

Friends and Family Test - Outpatients - Video 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:

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

'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	7	85.7	14.3	0.0

Medicine Division	20	100	0.0	0.0
Clinical Support and Specialist Services Division	40	90.0	5.0	5.0
Total	67	92.5	4.5	3.0

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1	Orthopaedics	Patient	Poor			Do not publish
2	Pain Management	Patient	Very good	Easy if you like technology but bad if u don't. Clear and easy to understand when talking does not cut out. Good communication.	It would not work on my phone and stressful when trying log in as I could not get to work and had to run around to get my sister's laptop who was not home. Maybe get them to do a trail call a day before or make it a bit easier to understand.	
3	Pain Management	Patient	Very good	The team are always positive and come up with appropriate coping strategies.	I'm quite satisfied with the service I received.	
4	Pain Management	Patient	Very good	[Name withheld] is amazing explained everything very well, gave me time to speak, expanded on things I said giving me more to think about. Thanks, [name withheld].		
5	Pain	Patient	Very good			Do not publish

	Management				
6	Pain Management	Patient	Good		Do not publish
7	Urology	Patient	Good	Some interference with sound, not my end I don't think.	

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	Cardiology	Patient	Good	Most of what was discussed I already knew. I felt the person I was talking to was following a set routine of questions and information. It didn't feel specific to me. To help patients to take in what's discussed, I think the old adage of - tell them what your gonna tell them - then tell them - then tell then what you told them, would be good - it reinforces all the main points that your trying to get across to the patient. Also, allow frequent pauses where you ask if the patient has any questions.	As above.	
2	Diabetic Medicine	Patient	Very good		Nothing.	
3	Endocrinology	Spouse/Partner of patient	Very good	As good as being faced to face.	Can't think of anything.	
4	Endocrinology	Patient	Very good	No travel time to Exeter clinic, stress of time and parking etc., and still face to face albeit via video link. It still felt very		

				personal and valuable. Thank you.		
5	Endocrinology	Patient	Very good	Excellent.	Nothing. All good.	
6	Endocrinology	Patient	Very good			
7	Endocrinology	Patient	Very good			Do not publish
8	Endocrinology	Patient	Good			
9	Healthcare for Older People	Relative of patient	Good			Do not publish
10	Respiratory Medicine	Patient	Very good	Great service as always.		
11	Rheumatology	Patient	Very good	[Name withheld] was extremely helpful, knowledgeable and easy to talk to. I feel confident with the outcome of our meeting.	Nil.	
12	Rheumatology	Patient	Very good	Quick and easy set up on the computer, friendly and helpful staff member who also checked I could hear him properly etc. Efficient use of time - although we have arranged a follow up face-to-face in a week's time.		
13	Rheumatology	Patient	Very good	Saves me time and money travelling from Bude to Barnstaple.		
14	Rheumatology	Patient	Very good	Clear guidance, addressing all issues and arranging follow ups.		
15	Rheumatology	Patient	Very good			Do not publish
16	Rheumatology	Patient	Very good			Do not publish
17	Rheumatology	Patient	Good			Do not publish
18	Rheumatology	Patient	Good			Do not publish
19	Rheumatology	Patient	Good			Do not publish
20	Rheumatology	Patient	Good			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	Neuro Rehabilitation	Patient	Very good	Covered all aspects of recovery. Friendly. Helpful.	Time lag on video makes it a bit difficult.	
2	Occupational Therapy	Patient	Very good	Professional. Relaxed. Listen to. Good advice given.		
3	Occupational Therapy	Patient	Very good			
4	Occupational Therapy	Patient	Very poor			Do not publish
5	Paediatrics	Relative of patient	Very good			
6	Physiotherapy	Patient	Very good	It worked well for me.	Nothing.	
7	Physiotherapy	Patient	Very good	Very straight forward tailored advice for my condition.	Everything good.	
8	Physiotherapy	Patient	Very good	Direct face to face, answered all questions, great advice.		
9	Physiotherapy	Patient	Very good			
10	Physiotherapy	Patient	Very good	Very helpful.		
11	Physiotherapy	Patient	Very good	Friendly, helpful care.	N/A	
12	Physiotherapy	Patient	Very good	Convenient not having to travel 60 mile round trip for a 10 minute apt.		
13	Physiotherapy	Patient	Very good	Very good information and advice by physio.	Nothing, I was very happy with consultation.	
14	Physiotherapy	Patient	Very good			
15	Physiotherapy	Patient	Very good	Friendly, clear and understanding.		
16	Physiotherapy	Patient	Very good	It all worked smoothly.		

17	Physiotherapy	Patient	Very good	[Name withheld] took time to assess the 'problem'. He then clearly and simply proposed a realistic plan of action. 👍.	Although a round trip to the appointment would have been 15 miles, I would have combined it with other things in Barnstaple so in reality I probably avoided 2 miles.	
18	Physiotherapy	Patient	Very good	Superb help from [name withheld], the physiotherapist.		
19	Physiotherapy	Patient	Very good			Do not publish
20	Physiotherapy	Patient	Very good			Do not publish
21	Physiotherapy	Patient	Very good			Do not publish
22	Physiotherapy	Patient	Very good			
23	Physiotherapy	Patient	Good	A patient's description of their symptoms when they don't really know what they are talking about can be very misleading. My physiotherapist recognised this and used a variety of angles of approach to attempt a comprehensive and accurate diagnosis - all with a wealth of smiles!	Given the necessary present restrictions, nothing.	
24	Physiotherapy	Patient	Good			
25	Physiotherapy	Patient	Good	Good opportunity to talk with physio and gauge progress, tailoring to meet my specific needs.		
26	Physiotherapy	Patient	Good	The appointment was conducted on time, was very thorough and explained everything. Would have preferred an in person appointment.	Very pleased overall with the video consultation. Minor point, the web address on the letter is different from the web address in the accompanying notes.	
27	Physiotherapy	Patient	Good			Do not publish
28	Physiotherapy	Patient	Neither good	Would much prefer to be seen in person.	Seen me face to face.	

			nor poor			
29	Physiotherapy	Patient	Neither good nor poor			
30	Physiotherapy	Patient	Very poor			Do not publish
31	Weight Management	Patient	Very good	Superb service, nothing. Mr [name withheld] is fantastic, truly a hero.		
32	Weight Management	Patient	Very good	Very efficient, thorough and I cannot fault it.		
33	Weight Management	Patient	Very good	Very clear and easy to understand. Great ideas and information.	N/A	
34	Weight Management	Patient	Very good	Informative and clear.	N/A	
35	Weight Management	Patient	Very good	Awesome appointment.	Nothing, it's awesome!	
36	Weight Management	Patient	Very good			
37	Weight Management	Patient	Very good	Very knowledgeable and empathetic practitioner who tailored the session to my needs and my level of understanding. I am so impressed at this service thus far and really very hopeful its unique and evidenced based approach will help me to address my dis-orderly eating.	Nothing at all.	
38	Weight Management	Patient	Very good	I was very impressed with the help.	Nothing.	
39	Weight Management	Patient	Very good	Very informative, mannerism was friendly, professional and helpful. Had a very proactive approach.	N/A	
40	Weight Management	Patient	Very good			