

## Friends and Family Test - Outpatients - Telephone Call - 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:

$$\frac{\text{Very good + Good}}{\text{Very good + Good + Neither good nor poor + Poor + Very poor + Don't know}} \times 100$$

'Negative' percentage is calculated as follows:

$$\frac{\text{Poor + Very poor}}{\text{Very good + Good + Neither good nor poor + Poor + Very poor + Don't know}} \times 100$$

**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

<b>Medicine Division</b>	<b>3</b>	<b>33.3</b>	<b>66.7</b>	<b>0.0</b>
<b>Clinical Support and Specialist Services Division</b>	<b>2</b>	<b>100</b>	<b>0.0</b>	<b>0.0</b>
<b>Total</b>	<b>5</b>	<b>60.0</b>	<b>40.0</b>	<b>0.0</b>

### Qualitative feedback

<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	Cardiology	Patient	Very good	Very informative. Made positive changes. Good to be able to talk to a doctor.	Nothing really.	
2	Endocrinology	Patient	Poor	Having been booked in for a video consultation, I logged on at the time specified and was held in the waiting room, where I waited for nearly 20 minutes before receiving a phone call from the consultant, as she had been in as a phone consultation.	Double check administration.	
3	Healthcare for Older People	Carer of patient	Poor	My mother is deaf so could not hear very well the questions she was asked. She also has memory problems so was unsure who she was talking to. If she could have seen the doctor it would have prompted her to remember. The doctor spent very little time actually	Don't bother with a telephone appointment. My mother can't even remember it happening. I think she might have remembered if she had seen the consultant's face.	

				speaking to her. The doctor recorded her medication wrongly. The doctor relied almost entirely on a third parties opinion. A less experienced doctor would gain very little training from a telephone consultation. A person with memory problems may say I'm fine because it's easier to say that than engage in a difficult conversation. How can an accurate assessment be made without seeing the person?		
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<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	Good			
2	Physiotherapy	Patient	Very good	Very friendly and informative advice, with arranged follow-up appointment and ideal safety netting		