

Friends and Family Test - Community Paediatrics (video call) - Apr-21 to Sep-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	3	66.7	0.0	33.3
May-21	No data	No data	No data	No data

Jun-21	1	100	0.0	0.0
Jul-21	1	100	0.0	0.0
Aug-21	2	100	0.0	0.0
Sep-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	Relative of patient	Very good			
2	Apr-21	Carer of patient	Good			
3	Apr-21	Carer of patient	Neither good nor poor	Difficulty accessing appointment via video call. Took extra time to work through problems. Time lag when speaking, so ended up speaking over each other. Daughter didn't engage in assessment/appointment as ASC. Dr. [name withheld] will arrange a face to face to see daughter. Means waiting even longer for assessment/diagnosis.	Allow face to face consultations for people with additional needs.	
1	Jun-21	Carer of patient	Very good			Do not publish
1	Jul-21	Relative of patient	Good			
1	Aug-21	Relative of patient	Very good			

2	Aug-21	Relative of patient	Good			Do not publish
1	Sep-21	Relative of patient	Very good	The doctor arrived promptly to the meeting and was very friendly and engaging with my daughter who was nervous. I found the doctor approachable and welcoming to the assessment process. Asked appropriate questions and gave me time to answer. A really positive experience.	Nothing that I can think of, the whole process was smooth and the doctor was excellent.	