

Friends and Family Test - Outpatients - Telephone Call - 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%

Division	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Surgery Division	No data	No data	No data	No data

Medicine Division	1	100	0.0	0.0
Clinical Support and Specialist Services Division	4	75.0	0.0	25.0
Total	5	80.0	0.0	20.0

Qualitative feedback

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	Rheumatology	Patient	Very good	The telephone consultation was friendly, thorough and re-assuring.	Nothing I can think of.	

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	Haematology	Patient	Very good	Prompt and satisfactory response to my blood test. Explained all the reports to my satisfaction.	From my experience I think telephone or video call represents better use of both the consultant's and my time. No unnecessary waiting,	
2	Physiotherapy	Patient	Very good	Clear questions and advice.	Offered a face to face appointment	

					in the first place.	
3	Physiotherapy	Patient	Very good	So easy to talk to the physio, supportive and gave great advice. Thank you.		
4	Physiotherapy	Patient	Neither good nor poor			Do not publish