

Friends and Family Test - Outpatients - Video Call - Oct-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	9	88.9	11.1	0.0
Medicine Division	10	100	0.0	0.0

Clinical Support and Specialist Services Division	37	89.2	8.1	2.7
Total	56	92.7	5.4	1.8

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	General Surgery	Patient	Very good			
2	Pain Management	Patient	Very good	Because it was a very good and helpful appointment.	Nothing.	
3	Pain Management	Patient	Very good	I found it very helpful.	I was happy with everything.	
4	Pain Management	Patient	Very good	On time and in the comfort of my own home as I struggle getting around.	Nothing.	
5	Pain Management	Patient	Very good	Really positive and supportive experience.		
6	Pain Management	Patient	Very good	The doctor was amazing.		
7	Pain Management	Patient	Good	Very informative.	Video call should have worked better. In the end did the rest of the appointment by phone. Better for me to have a video or phone call as my mobility is poor.	
8	Pain Management	Patient	Very poor	I was online for half an hour waiting and no one saw me today.	No one saw me today and I waited half an hour.	
9	Urology	Patient	Very good			

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	Emergency Medicine	Patient	Very good	Very reassuring to chat to the doctor and nurse from ICU who I cannot remember due to the state I was in while on the unit!		
2	Endocrinology	Patient	Good	Long wait and annoying time delay.		
3	Endocrinology	Patient	Good			Do not publish
4	Neurology	Patient	Very good	Because I was able to talk through all things.	All fine.	
5	Neurology	Patient	Very good			Do not publish
6	Neurology	Patient	Very good			Do not publish
7	Rheumatology	Patient	Very good			
8	Rheumatology	Patient	Very good			Do not publish
9	Rheumatology	Patient	Very good			Do not publish
10	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	Community Paediatrics	Relative of patient	Very good			Do not publish
2	Dietetics	Patient	Very good	Was nice to put a face to a voice and felt	All good.	

				more connected than just a phone call.		
3	Neuro Rehabilitation	Patient	Very good	On time. Clear communication. Excellent service.		
4	Occupational Therapy	Patient	Very good			
5	Occupational Therapy	Patient	Very good	It was very straight forward and helpful.	Can't think of anything.	
6	Occupational Therapy	Patient	Very good	Through these online discussions I have learned so much from [name withheld] about osteoarthritis, treatments and self-help such as useful equipment for the kitchen etc. It's so good to talk to someone who understands the difficulties with my hands and I have certainly benefitted from her knowledge and advice. Thank you [name withheld]!	I thought this was very well organised and easy to access.	
7	Occupational Therapy	Patient	Very good			
8	Occupational Therapy	Patient	Very good			Do not publish
9	Orthopaedic Interface Service	Patient	Very good	Because I find it better than waiting in a hallway and you can just see the doctor without interacting with anyone else and also doctor was very helpful. Thank you!	Nothing from my opinion.	
10	Orthopaedic Interface Service	Patient	Very good	I was able to give and receive information I required.		
11	Orthopaedic Interface Service	Patient	Very good	Very succinct and also professional with rapid offer of face to face apt.		
12	Orthopaedic Interface Service	Patient	Very good	Very supportive and informative.	N/A	
13	Paediatrics	Relative of patient	Very good	A very useful multi-disciplinary appointment which gave me the reassurance I needed for my son's transition to adult		

				services. Lovely to be able to do the appointment via video as my son is unwell at the moment so we would have had to cancel otherwise.		
14	Physiotherapy	Patient	Very good			
15	Physiotherapy	Patient	Very good	Answered my concerns.		
16	Physiotherapy	Patient	Very good	As good as a face-to-face appointment I would say. [Name withheld]'s manner was excellent, as it was on the telephone and the call was both informative and reassuring.		
17	Physiotherapy	Patient	Very good	Excellent support.	No, the service was excellent.	
18	Physiotherapy	Patient	Very good	First on-line session with physio. Very comprehensive.	Nothing - it was all great.	
19	Physiotherapy	Patient	Very good	I was able to see and hear the physio and I was able to show her what movement I had in my arm, rather than just trying to explain in a telephone call.		
20	Physiotherapy	Patient	Very good	It was nice to see who I was speaking to and easy to arrange the visual contact. Very friendly and understanding too.	Nothing.	
21	Physiotherapy	Patient	Very good	Support, encouragement. Good advice.	I did not receive link to video consultation this time until I rang up. Previously, it had come in the week leading up to appointment.	
22	Physiotherapy	Patient	Very good	The video consultation was quick but thorough. I feel like progress was made in terms of a diagnosis and recovery plan.	Nothing.	
23	Physiotherapy	Patient	Very good	Very positive and insightful consultation.		
24	Physiotherapy	Patient	Very good			
25	Physiotherapy	Patient	Very good			Do not publish
26	Physiotherapy	Patient	Very good			Do not publish

27	Physiotherapy	Patient	Good	Advice from physio was great. Video call keep freezing and cutting out.	Better video messaging service. Kept freezing and cutting out.	
28	Physiotherapy	Patient	Good	Positive response and discussion of needs.	Get back to face to face.	
29	Physiotherapy	Patient	Good			
30	Physiotherapy	Patient	Good			Do not publish
31	Physiotherapy		Neither good nor poor			
32	Physiotherapy	Patient	Very poor	Nobody attended my appointment, and when I called the number I had to leave a message.		
33	Physiotherapy	Patient	Very poor			Do not publish
34	Weight Management	Patient	Very good			
35	Weight Management	Patient	Very good	Kind, knowledgeable, considerate and positive member of staff.		
36	Weight Management	Patient	Very good	Time was taken to explain things to me, and I was really listened to and understood which will really help me moving forward.	Nothing, it was an overall positive experience, thank you!	
37	Weight Management	Patient	Poor	I sat awaiting for almost 30 minutes for a scheduled call. I have to do other things now.	Attended the call.	