

**A&E department - 'Friends and Family Test' (FFT) - Apr-15 to May-15**

**Adult FFT card question: *How likely are you to recommend our A&E department to friends and family if they needed similar care or treatment?***

**Children and young person's FFT card question: *If your friends and family needed similar care or treatment to you, do you think this would be a good service for them to be looked after by as well?***

**Quantitative Results**

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes, I do)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes, I do + No, I don't + Maybe I do + I don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No, I don't)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes, I do + No, I don't + Maybe I do + I don't know)}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-15	195	88.7	7.7	3.6
May-15	112	86.6	8.9	4.5

**Qualitative Feedback - Apr-15**

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card 'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely likely		Quick and friendly service.			Male		White British	No tick
2	Extremely likely		The staff do the best they can when extremely busy and what seems to be short staffed. Praise to the staff.			Female	36-45	White British	No tick
3	Extremely likely		C. and the consultant were fantastic. Friendly, informative and professional.		None.	Female	46-55		No tick
4	Extremely likely		Pleasant reception.		No.	Female	over 65	White British	No tick
5	Extremely likely		The staff were very helpful.		None.	Female	36-45	White British	No tick

6	Extremely likely		Courteous staff.			Male	16-25	White British	No tick
7	Extremely likely					Male	over 65	White British	No tick
8	Extremely likely		Made 3 visits, well looked after.		Supply water in waiting room.	Female	over 65	White British	No tick
9	Extremely likely		I work here.			Male	36-45	White British	No tick
10	Extremely likely								No tick
11	Extremely likely		Because they're very good. (I hurt my writing hand sorry).		Keep up the good work.	Female	under 16	White British	No tick
12	Extremely likely		All staff are fantastic at Barnstaple A&E. Many thanks for looking after me.			Male	36-45	White British	No tick
13	Extremely likely								No tick
14	Extremely likely								No tick
15	Extremely likely		Have always had a good response - the staff are very friendly and helpful.			Female	26-35	White British	No tick
16	Extremely likely		Very good care and very helpful indeed.			Female	over 65	White British	No tick
17	Extremely likely						56-65	White British	No tick
18	Extremely likely		Excellent waiting time. Very efficient service.		N/A.	Male	26-35	White British	No tick

19	Extremely likely		Looked at quickly and efficiently. Short wait. Keep up the good work.			Male	over 65	White British	No tick
20	Extremely likely		Courteous, caring staff made me feel safe and secure. This is the second time in the last three months, I have attended the A&E department. I was well attended the last time. There is a consistently calm atmosphere here. Thank you.		No.	Female	over 65	White British	No tick
21	Extremely likely		Very friendly and helpful.			Male	56-65	White British	No tick
22	Extremely likely		Friendly staff.			Female	56-65	White British	No tick
23	Extremely likely		Friendliness. Found name on system straightaway.			Female	46-55	White British	No tick
24	Extremely likely		The best place to go is A&E if you can't see your own doctor.			Female	over 65	White British	No tick
25	Extremely likely		Very quick treatment.			Male	over 65	White British	No tick
26	Extremely likely		You are the best - thank you.						No tick
27	Extremely likely		A&E was very clean						No tick

			and staff all friendly and polite, we were seen quickly with courtesy and was made to feel at ease, being a new mum, I am very impressed and happy.						
28	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
29	Extremely likely		Very friendly staff. Because there is nowhere else!			Female	16-25	White British	No tick
30	Extremely likely		Quick and easy. Receptionist was welcoming. Dr had a good calm manner.		Instead of saying you will be seen shortly, which is open to interpretation, copy the leisure industry and under-promise and then over-deliver.	Male	26-35	White British	No tick
31	Extremely likely		Efficient, friendly, quick service.			Female	36-45	White British	No tick
32	Extremely likely		Very quick and efficient. Thanks!!			Male	over 65	White British	No tick

33	Extremely likely		Excellent service received. Thank you.			Female	46-55	White British	No tick
34	Extremely likely		Fantastic care and attention. Great nursing staff all round and hardly had to wait at all.			Male	36-45	White British	No tick
35	Extremely likely		Fast and friendly service. Thank you.		No.	Female	36-45	White British	No tick
36	Extremely likely		Attentive, friendly and professional staff. Thank you for looking after us so well. A credit to your profession!!			Male	36-45	White British	No tick
37	Extremely likely					Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
38	Extremely likely		Excellent service. Really helpful staff.			Male	46-55	White British	No tick
39	Extremely likely								No tick
40	Extremely likely		All very pleasant, efficient, etc.			Female	56-65	White British	No tick
41	Extremely likely		Very quick and polite service.			Male	36-45	White British	No tick
42	Extremely likely								No tick
43	Extremely likely					Female	56-65	White British	No tick
44	Extremely likely					Male	46-55	White	I DO NOT wish

								British	my anonymised comments to be made public
45	Extremely likely		All staff were very helpful and obliging.			Female	56-65	White British	No tick
46	Extremely likely		Very thorough.			Female	36-45	White British	No tick
47	Extremely likely		Staff courteous and helpful. I was seen promptly and was told exactly what was going to happen. Thank you.		Very happy, keep up the good work.	Male	46-55	White British	No tick
48	Extremely likely		Excellent service.						No tick
49	Extremely likely					Male	46-55	White British	No tick
50	Extremely likely								No tick
51	Extremely likely		Seen promptly by nurse. Very thorough inspection.		N/A.	Male	36-45	White British	No tick
52	Extremely likely		We were treated with courtesy and all staff were helpful all the time when you are feeling stressed. Thank you.		No suggestions.	Male	over 65	White British	No tick
53	Extremely likely		The staff were friendly and saw						No tick

			me very quickly.						
54	Extremely likely		I was very impressed how fast the nurse saw us, he put us in line to see the Doctor.			Female	over 65	White British	No tick
55	Extremely likely		Very friendly and informative.			Female	56-65	White British	No tick
56	Extremely likely		Very helpful and quick.			Female	56-65	White British	No tick
57	Extremely likely		Right in and right out - 9.30am. Different at pm for some reason? Could not get in for 2 days.						No tick
58	Extremely likely		Efficient service.						No tick
59	Extremely likely		Very good help and service.			Female	56-65	White British	No tick
60	Extremely likely		Closest A&E department but have always been seen promptly and everyone very helpful and polite.			Female	26-35	White British	No tick
61	Extremely likely		On the rare occasions we have needed to come to A&E we have always received superb care and consideration.			Female	56-65	White British	No tick
62	Extremely likely		Excellent response			Male	over	White	No tick



			to emergencies.				65	British	
63	Extremely likely		Always good care.		Just shorter waiting time.	Male	26-35	White British	No tick
64	Extremely likely				You provide a good service.	Male	46-55	White British	No tick
65	Extremely likely		Seen very quickly.						No tick
66	Extremely likely								No tick
67	Extremely likely		Unfortunately, you have to come if you have a problem but wait time is off-putting and rather annoying waiting such a long time for x-ray and results is appalling.			Female	16-25	White British	No tick
68	Extremely likely		Very friendly and quick.			Female	36-45	White British	No tick
69	Extremely likely		Helpful and friendly.						No tick
70	Extremely likely		Very quick. Very polite and efficient.			Female	under 16	White British	No tick
71	Extremely likely		Nurses and doctors were brilliant.			Female	over 65	White British	No tick
72	Extremely likely		Where else would one get an X-ray? Bit obvious!		Free tea and coffee. Put something decent on your TV.	Male	36-45		No tick
73	Extremely likely		Staff are very friendly and quick to respond.			Male	26-35	White British	No tick
74	Extremely likely		Kind, helpful family						No tick

			friends!						
75	Extremely likely					Male	over 65	White British	No tick
76	Extremely likely		Extremely professional, polite, and friendly staff - all staff.			Female	46-55	White British	No tick
77	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
78	Extremely likely		Fast, efficient, and polite and ready to answer questions.		No.		over 65	White British	No tick
79	Extremely likely		The care is always consistent and excellent.			Female	46-55	White British	No tick
80	Extremely likely		Arrived after severe pain and bleeding, left in the waiting room for an hour with nothing but codeine and paracetamol, then my partner was asked to leave me at 5am which I didn't want.		Take more information upon arrival and allow emotional support from family to continue onto ward.	Female	16-25	White British	No tick
81	Extremely likely		Done very well seeing how busy			Female	over 65	White British	No tick

			they were.						
82	Extremely likely		Brilliant doctor.			Female	26-35	White British	No tick
83	Extremely likely		Friendly staff, and receptionists and also very clear on what is going to happen, also clean and plenty of seating.		Just try to reduce waiting times even though you are doing your best and it is difficult to know how many people are going to turn up.	Male	46-55	White British	No tick
84	Extremely likely				None.	Male	46-55	White British	No tick
85	Extremely likely		Very friendly service.			Male	36-45	White British	No tick
86	Extremely likely		Friendly staff.						No tick
87	Extremely likely		Everybody was very caring, kind and professional. They explained everything very clearly. I was seen and treated promptly. I was very impressed with the overall standard of care - excellent. Thank you very much.		To have a lower grill for speaking through at reception which is wheelchair friendly.	Female	over 65	White British	No tick
88	Extremely likely		Received and treated with			Male	over 65	Other ethnic	No tick

			utmost respect and dignity. Well done to all.					group	
89	Extremely likely		Where else can they go? Nearest alternative some 50 miles distant!		Multiple waits (triage, Dr, X-ray, Dr, etc.) add up to long waiting times, but staff were excellent, professional, and courteous.	Female	56-65	White British	No tick
90	Extremely likely		Both times I have been here everyone is very helpful. Thanks.						No tick
91	Extremely likely		All staff were very efficient, friendly and the whole process was refreshingly speedy!		None.	Female	56-65	White British	No tick
92	Extremely likely		All staff from reception to doctors were A1. Very efficient and friendly.		Doesn't need improving.	Female	over 65	White British	No tick
93	Extremely likely		Excellent service - staff delightful - a great experience.			Female	over 65	White British	No tick
94	Extremely likely		The doctor was amazing and saw our 2yr old			Female	26-35	White British	No tick

			straightaway.						
95	Extremely likely		Everyone very helpful. Receptionist outstanding as are the doctors and nurses and very very clean.		No, very satisfactory.		46-55	White British	No tick
96	Extremely likely		Polite and understanding reception. Kind and attentive nurse and doctor.				over 65	White British	No tick
97	Extremely likely		Always been given the best of attention.			Female	over 65	White British	No tick
98	Extremely likely		Because if they are hurt they need to see a doctor.		Get Sky and wifi.	Female	under 16	White British	No tick
99	Extremely likely		Always seen as soon as viable and staff are always willing to listen.						No tick
100	Extremely likely		As this is our nearest A&E and also with the care that is given.		No.	Male	over 65	White British	No tick
101	Extremely likely		Quick, efficient polite, helpful at very short notice.						No tick
102	Extremely likely		Helpful staff, no waiting for results.		None.	Male	16-25	White British	No tick
103	Extremely likely		The service was						No tick

			fine and there is no alternative.						
104	Extremely likely		My second visit in the last two years - both times, staff have been excellent.		More desk staff or have a constant presence.	Male	26-35	White British	No tick
105	Extremely likely		Nice receptionist, didn't take long to see someone.			Male	16-25	White British	No tick
106	Extremely likely		Excellent service and quick. Lovely staff.		More staff.	Female	36-45	White British	No tick
107	Extremely likely				No.	Female	over 65	White British	No tick
108	Extremely likely		Helpful.		N/A.	Female	16-25	White British	No tick
109	Extremely likely		Good treatment.			Male	over 65	White British	No tick
110	Extremely likely		Quick friendly service.						No tick
111	Extremely likely		Good care - happy staff.			Male	under 16	White British	No tick
112	Extremely likely		Very friendly, very helpful.			Female	26-35	White British	No tick
113	Extremely likely		Staff pleasant, always clean.			Female	36-45	White British	No tick
114	Extremely likely					Female	16-25	White British	No tick
115	Extremely likely		The staff were great, the service was right, and I was in and out in less	No.		Male	46-55	White British	No tick

			than 2 hours. Thank you.						
116	Extremely likely		I unfortunately needed to attend on b/h w/e. All the staff were kind, caring, courteous, but in particular Dr LA. She explained what they were looking for, every step explained and the treatment required, given it was a busy w/e full marks to the whole team.				over 65	White British	No tick
117	Likely		Polite and friendly. Also very helpful.			Male	16-25	White British	No tick
118	Likely								No tick
119	Likely								No tick
120	Likely		Triage nurse didn't treat the patient gently or kindly.						No tick
121	Likely					Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
122	Likely		Efficient, good service.			Male	16-25	White British	No tick
123	Likely		I have been treated			Male	16-25	White	No tick

			very well by NHS Hospital. Very grateful. Thank you.					British	
124	Likely		Didn't wait very long. Very friendly and helpful staff. Thank you.		Not really. It was very good.	Male	46-55	White British	No tick
125	Likely		Accidents can happen anytime when least expected, some serious, some minor but essential to get checked out whatever age.		No.	Female	over 65	White British	No tick
126	Likely		You are always greeted with kind and helpful staff.			Female	46-55	White British	No tick
127	Likely		Although the doctors and nurses are very helpful and a credit to the NDDH. The receptionists are a different matter. To stand at reception and be totally ignored is inexcusable. A polite "I won't be a moment is all it needs".		Train receptionists in patient relations.	Male	56-65	White British	No tick



128	Likely					Female	26-35	White British	No tick
129	Likely		Spoken to in a polite manner by reception. Unfortunately we had to wait a while.		See patients quicker.	Male	26-35	White British	No tick
130	Likely		Very polite and professional.			Male	36-45	White British	No tick
131	Likely					Male	26-35	White British	No tick
132	Likely					Female	16-25	White British	No tick
133	Likely		Parking was an issue but facilities good and friendly staff.			Female	16-25	White British	No tick
134	Likely					Female	26-35	White British	No tick
135	Likely		Welcoming and nice staff.			Female	26-35	White British	No tick
136	Likely		A friendly, professional manner from the staff.			Male	46-55	Mixed / Multiple ethnic groups	No tick
137	Likely		It's the only hospital, so not like you have a choice.		Water machine in waiting room.	Female	36-45	White British	No tick
138	Likely					Male	36-45	White British	I DO NOT wish my anonymised comments to be made

									public
139	Likely		I think the main problem is the waiting time, especially from triage to actually seeing someone.			Male	over 65	White British	No tick
140	Likely					Male	over 65	White British	No tick
141	Likely		When I came into the A&E they dealt with me very quickly and the staff was very polite.						No tick
142	Likely		Patients were seen to quickly. Also, it's the closest A&E department.		Cushions.	Female	16-25	White British	No tick
143	Likely		The service is local - staff were friendly and polite.		Service could possibly be quicker.	Male	26-35	White British	No tick
144	Likely		The staff were very friendly and efficient.			Male	26-35	White British	No tick
145	Likely						16-25	White British	No tick
146	Likely					Male	over 65	White British	No tick
147	Likely					Female	56-65	White British	No tick
148	Likely					Male	36-45	White British	No tick

149	Neither likely nor unlikely		Receptionist busy on phone. Other staff members ignored our presence for about 5-10mins. Child head injury.		More staff on booking in desk.	Female	36-45	White British	No tick
150	Neither likely nor unlikely		Hard seats for long wait.		More approachable receptionists - one that booked me in very abrupt and miserable looking. Softer seats.	Female	56-65	White British	No tick
151	Unlikely		Not quick enough.		Improve the quickness of your service.	Female	26-35	White British	No tick
152	Unlikely		Waiting time far too long, over 4 hours.						No tick
153	Unlikely		Too long to wait.		Process people with minor injuries more efficiently. Give info. about wait times. More staff who can make decisions.	Female	36-45	White British	No tick
154	Unlikely		Too long to wait, need more doctors on duty.		Make it quicker.	Male	16-25	White British	No tick

155	Unlikely		Because the doctors tell you there isn't anything wrong, when their clearly is!	Be polite and not rude (some staff).		Female	16-25	White British	No tick
156	Unlikely		No-one here but still massive waiting time, then being told there is nothing wrong when there obviously is.			Male	16-25	White British	No tick
157	Extremely unlikely		My elderly father was treated like a pin cushion. The doctor never bothered to explain what was happening and kept leaving him, once during the procedure. Very poor bedside manner.		More staff.	Male	over 65	White British	No tick
158	Extremely unlikely		The last 4 visits to the hospital have had a total waiting time of 17hrs. On one occasion I split my head open and I couldn't stop the bleeding and someone went in front of me to		I think people who need dressings changing or a check-up should come in on the same day to make it move quicker.	Male	46-55	White British	No tick

			change a dressing on his toe.						
159	Extremely unlikely		Unsympathetic receptionists who were rude! Without cause or reason.		More empathy shown and better communication.	Male	46-55	White British	No tick
160	Extremely unlikely		When arrived, the receptionist didn't acknowledge us for 5mins and even when she did there was no apology for waiting. It's just manners. We understand you are busy. We were then left for over 3 hours without a word.		Better updates on waiting and polite staff.	Female	26-35	White British	No tick
161	Extremely unlikely		I have tried to get treatment for my wife and so have her GP. Consultant's appointments cancelled by hospital - she has a condition that needs treatment. A&E has been visited at least 7 times in 7 months but doctors are not		Give the doctors wider control over admitting cases that do not fit set criteria - the result will be less visits to A&E.		over 65	White British	No tick

			able to refer or help. Both in our seventies and doctors who have set rules on admissions that allow only major admissions.						
162	Extremely unlikely		Numerous visits with no treatment - just passed from A&E to doctor's surgery and doctor's request treatment for U.T.I.'s from referrals to specialists. 7 months of continuing pain going around in a circle with £3,000 paid privately that diagnosed treatment needed for UT. Consultant's appointments cancelled (by Hospital). Still in pain, on antibiotics for the 10th time and still visiting A&E - disgusted!!		Give doctors the option to refer a patient so that they enter the hospital system and stop clogging up A&E.	Female	over 65	White British	No tick

			72yrs old.						
163	Extremely unlikely								No tick
164	Don't know		No choice to where to go as we live in rural area. Pool of blood on waiting room chair.		Receptionist - less abrupt and rude. Nursing staff nice.	Female	under 16	White British	No tick
165		Yes, I do	Fantastic service and staff, fast, kind, informative all the way through. Thank you.	See over.	Nothing.	Female	under 16	White British	No tick
166		Yes, I do				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
167		Yes, I do	Because everyone was very polite and my toe feels better now.	That the nurse was very nice and made my toe better.	I think it's fine.	Male	9-11	White British	No tick
168		Yes, I do	Lady kind - nice waiting area - very quick (no injection!)	All good.	Nothing.		6-8	White British	No tick
169		Yes, I do	Friendly staff, short waiting time to see a doctor.			Male	6-8	White British	No tick
170		Yes, I do	Excellent and very quick.	Very quick.	No.		12-16	White British	No tick
171		Yes, I do	Very helpful and	Quick, very		Male	12-16	White	No tick

			quick response. Looked after very well.	helpful.				British	
172		Yes, I do	Seen quickly. X-rayed within 10 minutes. Plastered arm and home.	Very quick. Nice people. Explained what was happening & the follow up.		Male	16-25	White British	No tick
173		Yes, I do				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
174		Yes, I do				Male	12-16	White British	No tick
175		Yes, I do	Because it's quick and easy.	Got in early before the alcoholics come in.	Not much.	Male	12-16	White British	No tick
176		Yes, I do	Seen by a specialist.	N/A.		Female	6-8	White British	No tick
177		Yes, I do				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
178		Yes, I do	Was seen quickly by doctor, friendly doctor.	Children's play area.	Nothing.	Male	9-11	White British	No tick
179		Yes, I do	Friendly people.	Again, the friendly workers.	Make the walk-in door	Male	12-16	White British	No tick



					automatic.				
180		Yes, I do	Prompt service, friendly staff.	Free teddy bear, professional staff but age appropriate treatments.		Male	under 6	Mixed / Multiple ethnic groups	No tick
181		Yes, I do				Female	12-16	White British	I DO NOT wish my anonymised comments to be made public
182		Yes, I do	Because all of the staff seem friendly and helpful - yes I may have to wait but that's life.	Clean, helpful, friendly, spoke to me like I was an adult rather than a child (I'm, 14).	Nothing really.	Male	12-16	White British	No tick
183		Yes, I do	Seen very quickly by Triage nurse, the lady at reception was very nice too.	As per reverse.	As per reverse - nothing.	Female	9-11	White British	No tick
184		Yes, I do	Because the nurse was very nice.	Was seen quickly.	Nothing.		9-11	Mixed / Multiple ethnic groups	No tick
185		Yes, I do	Staff always efficient and helpful despite stressful environment.			Male	under 6	Mixed / Multiple ethnic groups	No tick
186		Yes, I do	Because this is a very good and		Don't make the important	Female	12-16	White British	No tick

			helpful A&E centre.		patients wait long.				
187		Yes, I do	Because I care about them and the people here are nice.						No tick
188		Yes, I do	Fast and polite.	Funny doctor made it relaxed.	Free parking.	Male	9-11	White British	No tick
189		Yes, I do				Female	9-11	Black / African / Caribbean / Black British	No tick
190		Maybe I do	I gave this answer as I think it takes a long time to be seen to and also I've been in pain for a long time and nobody's made it better. I said maybe because once I have been seen to I do get a good response.		Maybe have more staff. The reason for this is so people can be seen quicker.	Female	12-16	White British	No tick
191		No, I don't	Found the staff rude, made to feel was wasting their time. Was on holiday and unfortunately had nowhere else to go. The wait time	To be honest nothing. Was not happy with the treatment at all from the receptionist to the doctors.	Staff to be more polite and helpful. Better seating if going to make wait for over 3 hours.	Female	12-16	White British	No tick

			was unbelievable. No updates on how long would be waiting for.						
192		No, I don't	Because you take too long.	The nurses were nice and the x-ray was quick.	Not waiting 4 hours for results!		9-11	White British	No tick
193		I don't know				Male	12-16	White British	I DO NOT wish my anonymised comments to be made public
194		I don't know	Haven't been in yet.	She was sarcastic.	Supplied biscuits.	Male	12-16	White British	No tick
195		I don't know	Filled in before I was seen.	Pleasant staff. Very friendly.	Nothing.	Female	12-16	White British	No tick

**Qualitative Feedback - May-15**

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Adult FFT card 'Friends and Family Test' Response	Children and young person's FFT card 'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Extremely likely		Very kind, prompt and efficient service. Waiting time 2 hours. No complaints about time. Very professional service.			Female	56-65	White British	No tick
2	Extremely likely		Good service - they even told me about the minor injuries unit at Bideford which I thought had been closed.			Male	46-55	White British	No tick
3	Extremely likely		Friendly and efficient staff. When we attended - Monday 04.05.15,						No tick

			in and out in just over an hour.						
4	Extremely likely		Everyone very helpful at all times. All within a very short time frame of a few minutes.		It's already very good.	Male	over 65	White British	No tick
5	Extremely likely		Helpful and not too long a wait.			Male	46-55	White British	No tick
6	Extremely likely		Very efficient, lovely staff, fast service - thank you!			Male	36-45	White British	No tick
7	Extremely likely		Very prompt care - felt safe and well cared for.			Female	46-55	White British	No tick
8	Extremely likely		Receptionist was very polite and helpful.			Female	over 65	White British	No tick
9	Extremely likely		Everybody - reception, triage, 2 x doctors, was polite, helpful and friendly. Thank you.		More resource! (obviously)	Male	56-65	White British	No tick
10	Extremely likely		I've always attended NDDH. I've found the staff very polite and helpful.			Female	36-45	White British	No tick
11	Extremely likely		All staff very helpful and friendly. Waiting time not too bad -			Female	over 65	White British	No tick

			2 hours.						
12	Extremely likely		Speed of service was impressive. Everyone was polite and courteous.			Female	over 65	White British	No tick
13	Extremely likely		Friendly, efficient service. Have been many times and always a good service. Thanks!			Female	26-35	White British	No tick
14	Extremely likely		Really efficient and friendly.		None - all very good.				No tick
15	Extremely likely		Nowhere else to go.		No, very good.	Male	over 65	White British	No tick
16	Extremely likely		Very good service.						No tick
17	Extremely likely		Prompt and friendly welcome.						No tick
18	Extremely likely		Very good service. Polite and quick.			Female	46-55	White British	No tick
19	Extremely likely		Lovely staff, very helpful.						No tick
20	Extremely likely		Everyone is always so helpful.						No tick
21	Extremely likely		My local casualty (A&E) department.			Female	over 65	White British	No tick
22	Extremely likely		Very helpful and friendly.			Female	46-55	White British	No tick
23	Extremely likely		Staff are helpful and caring.			Female	over 65	White British	No tick
24	Extremely likely		Quick, clear and helpful.		None.	Male	46-55	White British	No tick
25	Extremely likely					Male	16-25	White	I DO NOT wish

								British	my anonymised comments to be made public
26	Extremely likely					Female	46-55	White British	No tick
27	Extremely likely		Where else?			Male	56-65	White British	No tick
28	Extremely likely		Very prompt service. Been impressed with all levels of medical staff.		Yes, liaise with other trusts re: patients' medical records.	Male	46-55	White British	No tick
29	Extremely likely		Quick and easy.			Male	36-45	White British	No tick
30	Extremely likely		The staff in the A&E department are very caring and helpful. The department is also spotlessly clean.		The waiting time could be better but I know this is not the NHS's fault.	Female	56-65	White British	No tick
31	Extremely likely					Male	46-55	White British	No tick
32	Extremely likely		Fantastic service, could not be better.		None.	Male	56-65	White British	No tick
33	Extremely likely		Pleasant staff and quickly seen by triage. Doctor readily referred problem upwards and then on through to			Female	56-65	White British	No tick

			specialist.						
34	Extremely likely		Its friendly service makes you use the service when needed.			Male	36-45	White British	No tick
35	Extremely likely		The receptionist was nice.			Female	16-25	White British	No tick
36	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
37	Extremely likely		Very friendly helpful staff.			Female	46-55	White British	No tick
38	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
39	Extremely likely		Lady was very kind and helpful. Very quick to see someone. Had x-ray very quick.			Male	16-25	White British	No tick
40	Extremely likely		Friendly.						No tick
41	Extremely likely		Very responsive (short waiting time) and excellent care.		No.	Male	36-45	White British	No tick
42	Extremely likely		Would just like to say from the receptionist, through to the nurses and doctor			Male	56-65	White British	No tick



			that dealt with me they were both professional and understanding.						
43	Extremely likely					Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
44	Extremely likely		Very good treatment.			Male	56-65	White British	No tick
45	Extremely likely		Nurse practitioner very good, calming and knowledgeable.			Female	26-35	White British	No tick
46	Extremely likely		Friendly and helpful.			Male	16-25	White British	No tick
47	Extremely likely		Excellent receptionist, I don't know how they keep so cheerful!			Male	26-35	Black / African / Caribbean / Black British	No tick
48	Extremely likely		Treated with respect.				over 65	White British	No tick
49	Extremely likely		Very quick and friendly.				26-35	White British	No tick
50	Extremely likely		Everyone I encountered was friendly, kind and professional.			Female	36-45	White British	No tick
51	Extremely likely		Fantastic staff.			Male	46-55	White British	No tick
52	Extremely likely		Very quick to be		No.	Female	26-35	White	No tick

			seen, friendly, made my child happy and loved the teddy.					British	
53	Extremely likely		I respect the work the nurses do for very little money, they deserve more respect and should have more staff on duty.			Male	36-45	White British	No tick
54	Extremely likely					Female	26-35	White British	No tick
55	Extremely likely		Seen in a reasonable time. Friendly staff and reassuring.				56-65	White British	No tick
56	Extremely likely		Very helpful and understanding.			Male	16-25	White British	No tick
57	Extremely likely					Female	56-65	White British	No tick
58	Extremely likely					Female	26-35		No tick
59	Extremely likely		Excellent staff, informative, helped diabetic daughter with all her needs. Dedicated staff and it shows!		None.	Female		White British	No tick
60	Extremely likely		Think I've got a broken toe.			Female	46-55	White British	No tick
61	Extremely likely		Staff very helpful.		No.	Male	56-65	White British	No tick
62	Extremely likely		Because everyone		No.	Male	under	White	No tick

			is nice: Thank you. This was our first visit to A&E with our son, the staff were great, the wait not long - many thanks.				16	British	
63	Extremely likely		Extremely helpful, treat you like a real person, efficient service, explain things clearly and take time to ensure you understand. Fast times to x-ray. Can't fault it, thank you.		No.	Female	56-65	White British	No tick
64	Extremely likely		Happy.		Speed up.	Male	26-35	White British	No tick
65	Extremely likely		Everybody was very caring and helpful.			Female	56-65	White British	No tick
66	Extremely likely		Bleed in right eye. History of eye problems.			Female	56-65	White British	No tick
67	Extremely likely		Seen fairly quickly. Staff all helpful and polite. Very efficient.		No.	Female	36-45	White British	No tick
68	Extremely likely		Receptionist was very friendly and helpful.			Male	36-45	White British	No tick
69	Extremely likely		Isn't treatment by			Male	56-65	White	No tick

			understanding and capable staff?					British	
70	Extremely likely		Very helpful.		No - very good in A&E.	Female	56-65	White British	No tick
71	Extremely likely		Everyone has been very friendly and helpful.			Female	36-45	White British	No tick
72	Extremely likely		Good service.			Female	over 65	White British	No tick
73	Extremely likely		Friendly, efficient service.			Male	36-45	White British	No tick
74	Likely		Efficient system, professional care. Pleasant environment and prescribed care and follow up procedure.			Male	over 65	White British	No tick
75	Likely		The nearest A&E department for me.			Male	16-25	White British	No tick
76	Likely		Was quite quick booking in.			Female	46-55	White British	No tick
77	Likely		Friendly customer service.						No tick
78	Likely					Female	over 65	White British	No tick
79	Likely					Male	26-35	White British	No tick
80	Likely								No tick
81	Likely		I would only recommend if it was something the			Female	46-55	White British	No tick

			doctor couldn't sort or out of hours.						
82	Likely		Friendly, helpful staff.			Female	16-25	White British	No tick
83	Likely		Friendly staff. Quickly seen too.			Male	26-35	White British	No tick
84	Likely		Seen quickly, friendly staff.			Male	36-45	White British	No tick
85	Likely					Male	46-55	White British	No tick
86	Likely		Because I hope none of my friends and family actually need A&E but if they did I'd direct them here.						No tick
87	Likely		Efficient service, dealt with quickly.			Male	46-55	White British	No tick
88	Likely		Use A&E quite a bit and staff are always helpful.			Female	36-45	White British	No tick
89	Likely		Always pleasant, helpful, friendly staff.			Female	46-55	White British	No tick
90	Neither likely nor unlikely		Was pleased with how quickly I was seen but I felt the doctor was very unwelcoming. I felt like I was barely looked at and then sat back down. He		Make patients who might be a little nervous feel more calm by showing them into the room. Not calling from half	Female	16-25	White British	No tick

			was also calling people's names from down the hallway so not only could you not see where to go you couldn't hear very well.		way down the corridor.				
91	Neither likely nor unlikely		It would depend on the individual to decide.		The service was good.	Male	46-55	White British	No tick
92	Neither likely nor unlikely		Everything takes so long.			Female	26-35	White British	No tick
93	Unlikely		We arrived with an elderly lady who had had a nasty fall. Gash in head and painful shoulder. We had a 2 hour wait before seeing a doctor. Friendly staff but very under staffed. Pass this in to Mr Hunt - Health Minister!		More staff - better funded please.	Female	over 65	White British	No tick
94	Unlikely		Uncomfortable chairs, no water machine.		Cushions, water machine.	Male	16-25	Asian / Asian British	No tick
95	Extremely unlikely		Extremely rude staff. No bedside manners when relatives are		Some customer service training would be beneficial.	Female	36-45	White British	No tick

			concerned!!						
96	Extremely unlikely		Nobody seen to in a long time. Poor service.						No tick
97	Extremely unlikely		Waited 1 hour and half for a nurse because she went missing.		Don't let nurses disappear.	Male	16-25	White British	No tick
98	Extremely unlikely		Receptionists are very rude, not helpful, they think they are stressed but that is their job.			Male	56-65	White British	No tick
99	Extremely unlikely		No - good care and attention left for hours in pain, nobody came to see me, nurses have bad attitudes.			Male	56-65	White British	No tick
100	Extremely unlikely								No tick
101	Extremely unlikely		Was here on holiday and got impression from receptionist I should not of bothered and should of gone elsewhere. Not what you expect after paying into this system all my		Treat people like they are people.	Male	46-55	White British	No tick

			life.						
102	Don't know		Haven't seen anyone yet.		We would like to have gone to the front of the queue.	Male	56-65	White British	No tick
103		Yes, I do				Male	9-11	White British	No tick
104		Yes, I do	Friendly, helped me.			Female	9-11	White British	No tick
105		Yes, I do	Good service.	Staff helpful.	N/A.	Male	12-16	White British	No tick
106		Yes, I do				Male	12-16	White British	No tick
107		Yes, I do	The doctor made me tickle and laugh when I broke my arm.	We got to play eye spy and dad got information on my arm. We did not have to wait much.		Male	under 6	White British	No tick
108		Yes, I do	Everyone was really friendly and nice. Mummy liked that I was seen very quickly and that she was kept fully informed as to what was happening to me.	I liked reading the books in the children's room. The doctors and nurses were really nice to me.		Female	6-8	White British	No tick
109		Yes, I do	Friendly, lovely nurse.	Great.	Seen quicker.	Male	under 6	White British	No tick
110		Yes, I do	So that the doctors can make you better.	It was very fast service and everybody was	No, everyone was lovely and I was back home	Female	12-16	White British	No tick



				friendly.	quickly.				
111		No, I don't	Because the staff were extremely rude and had no bedside manner. I appreciate they had a job to do and there are rules but there is no need to be rude when relatives are worried!	The receptionist.	Have a little compassion for people's feelings.	Female			No tick
112		Maybe I do	Because if your in severe pain it's a tad slow. Service good except that.	Nothing's good about any A&E or hospital.	Nothing really.	Female	12-16	White British	No tick