatology	Patient	Very good			
14	Rheumatology	Patient	Very good	Punctual, answered all my queries.	No. I am perfectly happy with my appointment.	
15	Rheumatology	Patient	Very good	Worked well.		
16	Rheumatology	Patient	Very good	Easy to log in to online appointment, clear viewing etc.		
17	Rheumatology	Patient	Very good	It saved me 3 hour round trip and accomplished everything required.	Nothing, it works very well.	
18	Rheumatology	Patient	Very good			Do not publish
19	Rheumatology	Patient	Very good			Do not publish
20	Rheumatology	Patient	Very good			Do not publish
21	Rheumatology	Patient	Good	Not the best quality call, lag between voice and picture.		

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	Dietetics	Patient	Very good		Nothing, it was excellent.	
2	Neuro Rehabilitation	Patient	Neither good nor poor	Wasn't sure if I had selected the correct clinic so ended call to try again.		
3	Occupational Therapy	Patient	Very good	Took time to understand my current position and history. Shared ideas and advice to help.	Nothing. Great service. Continue with video calls. Thank you.	
4	Occupational Therapy	Patient	Very good	Very efficient, no need to attend hospital, very helpful, knowledgeable clinician.		
5	Occupational Therapy	Patient	Very good			
6	Occupational Therapy	Patient	Good	[Name withheld] very good to talk to with, sound advice and referral.	Video call was sketchy. So used telephone call instead. Was probably connection my end.	
7	Occupational Therapy	Patient	Good	It was helpful but love to see people in person.		
8	Occupational Therapy	Patient	Good			
9	Occupational Therapy	Patient	Very poor	Call should of been at 13:30, tried to contact the clinical team after 10 mins as no one had joined the call, only got a pre-recorded message to say someone would try to contact me in 24 hrs, finally managed to get an answer after 20mins to be told I would have to reschedule to 15:30 or 16:30. Having had a number of video calls with the hand therapy team during	Let me know that the appointment would not go ahead at the specified time, and not be made to feel that video calls are a pain so you get bumped to the end of the day.	

				lockdown I can say this is the only time I have experienced a problem with the team.		
10	Orthopaedic Interface Service	Patient	Very good	The doctor was very kind and informed.		
11	Orthopaedic Interface Service	Patient	Very good	Answered all my questions and gave me advice regarding next steps and physio.		
12	Orthopaedic Interface Service	Patient	Very good			Do not publish
13	Orthopaedic Interface Service	Patient	Very good			Do not publish
14	Paediatrics	Carer of patient	Good			Do not publish
15	Paediatrics	Relative of patient	Good			Do not publish
16	Physiotherapy	Patient	Very good		The therapist was v helpful and easy to talk to. I felt he was genuinely interested in my problem and wanted to help. He demonstrated the exercises and talked them through so I felt confident that I could carry them out.	
17	Physiotherapy	Patient	Very good	Facetime calls allows the patient to see what is being explained to them if an example is given so there is no misunderstanding. It also enables both to be expressive when speaking which is important for the same reason. I personally feel that if hands-on treatment is not required, time and costs are reduced. I		

				think face-to-face appointments should only be necessary if physical contact is required or the patient has no electronic means of contact. I would not necessarily include elderly patients in my remarks.		
18	Physiotherapy	Patient	Very good	Covered all relevant points.	All fine.	
19	Physiotherapy	Patient	Very good	[Name withheld] is very thorough and mindful.		
20	Physiotherapy	Patient	Very good	No waiting, no travelling/parking and felt safe and comfortable with a satisfactory consultation.	Worked perfectly well.	
21	Physiotherapy	Patient	Very good	[Name withheld] is very good at giving advice and listening.	Face-to-face appointments are better for more hands-on requirements. It would have been better in this instance but the video worked ok.	
22	Physiotherapy	Patient	Very good	Efficient and very helpful.	Nothing. Thank you for all your hard work.	
23	Physiotherapy	Patient	Very good	Strange consultation over a screen, but effective in any event.		
24	Physiotherapy	Patient	Very good	Helpful advice and very reassuring.		
25	Physiotherapy	Spouse/Partner of patient	Very good	Listened to me, very understanding and helpful.		
26	Physiotherapy	Patient	Very good	I felt heard, good diagnostic conversation and ability to show and demonstrate movements over video.		
27	Physiotherapy	Patient	Very good	Really clear instructions and advice.		
28	Physiotherapy	Patient	Very good			Do not publish
29	Physiotherapy	Patient	Very good			Do not publish
30	Physiotherapy	Patient	Very good			Do not publish
31	Physiotherapy	Patient	Very good			Do not publish

32	Physiotherapy	Patient	Good	Helpful, clear advice but difficulty establishing video.		
33	Physiotherapy	Patient	Good	Answered all my questions and was very reassuring.	All good.	
34	Physiotherapy	Patient	Good	It would have been 'Very good' except for technical issue with slightly erratic Attend Anywhere connection, but that could have been a problem at my end.		
35	Physiotherapy	Patient	Good	Prefer face-to-face appointment.		
36	Physiotherapy	Patient	Good			
37	Physiotherapy	Patient	Good			Do not publish
38	Physiotherapy	Patient	Neither good nor poor	The connection was not very good, the picture kept breaking up and we ended up on mobile phones.		
39	Physiotherapy	Patient	Neither good nor poor	Service good but massive delay in video.		
40	Physiotherapy	Patient	Very poor	I have sat for an hour in the physio virtual waiting area, waiting for my video call appointment until I have finally ended the call as I couldn't wait any longer.	If you were busy I could have re-scheduled if someone could have let me know.	
41	Physiotherapy	Patient	Very poor	I waited for 30 minutes and nobody joined the link. I telephoned and left a message. Nobody responded.	Joined the appointment!	
42	Physiotherapy	Patient	Very poor			Do not publish
43	Weight Management	Patient	Very good	Felt like chatting with a friend. I was worried that it would be judgemental but it was very supportive.		
44	Weight Management	Patient	Very good	Almost as good as face to face.		
45	Weight Management	Patient	Very good	Good connection, very informative.		
46	Weight	Patient	Very good	The online option is fantastic for me, really	Nothing, super service.	

	Management			impressed with the service.		
47	Weight Management	Patient	Very good	The service is amazing, I can't tell you how much it's helped me.	Nothing, everything is awesome, the people, the service, the information is superb, the videos really worked for me, rather than being in a group, as I am easily distracted, so I can go back over parts if needed. I really believe the service from [name withheld] was the start of saving my mental health and I am far stronger today because of him. The dietician has also been second to none, so highly recommended. These 2 people are the best advocates possible, and I think other people in the UK could take lessons from them.	
48	Weight Management	Patient	Very good	Great service, great staff :-)	Nothing!	
49	Weight Management	Patient	Very good	Very easy to access.		
50	Weight Management	Patient	Very good			Do not publish
51	Weight Management	Patient	Very good			Do not publish
52	Weight Management	Patient	Very good			Do not publish
53	Weight Management	Patient	Very good			Do not publish
54	Weight Management	Patient	Very good			

55	Weight Management	Patient	Good			
56	Weight Management	Patient	Good	Do not publish		