

## Friends and Family Test - Outpatients - Telephone Appointment - Nov-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	No data	No data	No data	No data

<b>Medicine Division</b>	<b>No data</b>	<b>No data</b>	<b>No data</b>	<b>No data</b>
<b>Clinical Support and Specialist Services Division</b>	<b>1</b>	<b>100</b>	<b>0.0</b>	<b>0.0</b>
<b>Total</b>	<b>1</b>	<b>100</b>	<b>0.0</b>	<b>0.0</b>

### Qualitative feedback

<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1	Orthopaedic Interface Service	Patient	Very good			Do not publish