

# User Service Evaluation of the Regional Paediatric Bronchoscopy Service Focusing on Satisfaction: “Do We Pass the Friends and Family Test?”

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## Background

The NHS Friends and Family Test (FFT) is routinely used to gather 1.2 million pieces of feedback each month. The feedback is used to transform services in ways that matter most to patients. In 2015, there was a large drive to gain paediatric service user feedback. Despite this, a child friendly FFT is not available within a large proportion of paediatric settings.

This study aimed to provide a platform for children and young people to give their feedback. This information could then be reported back to the service providers, facilitating praise and suggestions for improvement where applicable.

## Method

Feedback regarding patient and parent/carer experience was collected via an online questionnaire, with the main question being based upon the NHS FFT. It was accessed via a website designed specifically for this study: <https://mychildsbronchoscopy.com/>. Adaptations to make the study suitable for paediatric implementation included using “Monkey” - a cartoon character with varying facial expressions. For example, “Monkey” was linked to a Likert scale, facilitating children to respond independently.



Information sheets containing details of the study were handed to parents/carers on the day of their child’s procedure. Other resources were used to try and boost response rate, including:



Business card – parents/carers given to take home.



Poster – displayed in recovery.

Satisfaction rates were calculated based on response to the adapted FFT. Answers to qualitative questions were manually analysed.

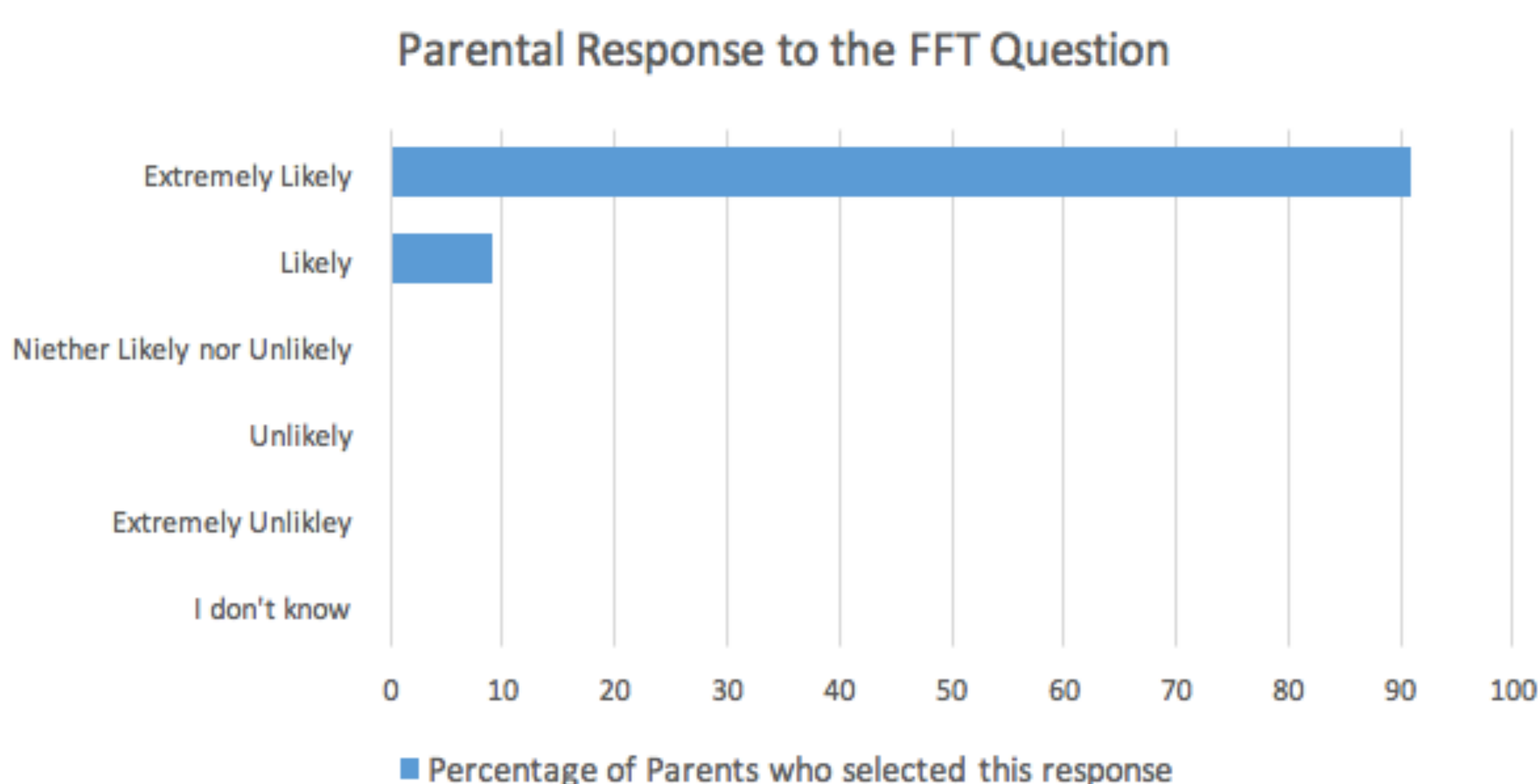
## Results

22 questionnaires were completed by parents, with 13 patient sections being completed, over 8 months. Parental and patient satisfaction rates were high, at 100% and 92% respectively. Of the 22 responses, 21 parents – 97%, were “extremely likely” to recommend this service. The remaining respondent was likely to recommend this service.

Patient response was similarly as positive, with 12 out of 13 – 92% of patients responding saying they would say this is a good bronchoscopy service to come to, equating to a 92% satisfaction rate.

Attentive, informative and friendly staff, who made the patient feel at ease, were the main justifications for such positive feedback.

Suggestions for improvement were limited, with no dominant themes being detected.



## Conclusion

There were overwhelmingly high satisfaction rates from both the parent and patient perspective, with minimal suggestion for improvements.

To strengthen conclusions further, significantly more data needs collecting.

The acceptability by both patients and parents/carers means the resources created in this study are transferrable and have potential to be used across multiple departments and multiple paediatric centers. Increasing participation will improve demographics and produce results that are representative. It will most importantly generate feedback that can be used to improve services in a way tailored to those who use them.