

## Friends and Family Test - Outpatients - Video Call - Jun-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	11	100	0.0	0.0
Medicine Division	25	100	0.0	0.0

<b>Clinical Support and Specialist Services Division</b>	<b>41</b>	<b>95.1</b>	<b>2.4</b>	<b>2.4</b>
<b>Total</b>	<b>77</b>	<b>97.4</b>	<b>1.3</b>	<b>1.3</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	Pain Management	Patient	Very good	[Name withheld] gives useful and relevant information and support.	None.	
2	Pain Management	Patient	Very good	It was a very good appointment	None.	
3	Pain Management	Patient	Very good	Dr [name withheld] was extremely helpful and offered me suggestions for pain management which gave me considerable confidence for the future.	Nothing!	
4	Pain Management	Patient	Very good	Very good & simple to follow. Dr was very understanding of my needs & made it easy for me to talk through any issues.	I currently cannot see that my appointment could have been any better and, whilst waiting for video call, I was kept fully informed that I was in a waiting list. Excellent dr. and very empathetic to my situation.	
5	Pain Management	Patient	Very good	[Name withheld] is very thoughtful and thorough in what he says and does, he helps me to try and understand why I feel the way I do.		

6	Pain Management	Patient	Very good	Wasn't rushed. Very thorough and asked relevant questions. Gave answers to questions and information about plan for going forward very clearly.		
7	Pain Management	Patient	Very good	Really helpful, easy to attend and book.	I was very happy with my consultation, thank you.	
8	Pain Management	Patient	Very good	Very positive and supportive conversation, re enforced my confidence and drive to heal.		
9	Pain Management	Patient	Very good			Do not publish
10	Pain Management	Patient	Very good			Do not publish
11	Pain Management	Patient	Good			Do not publish

<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	Diabetic Medicine	Patient	Very good	Professional but friendly with expert advice.		
2	Diabetic Medicine	Patient	Very good			Do not publish
3	Diabetic Medicine	Patient	Good			
4	Endocrinology	Patient	Very good	[Name withheld] was so helpful, she called me back because we had computer issues. I've been trying for years to get		

				some advice and feel so much better now.		
5	Endocrinology	Patient	Very good	The doctor was very clear.	There was a lot of feedback on the sound.	
6	Endocrinology	Patient	Very good	Happy with the whole experience.		
7	Endocrinology	Patient	Good	Issues with voice synch on the video call, but good to see someone and better than a telephone call. The video picture of myself was upside down - not savvy enough to correct it!		
8	Endocrinology	Patient	Good			Do not publish
9	Neurology	Patient	Very good	You still felt like a face-to-face appointment, while keeping everyone safe.		
10	Neurology	Patient	Very good			
11	Respiratory Medicine	Patient	Very good	First appointment was cancelled - no consultant - whilst I was in waiting room. But new appointment made - consultant excellent - connection was good - visual and hearing. Dr [name withheld] had my notes - felt there was understanding - I felt able to be open re symptoms, good to see on the screen, able to ask questions. Completed from the comfort of my home, rather than being in hospital. Very good experience.	All Good	
12	Respiratory Medicine	Patient	Very good			Do not publish
13	Rheumatology	Patient	Very good	Good quality call. Nearly the same as face to face.		
14	Rheumatology	Patient	Very good	I was able to be seen at home so no getting stuck in traffic. With Covid times,	I thought it worked well. Not sure none techno people would cope.	

				it was safer. Was able to see both consultant and junior doctor, happy to be left alone for now re treatment.		
15	Rheumatology	Patient	Very good	Very easy to do video call and much easier than going into the hospital.	All good.	
16	Rheumatology	Patient	Very good	I can speak to my specialist whilst not incurring any additional costs i.e. travel and parking and it's good for the environment too.	Nothing.	
17	Rheumatology	Spouse/ Partner of patient	Very good	Very helpful.		
18	Rheumatology	Patient	Very good	It was the first time I have been seen on time by a clinician and it was great to talk face to face without having to drive to the hospital.	Can't think of anything particular.	
19	Rheumatology	Patient	Very good	It is easier than having to get in the car and drive to the hospital. Also, during this pandemic I feel safer being at home (although I must say the hospital is being well managed in this difficult time).	Not sure there is anything.	
20	Rheumatology	Patient	Very good	I felt everything was covered in a really efficient and swift manner. Dr [name withheld] was helpful and listened to all my concerns. Having my appointment in this way saved me 1 1/2 hours in travelling let alone waiting time at the hospital. It worked out well in the end.	Nothing.	
21	Rheumatology	Patient	Very good	It's very convenient and time efficient.		
22	Rheumatology	Patient	Very good			Do not publish
23	Rheumatology	Patient	Good			
24	Rheumatology	Patient	Good	Dr showed the MRI scanned, went	Quite a big gap between	

				through it with me.	appointments and physio has not responded since last appointment which was 8 months ago.	
25	Rheumatology	Patient	Good			

<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	Orthopaedic Interface Service	Patient	Very good	First time video consultation – didn't have to drive to Barnstaple and try and park.		
2	Physiotherapy	Patient	Very good	I have made a great improvement in my pain level.		
3	Physiotherapy	Relative of patient	Very good	Very easy to use as a system. Connection was clear. [Name withheld] was very good at his job and was great at putting my son at ease.		
4	Physiotherapy	Patient	Very good	Able to have questions answered - very helpful and informative physiotherapist.	All good	
5	Physiotherapy	Patient	Very good	Staff have supported my recovery from injury which has allowed me to return to the activities I enjoy.		
6	Physiotherapy	Patient	Very good	Had a very good video consultation, [name withheld]. Have pain in parts of my body.	None	
7	Physiotherapy	Patient	Very good	Good advice given.		
8	Physiotherapy	Patient	Very good			
9	Physiotherapy	Patient	Very good	Some minor issues getting connected but once started it was fine.	An email video invitation/link is preferable to text or a letter.	

10	Physiotherapy	Patient	Very good	Lots of exercises given to improve mobility.	Lost sound on video.	
11	Physiotherapy	Relative of patient	Very good	[Name withheld] is so accommodating for [name withheld], she's amazing at her job. Having a teenager boy can be tricky! She's so helpful.		
12	Physiotherapy	Patient	Very good			
13	Physiotherapy	Patient	Very good	Occ health/staff physio appt with [name withheld]. Very supportive.	None.	
14	Physiotherapy	Patient	Very good	[Name withheld] has been a great help in supporting me through this difficult time.	Nothing.	
15	Physiotherapy	Relative of patient	Very good	Both [name withheld] and [name withheld] have been very thorough on the phone and video call and have given us some useful exercises to do at home.		
16	Physiotherapy	Patient	Very good	Good communication skills. Good explanation of condition and exercises required.		
17	Physiotherapy	Patient	Very good	Really easy way to do physio and great advice.		
18	Physiotherapy	Patient	Very good	Helpful and clear discussion.		
19	Physiotherapy	Patient	Very good	Very convenient way to conduct my follow-up appointment.	Keep the reminder text for the appointment with the link for the video call. It is so useful.	
20	Physiotherapy	Patient	Very good	Because it was!		
21	Physiotherapy	Patient	Very good	I found [name withheld] to be an excellent physio. She is friendly, polite and helpful and listens to what I have to say. She is very knowledgeable, explains things well, reassures when necessary and gives appropriate exercises and advice. Since my appointments with [name withheld] I have definitely noticed improvements in my	Completely happy with service received.	

				back health. Thank you very much [Name withheld]!		
22	Physiotherapy	Patient	Very good	Timely, relevant, comprehensive and extremely helpful.		
23	Physiotherapy	Patient	Very good	Easy to understand.		
24	Physiotherapy	Patient	Very good	[Name withheld] very thorough, supportive and helpful.	Face to face.	
25	Physiotherapy	Patient	Very good	Friendly, sensible advice.		
26	Physiotherapy	Patient	Very good			Do not publish
27	Physiotherapy	Patient	Very good			Do not publish
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	Good	Encouraging. But I feel physiotherapist not able to see my overall difficulties with regard to exercises.	Face-to-face apt.	
32	Physiotherapy	Patient	Good	Discussion with physio leading to a further management plan and follow up.	Ensure video apt. works.	
33	Physiotherapy	Patient	Good	My appointment went well.		
34	Physiotherapy	Patient	Good		Send link in advance by email rather than phone.	
35	Physiotherapy	Patient	Neither good nor poor			Do not publish
36	Physiotherapy	Patient	Very poor	Waiting for 20 mins in waiting room with no updates.	Not having an update on waiting times. I understand I will need to wait and I don't mind how long for as long as I can be updated on current wait times.	
37	Weight Management	Patient	Very good	Such an inspiration, I am so glad I attended today. It's fun, informative and feel so much more positive about my journey. Thank you!	Nothing, it was perfect!	



38	Weight Management	Patient	Very good	The positive experience of having someone who understands weight management and the problems associated therewith face-to-face every couple of weeks really supports the efforts I am making to bring my weight down.	Nothing - it was fine.	
39	Weight Management	Patient	Very good			
40	Weight Management	Patient	Very good			Do not publish
41	Weight Management	Patient	Very good			Do not publish