

Friends and Family Test - Outpatients - Video 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	5	100	0.0	0.0

Medicine Division	21	95.2	4.8	0.0
Clinical Support and Specialist Services Division	37	91.9	8.1	0.0
Total	63	93.7	6.3	0.0

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	Colorectal Surgery	Patient	Very good	The consultant was on time, incredibly patient, kind and understanding.		
2	Pain Management	Patient	Very good	Just so friendly and offers great advice.		
3	Pain Management	Patient	Very good			Do not publish
4	Pain Management	Patient	Very good			Do not publish
5	Pain Management	Patient	Good			Do not publish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1	Diabetic Medicine	Patient	Very good			Do not publish
2	Endocrinology	Patient	Very good	Very easy and convenient.	Nothing. I was impressed with the service.	
3	Endocrinology	Patient	Very good	A fast easy to use service.	Comments as above.	
4	Endocrinology	Patient	Very good	Because she was helpful and clear.	Can't think of anything at the moment.	
5	Endocrinology	Patient	Very good	Online is ideal: in my own home, no travel.	A note of family history of illness (was unprepared for question).	
6	Endocrinology	Patient	Very good	Worked perfectly. Did not need to travel and more comfortable environment to talk and take notes in.	Video quality and lip sync could be improved.	
7	Endocrinology	Patient	Very good			Do not publish
8	Gastroenterology	Patient	Very good			Do not publish
9	Neurology	Patient	Good	Time given by clinician over and above.	Nothing.	
10	Respiratory Medicine	Patient	Very good	Appointment on time, seemed very patient focused and listened well.	Nothing.	
11	Rheumatology	Patient	Very good	Effective and a pleasant experience.	All good, thank you.	
12	Rheumatology	Patient	Very good	Thorough, quick pathway to further diagnostics and treatment. Excellent consultant with very good explanation skills.		
13	Rheumatology	Patient	Very good	Just like face to face but easier.	Nothing.	
14	Rheumatology	Patient	Very good	Listened to my queries and answered clearly. Felt like an individual and that my needs were understood. Also	No, I was very satisfied	

				friendly.		
15	Rheumatology	Patient	Very good	Good advice and support.		
16	Rheumatology	Patient	Very good			Do not publish
17	Rheumatology	Patient	Very good			Do not publish
18	Rheumatology	Patient	Very good			Do not publish
19	Rheumatology	Patient	Very good			Do not publish
20	Rheumatology	Patient	Good	The consultation was good, however, there was a slight delay on the line which made things slightly disjointed.	Everything seemed to be covered including asking about my health in general and also my diabetes and how that was being controlled which meant that I was being looked at as a 'whole' person and not just someone with rheumatoid arthritis.	
21	Rheumatology	Patient	Poor			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	Occupational Therapy	Patient	Very good	[Name withheld] was very kind and helpful.		
2	Occupational Therapy	Patient	Good			Do not publish
3	Orthopaedic Interface Service	Patient	Very good	Easy to access, prompt appointment.	Nothing, all good.	
4	Orthopaedic Interface Service	Patient	Very good	Very informative, kind, caring doctor, felt listened to with a plan going forward.	Nothing it was an excellent way of being seen without coming	

					into contact with possible COVID contacts.	
5	Orthopaedic Interface Service	Patient	Very good	Saved a lot of time and travel.		
6	Orthopaedic Interface Service	Patient	Very good			Do not publish
7	Orthopaedic Interface Service	Patient	Good			Do not publish
8	Orthopaedic Interface Service	Patient	Good			Do not publish
9	Physiotherapy	Patient	Very good	[Name withheld] is very easy to talk to, gives very helpful advice. Nice not having to travel.	Nothing, all is good.	
10	Physiotherapy	Patient	Very good			
11	Physiotherapy	Patient	Very good	Video and sound worked.		
12	Physiotherapy	Patient	Very good	[Name withheld], the staff physio, was really helpful and really good at listening, he gave great advice.		
13	Physiotherapy	Patient	Very good	Didn't know how it would work, worked well.		
14	Physiotherapy	Patient	Very good	Helpful, clear and friendly.		
15	Physiotherapy	Patient	Very good	The physio is incredibly helpful.		
16	Physiotherapy	Patient	Very good	I felt the practitioner was really interested in my problem and want to solve it. I did not feel rushed at all and all my questions were answered.	Have face to face instead.	
17	Physiotherapy	Patient	Very good	The audio and picture quality was good and it felt like I was in the room with the consultant.	The appointment could have been screened better at the referral as I still needed a face to face appointment to be physically examined.	
18	Physiotherapy	Patient	Very good	Although I had difficulty getting a	Why did I have to complete a	

				connection to the virtual appointment, [name withheld] contacted my phone and was very patient while my wife eventually managed to get the online contact on our computer. Her advice and explanations were most helpful.	form before going into the virtual waiting room?	
19	Physiotherapy	Patient	Very good	Achieveley objectives.	Nothing.	
20	Physiotherapy	Patient	Very good	Really useful and very easy to do.		
21	Physiotherapy	Patient	Very good			Do not publish
22	Physiotherapy	Patient	Very good			Do not publish
23	Physiotherapy	Patient	Very good			Do not publish
24	Physiotherapy	Patient	Very good			Do not publish
25	Physiotherapy	Patient	Good	Good advice on how to improve strength and flexibility.	Prefer face to face appointments.	
26	Physiotherapy	Patient	Good			
27	Physiotherapy	Patient	Good			
28	Physiotherapy	Patient	Good	Video was a bit delayed and froze but physio was working from home.		
29	Physiotherapy	Patient	Good			
30	Physiotherapy	Patient	Good			Do not publish
31	Physiotherapy	Patient	Good			Do not publish
32	Physiotherapy	Patient	Good			Do not publish
33	Physiotherapy	Patient	Good			Do not publish
34	Physiotherapy	Patient	Poor	Remote video makes physical assessment very difficult.	Face to face appointment for reliable assessment. Also, nothing was offered to relieve symptoms, e.g. soft tissue massage in a face-to-face appointment may have helped? No advice given on how I can relieve symptoms at home.	
35	Physiotherapy	Patient	Very poor	The link sent me to the wrong waiting		

				room so the physio had to phone me to send another link. It took 3 attempts before we could connect. Then there was a power it & we lost each other. When we eventually connected again the session was very successful & I give it an excellent.		
36	Physiotherapy	Patient	Very poor			Do not publish
37	Weight Management	Patient	Good			Do not publish