

## Friends and Family Test - Children's Outpatients (video call) - Apr-21 to Aug-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%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Apr-21	4	100	0.0	0.0
May-21	8	87.5	12.5	0.0

Jun-21	3	100	0.0	0.0
Jul-21	2	100	0.0	0.0
Aug-21	1	100	0.0	0.0

### Qualitative feedback

	Month	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1	Apr-21	Patient	Very good			Do not publish
2	Apr-21	Relative of patient	Very good			
3	Apr-21	Not entered	Very good			Do not publish
4	Apr-21	Relative of patient	Good	Good once called and nice and easy to talk too.	Have been on time, it was over 20 mins late.	
1	May-21	Patient	Very good	Seen quickly and helpful appointment.		
2	May-21	Spouse/Partner of patient	Very good			
3	May-21	Patient	Very good	It was efficient.		
4	May-21	Relative of patient	Very good	Information provided was clear, everything worked, appointment on time.		
5	May-21	Relative of patient	Very good			Do not publish
6	May-21	Patient	Good	Ran pretty smoothly.	Nothing.	
7	May-21	Carer of patient	Good			Do not publish
8	May-21	Carer of patient	Very poor			Do not publish

1	Jun-21	Relative of patient	Very good	The video conference is quick, easy and time efficient.	Nothing.	
2	Jun-21	Relative of patient	Very good			
3	Jun-21	Relative of patient	Good			
1	Jul-21	Carer of patient	Good			Do not publish
2	Jul-21	Relative of patient	Good			Do not publish
1	Aug-21	Not entered	Very good	Really helpful and thorough appointment. Good plan in place of what to do next and feel well supported.		