

## Friends and Family Test - Outpatients - Video Call - 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	11	72.7	27.3	0.0
Medicine Division	20	100	0.0	0.0

<b>Clinical Support and Specialist Services Division</b>	<b>23</b>	<b>100</b>	<b>0.0</b>	<b>0.0</b>
<b>Total</b>	<b>54</b>	<b>94.4</b>	<b>5.6</b>	<b>0.0</b>

### 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1	General Surgery	Patient	Very poor			Do not publish
2	Orthopaedics	Patient	Very good	Objective was achieved.		
3	Orthopaedics	Patient	Very poor	I waited an hour in the waiting room, being told that they knew I was there and would be with me shortly. I rang the Consultant's Secretary only to be told that she did not authorise the video call and that the letter I received from Appointments was a mistake.	Checked with the Consultant before sending out the letter.	
4	Orthopaedics	Patient	Very poor	I was sent a letter with a video appointment, so I sat waiting in the video waiting room for 1hour and 40 minutes. I then phoned and was told that I never should have been sent the video appointment.	The communication between the Consultant and the booking office needs to improve.	
5	Pain Management	Patient	Very good			Do not publish
6	Pain Management	Patient	Very good			Do not publish
7	Pain	Patient	Very good			

	Management					
8	Pain Management	Patient	Very good			
9	Pain Management	Patient	Very good	Excellent service, help and advice.	Whilst waiting, the background sounds of the bird noise sent my cat searching for the source. It was quite amusing though.	
10	Pain Management	Patient	Very good	The therapist was very understanding. She was a good listener and was able to come up with ideas to meet my immediate needs.	Nothing.	
11	Pain Management	Patient	Good	The doctor was really good, but the internet connection was rubbish, and her image was frozen for the entire call.	Improve your internet connection.	

<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	Appointment went very well I felt.		
2	Endocrinology	Patient	Very good			
3	Endocrinology	Patient	Very good			
4	Endocrinology	Patient	Very good	Doctor was very clear and explained things thoroughly.	Apart from running late it was really good. I understand how busy the hospital is at this time.	
5	Endocrinology	Patient	Very good	Excellent approach, very professional.	None.	
6	Endocrinology	Patient	Very good	Very efficient, excellent communication.	No, all good.	
7	Healthcare for older people	Carer of patient	Good			Do not publish

8	Healthcare for older people	Relative of patient	Good	Better than dragging dad into a face-to-face. The technology dropped out at the end but we had done most of the consultation.		
9	Neurology	Patient	Very good	Easy to use. Lovely to see as well as speak to [name withheld]. Overall, very convenient.		
10	Neurology	Patient	Good	Took me a while to get into it but was very good (apart from my voice echoing a bit) once I did.	It was a chat with the MS nurse. Took a while for that option to appear. It didn't seem very easy to connect with the call this time.	
11	Rheumatology	Patient	Very good			Do not publish
12	Rheumatology	Patient	Very good			Do not publish
13	Rheumatology	Patient	Very good			Do not publish
14	Rheumatology	Patient	Very good	Dr [name withheld] took the problem seriously and really made me feel that he will do everything he can to investigate the situation.		
15	Rheumatology	Patient	Very good	Great coms.		
16	Rheumatology	Patient	Very good	It was like being face to face.	Nothing.	
17	Rheumatology	Patient	Very good	Letter and email communication was good and when I had a connection issue, the receptionist answered straight away and tried to be of help.	Attach instruction leaflet to email.	
18	Rheumatology	Patient	Very good	[Name withheld]. Spoke clearly and was easy to understand. He outlined the cause of my troubles and finally I have a diagnosis.		
19	Rheumatology	Patient	Very good	Was very thorough in explanations and very kind when explaining things.		
20	Rheumatology	Patient	Good			

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	Dr. [name withheld] listened very carefully to everything we said and we didn't feel rushed. She also gave some good advice to try with our son.		
2	Dietetics	Patient	Very good			
3	Dietetics	Patient	Very good	Easy to access. Information from [name withheld] was excellent.		
4	Occupational Therapy	Patient	Very good	Wonderful to have visual contact and be shown exercises to do until next appointment.	Couldn't hear the consultant fantastically well and could not turn the sound up anymore on my phone and there was a delay on lips moving not being in sync with sound so a few technical issues would be great if you were able to get rid off those but haven't had this problem in the past with other departments so hopefully was just a one off problem. Very appreciative of being able to have a meeting like this, thank you.	
5	Paediatrics	Carer of patient	Very good			
6	Paediatrics	Carer of patient	Very good	Easy to use.		
7	Paediatrics	Relative of patient	Good			

8	Paediatrics	Relative of patient	Good	The video lagged a bit but easy to access.		
9	Physiotherapy	Patient	Very good			Do not publish
10	Physiotherapy	Patient	Very good	Appointment on time. Great advice given and, as always, a wonderful, understanding approach.	No, great experience. Thank you.	
11	Physiotherapy	Patient	Very good	[Name withheld] was very helpful.		
12	Physiotherapy	Patient	Very good	Timely and helpful.		
13	Physiotherapy	Patient	Very good	Very easy to understand. However, I do feel that especially with physio appointments, it is better to see the clinician face to face. I feel that the exercise can be explained to you better.		
14	Physiotherapy	Patient	Very good	Very friendly and informative.		
15	Physiotherapy	Patient	Good			
16	Physiotherapy	Patient	Good	It was really helpful to be able to see the physio who explained well what movements she needed from me.		
17	Weight Management	Patient	Very good			
18	Weight Management	Patient	Very good			Do not publish
19	Weight Management	Patient	Very good			
20	Weight Management	Patient	Very good	Excellent support call to compliment online weight management platform.		
21	Weight Management	Patient	Very good	No issues with technology/accessing apt. [name withheld] was both knowledgeable and insightful and was able to really help me understand my own workings and how they have impacted and continue to impact on my health.		

22	Weight Management	Patient	Very good	Simple to access, able to receive required support from clinician.		
23	Weight Management	Patient	Very good	Very kind and understanding of personal needs as well as the intention of the actual appointment.	N/A, all went as should.	