

**Outpatients - NDDH - 'Friends and Family Test' - Apr-15 to May-15**

*We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

**Quantitative Results**

The Friends and Family Test score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-15	124	96.8	2.4	0.8
May-15	63	98.4	0.0	1.6

### Qualitative Feedback - Apr-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Cardiology	Extremely likely	Friendly, supportive and understanding reception and treatment in clinics. Help and support throughout visit and willingness to respond and deal with patient's situation and needs at the time. Good diagnostic summary. Very reassuring.	Not on this visit	Male	56-65	White British	No tick
2	Apr	Cardiology	Extremely likely	Helpful, kind, understanding. Overall very good.		Male	46-55	White British	No tick
3	Apr	Cardiology	Extremely likely	Extremely satisfied. Wonderful staff. Appointments run to clockwork. Thank you, doctors.	More of the same please.	Male	over 65	White British	No tick

4	Apr	Cardiology	Extremely likely	We were received nicely and attended to in a friendly and helpful way. Also, didn't have to wait too long and were well informed of any delay.	No.	Male	56-65	White British	No tick
5	Apr	Cardiology	Extremely likely	Staff very polite and helpful, kept me up-to-date with what was going on and any delays.	None - very good.	Male	56-65	White British	No tick
6	Apr	Cardio-Respiratory	Extremely likely	Upon meeting all staff and members of the team at my arrival to the Hospital, I was treated like royalty. Everyone exceptionally kind and caring, and in particular a gentleman called: Mr D.T. - a very learned man in his field. It was a delight to talk to him about my problem. I arrived Monday very worried and left a	No, it is already at its level of caring which meets everybody's satisfaction. Carry on with the good work. A.E.	Male	over 65	White British	No tick

				lot happier upon departure.					
7	Apr	Cardio-Respiratory	Extremely likely	Efficient, friendly, good time-keeping, very helpful. Excellent staff.		Female	56-65	White British	No tick
8	Apr	Cardio-Respiratory	Extremely likely	Because everybody was lovely and all ran to time.	None!	Male	over 65	White British	No tick
9	Apr	Cardio-Respiratory	Extremely likely	The staff were really nice and put me at ease.		Female	56-65	White British	No tick
10	Apr	Cardio-Respiratory	Extremely unlikely	2 appointments in 1 week and both times kept waiting over an hour for appointment.	Get appointment system sorted.	Male	56-65	White British	No tick
11	Apr	EEG / EMG	Extremely likely	Very friendly and reassuring treatment. Explained everything clearly and each step of the way. Good advice of what will/could happen next.	None.	Female	36-45	White British	No tick
12	Apr	EEG / EMG	Extremely likely	Because it's a good process to establish what the problem is instead of just relying on pills and potions!! Nice to	No - always been looked after very well.	Female	36-45	White British	No tick

				get to the bottom of an issue and to work with it and understand it.					
13	Apr	EEG / EMG	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
14	Apr	EEG / EMG	Extremely likely	Very good service - thank you!		Male	36-45	White British	No tick
15	Apr	EEG / EMG	Extremely likely	Professional and friendly service, felt confident in outcome.		Female	56-65	White British	No tick
16	Apr	EEG / EMG	Extremely likely	Everyone very pleasant, appointment seen on time, questions answered.	None.	Female	over 65	White British	No tick
17	Apr	EEG / EMG	Extremely likely	Because care was taken of my feelings and responses.		Female	over 65	White British	No tick
18	Apr	EEG / EMG	Extremely likely			Male	56-65	White British	No tick
19	Apr	EEG / EMG	Extremely likely	We have been very well cared for. Explanations given to explain what was being done and why. Very friendly staff. Thank you		Female	46-55	White British	No tick

20	Apr	EEG / EMG	Extremely likely	The waiting time for the actual appointment was sooner than I expected. The waiting to be seen swift and everyone friendly and helpful.		Female	over 65	White British	No tick
21	Apr	EEG / EMG	Extremely likely	Both my husband and I have always received wonderful treatment here. We are so grateful you are here.	Not one.	Female	over 65	White British	No tick
22	Apr	EEG / EMG	Extremely likely	Polite and friendly from reception to clinician. No delay - seen on time.	No	Male	over 65	White British	No tick
23	Apr	EEG / EMG	Extremely likely	No matter where you go in the NDDH you could not have better treatment.	None.	Male	over 65	White British	No tick
24	Apr	EEG / EMG	Extremely likely	Appointment on time! Very polite and understanding made to feel relaxed.		Male	36-45	White British	No tick
25	Apr	EEG / EMG	Extremely likely	Everyone is extremely reassuring during appointments.	Every fine.	Female	over 65	White British	No tick
26	Apr	EEG / EMG	Extremely likely	Nerves put to ease		Male	36-45	White British	No tick

				with the friendliness of staff.					
27	Apr	EEG / EMG	Extremely likely	I have been to this department with two of my children and have always been spoken to politely and informed of wait times if any, and explained in detail procedures and felt comfortable to ask questions.		Female	26-35	White British	No tick
28	Apr	EEG / EMG	Extremely likely	Very patient and explained clearly the procedure. I was made to feel comfortable at all times.	No.	Female	16-25	White British	No tick
29	Apr	EEG / EMG	Extremely likely	The complete service and very nice lady.					No tick
30	Apr	EEG / EMG	Extremely likely	Friendly nurse who gave helpful advice.		Female	16-25	White British	No tick
31	Apr	EEG / EMG	Extremely likely	Professional, friendly.	No improvement needed.	Female	36-45	White British	No tick
32	Apr	EEG / EMG	Likely	So far, good treatment.		Female	56-65	White British	No tick
33	Apr	Fracture Clinic	Extremely likely	The staff were very friendly and kind		Female	16-25	White British	No tick

				and we were seen fairly quickly. The doctor treated my daughter very well and the receptionist was wonderful.					
34	Apr	Fracture Clinic	Extremely likely	Efficient service, friendly and approachable from receptionists up to consultant. No waiting to be seen. Exemplary.	If only all clinics were run like this one - a model for others to follow.	Female	56-65	White British	No tick
35	Apr	Fracture Clinic	Extremely unlikely	Cannot believe how unfriendly, unhelpful and lacking in compassion the clinician we have just seen has been with our 3yr old with broken leg. Not forthcoming with any information and no advice given.	Complete change of attitude and personality.	Female	36-45	White British	No tick
36	Apr	Gastrointestinal	Extremely likely	From time of arrival - friendliness, promptness, professionalism, caring, clarified	Magazines to read. (Probably you don't have because of infection control).	Male	over 65	White British	No tick



				explanation / approach of matters.					
37	Apr	Not Entered	Extremely likely	Never had a problem. Always treated well.		Female	46-55	White British	No tick
38	Apr	Not Entered	Extremely likely	Very good and understanding medical knowledge and advice.	None - just keep up the good work!	Female	46-55	Mixed / Multiple ethnic groups	No tick
39	Apr	Not Entered	Extremely likely	All staff extremely helpful and friendly and informative!! Thank you!		Female	46-55	White British	No tick
40	Apr	Not Entered	Extremely likely	Very friendly and polite service.		Female	over 65	White British	No tick
41	Apr	Not Entered	Extremely likely	NHS is the best, and we should uphold it every time. No matter what stresses there may be.	More nurses and service staff.	Female	56-65	White British	No tick
42	Apr	Not Entered	Extremely likely	The service was 1st Class very pleasant nurses in which dealt with me, and I felt at ease.					No tick
43	Apr	Not Entered	Extremely likely	Very good Mr Moody and all of his staff are very good.		Male	over 65	White British	No tick
44	Apr	Not Entered	Extremely likely	Very helpful staff. Informative		Male	46-55	White British	No tick

				consultation.					
45	Apr	Not Entered	Extremely likely			Male	56-65	White British	No tick
46	Apr	Not Entered	Extremely likely	I have always found the staff to be very friendly and helpful.		Female	46-55	White British	No tick
47	Apr	Not Entered	Extremely likely	Excellent care and attention and friendly attitudes.		Female	over 65	White British	No tick
48	Apr	Not Entered	Extremely likely	Because I have always been looked after.					No tick
49	Apr	Not Entered	Extremely likely	I have always been extremely happy with the service here.		Female	over 65	White British	No tick
50	Apr	Not Entered	Extremely likely	I cannot fault any doctor or any members of staff I have dealt with in 2014/2015. The treatment, tests etc. have all been dealt with care and kindness to me and as soon as possible and been told of results asap.		Female	over 65	White British	No tick
51	Apr	Not Entered	Extremely likely	Fast efficient service by friendly staff.		Male	over 65	White British	No tick
52	Apr	Not Entered	Extremely likely	The staff in NDDH are always friendly		Female	56-65	White British	No tick

				and helpful.					
53	Apr	Not Entered	Extremely likely	Excellent service given at all appointments attended.			over 65	White British	No tick
54	Apr	Not Entered	Extremely likely	Delighted with the service.	No.	Male	over 65	White British	No tick
55	Apr	Not Entered	Extremely likely	Friendly staff and prompt attention.		Male	over 65	White British	No tick
56	Apr	Not Entered	Extremely likely	All staff friendly, efficient and helpful.	All departments should arrange follow up appointments before leaving hospital saving time and money and appointments could be mutually agreed.	Male	over 65	White British	No tick
57	Apr	Not Entered	Extremely likely	Very friendly and kind.					No tick
58	Apr	Not Entered	Extremely likely	No.		Male	56-65	White British	No tick
59	Apr	Not Entered	Extremely likely	Friendly and efficient staff.		Male	over 65	White British	No tick
60	Apr	Not Entered	Extremely likely			Female	56-65	White British	No tick
61	Apr	Not Entered	Extremely likely	Very efficient service.	No.		over 65		No tick
62	Apr	Not Entered	Extremely likely	When phoning to confirm appointment, a person to speak to an automated		Male	over 65	White British	No tick

				message.					
63	Apr	Not Entered	Extremely likely		No.	Male	over 65	White British	No tick
64	Apr	Not Entered	Extremely likely	Very friendly support staff who make the experience more reassuring and help to put me at ease. Surgeon had excellent 'bedside manner' who inspired confidence and was also friendly and caring in his approach. Seen quickly - very little waiting.	No - a good experience.	Male	46-55	White British	No tick
65	Apr	Not Entered	Extremely likely	I have been well treated and looked after while being here on a number of visits.					No tick
66	Apr	Not Entered	Extremely likely	Very friendly and helpful.		Female	26-35	White British	No tick
67	Apr	Not Entered	Extremely likely	Always good.	No.	Female	56-65	White British	No tick
68	Apr	Not Entered	Extremely likely			Male	46-55	White British	No tick
69	Apr	Not Entered	Likely	My doctor was good but my appointment was late.		Male	16-25	White British	No tick
70	Apr	Not Entered	Likely			Male	over 65	White British	No tick
71	Apr	Not Entered	Likely	This question	I had surgery on	Female	over 65	White British	No tick

				hardly seems relevant as there is no choice of hospitals in North Devon.	26th January and follow up appointments to remove the plaster casts. I would have appreciated a phone number to access advice about swelling and pain.				
72	Apr	Oncology	Extremely likely	The clinic is well run and staff are very helpful and friendly.		Female	over 65	White British	No tick
73	Apr	Oncology	Extremely likely	I am always treated with care whatever department I attend. This one usually involves a long wait, today it was 45minutes but I know the doctors get called away or have to attend people whose need is greater.	The recent overall more around wasn't helpful. I was used at my last hospital to a dedicated all time there department for diabetics with walk in.	Female	over 65	White British	No tick
74	Apr	Oncology	Extremely likely	Everyone is so helpful, friendly and cannot do enough for you. I have always felt at ease and in safe hands.	No.	Female	46-55	White British	No tick

75	Apr	Oncology	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
76	Apr	Oncology	Extremely likely	Staff and doctors always pleasant and have time for questions.	No.	Female	46-55	White British	No tick
77	Apr	Oncology	Extremely likely	Excellent care from doctors and nurses.		Female	over 65	White British	No tick
78	Apr	Oncology	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
79	Apr	Oncology	Extremely likely	Excellent treatment and care. Thank you.		Female	36-45	White British	No tick
80	Apr	Oncology	Extremely likely	If you need treatment, it's the best place to go.	Free parking.	Female	over 65	White British	No tick
81	Apr	Oncology	Extremely likely	First class care and support.		Female	over 65	White British	No tick
82	Apr	Oncology	Extremely likely	Staff very friendly and helpful.	Try to keep to appointment times.	Female	56-65	White British	No tick
83	Apr	Oncology	Extremely likely	Staff are always kind and caring.		Female	46-55	White British	No tick
84	Apr	Oncology	Extremely likely	Service is personable and friendly.	Some soft music would make it less 'quiet'. People might appreciate the distraction.	Female	46-55	White British	No tick

85	Apr	Oncology	Extremely likely	Friendly yet professional.		Female	56-65	White British	No tick
86	Apr	Oncology	Extremely likely	My treatment has been good.					No tick
87	Apr	Oncology	Extremely likely			Female	26-35	White British	No tick
88	Apr	Oncology	Likely	The staff are all so helpful - throughout ND Hospital.	Somewhere to get tea and coffee down this end!	Female	over 65	White British	No tick
89	Apr	Oncology	Neither likely nor unlikely	There really isn't an option, NHS dictates who you see. Often can't see Dr S. even though I am supposed to be her patient and would prefer to see her. She has too many patients and not enough time so is always rushed so no I wouldn't recommend!	Give Dr more realistic time per patient - have her be available on more days at NDDH	Female	46-55	White British	No tick
90	Apr	Physiotherapy	Extremely likely	Yes, nice and friendly and kind and gently. Make you feel welcome.	Keep smiling and enjoy the staff.	Female	46-55	White British	No tick
91	Apr	Physiotherapy	Extremely likely	I was given confidence that my condition would improve with the treatment / exercises given me.		Female	over 65	White British	No tick

				Very pleasant and professional. Knows what she is talking about!					
92	Apr	Radiology / MRI	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
93	Apr	Radiology / MRI	Extremely likely	Everyone has been very helpful and friendly.	The first time I attended, all seems good to me.	Female	over 65	White British	No tick
94	Apr	Radiology / MRI	Extremely likely	Everyone friendly and very helpful.		Female	over 65	White British	No tick
95	Apr	Radiology / MRI	Extremely likely	Important for issues to be investigated and staff are very friendly.		Female	over 65	White British	No tick
96	Apr	Radiology / MRI	Extremely likely	Good feedback.	More friendly operators like the one I had today, she was sure, made me feel like I was not wasting time.	Female	over 65	White British	No tick
97	Apr	Radiology / MRI	Extremely likely			Male	56-65	White British	No tick
98	Apr	Radiology / MRI	Extremely likely	Always so helpful.		Male	over 65	White British	No tick
99	Apr	Radiology / MRI	Extremely likely	Local, efficient, humane.		Female	56-65	White British	No tick
100	Apr	Radiology / MRI	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised



									comments to be made public
101	Apr	Radiology / MRI	Extremely likely	Staff so far extremely positive, helpful.		Female	56-65	White British	No tick
102	Apr	Radiology / MRI	Extremely likely	Fast and pleasant experience.		Male	over 65	White British	No tick
103	Apr	Radiology / MRI	Extremely likely			Male	46-55	White British	No tick
104	Apr	Radiology / MRI	Extremely likely			Male	56-65	White British	No tick
105	Apr	Radiology / MRI	Extremely likely	Polite staff. Clean environment.	Somehow shorten waiting times.	Male	46-55	White British	No tick
106	Apr	Radiology / MRI	Extremely likely			Female	36-45	White British	No tick
107	Apr	Radiology / MRI	Extremely likely	Kind, courteous and quick.		Female	over 65	White British	No tick
108	Apr	Radiology / MRI	Extremely likely	Kind, courteous and polite staff.		Female	56-65	White British	No tick
109	Apr	Radiology / MRI	Extremely likely			Male	46-55	White British	No tick
110	Apr	Radiology / MRI	Extremely likely	Fast and friendly.					No tick
111	Apr	Radiology / MRI	Extremely likely	Very quick and nice.		Male	46-55	White British	No tick
112	Apr	Radiology / MRI	Extremely likely	Service is always quick and friendly.		Female	over 65	White British	No tick
113	Apr	Radiology / MRI	Extremely likely	Cannot fault it. Well looked after. Caring, friendly staff. Thank you.			over 65	White British	No tick
114	Apr	Radiology / MRI	Extremely likely	Very helpful staff. Good signage throughout. Little waiting time.	Turn the heat down a little.	Female	over 65	White British	No tick
115	Apr	Radiology / MRI	Extremely likely	All staff have been very respectful and		Female	over 65	White British	No tick

				considerate at all times.					
116	Apr	Radiology / MRI	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
117	Apr	Radiology / MRI	Extremely likely	Good friendly service.		Female	over 65	White British	No tick
118	Apr	Radiology / MRI	Extremely likely				over 65	White British	No tick
119	Apr	Radiology / MRI	Likely	Staff very friendly and helpful. Areas clean and tidy.		Female	over 65	White British	No tick
120	Apr	Radiology / MRI	Likely	Professional and friendly.		Female	46-55	Other ethnic group	No tick
121	Apr	Radiology / MRI	Likely						No tick
122	Apr	Radiology / MRI	Likely	None. Ok as is as far as I know.		Male	over 65	White British	No tick
123	Apr	Radiology / MRI	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
124	Apr	Radiology / MRI	Extremely unlikely	Please inform patients of the wait time. No one minds waiting but would be much better if you had some idea of time. People have jobs to get to!!		Female	over 65	White British	No tick

### Qualitative Feedback - May-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	May	Cardiology	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	May	Colorectal	Likely	Staff friendly and helpful.	My appointment was changed four times. This is quite upsetting as you gear yourself up each time and awkward to keep changing time off work.	Female	46-55	White British	No tick
3	May	EEG / EMG	Extremely likely	Caring.	No.		over 65	White British	No tick
4	May	EEG / EMG	Extremely likely	Lovely lady, made us feel welcome.		Male	16-25	White British	No tick
5	May	EEG / EMG	Extremely likely	Very kind staff.		Female	26-35	White British	No tick
6	May	EEG / EMG	Extremely likely	Very polite staff members and friendly. Quick and effective testing.		Female	26-35	White British	No tick

7	May	EEG / EMG	Extremely likely	I have always found the staff and procedures to be good, friendly and efficient.		Female	56-65	White British	No tick
8	May	EEG / EMG	Extremely likely	Excellent service.		Male	over 65	White British	No tick
9	May	EEG / EMG	Extremely likely	Very fast at giving an appointment slot.	Make sure patients know what to expect. I had no idea!	Female	26-35	White British	No tick
10	May	EEG / EMG	Extremely likely	Friendly / efficient.		Male	46-55	White British	No tick
11	May	EEG / EMG	Extremely likely	The lady was extremely informative, explaining everything in a step by step process. She asked for a little insight into my recent medical to help which I thought was good. I was very happy and pleased with the treatment but also how helpful the lady was. Thank you!	Possible water drinking facilities for patients.	Male	16-25	White British	No tick
12	May	EEG / EMG	Extremely likely	Very professional approach which made the procedure a little more durable,		Male	over 65	White British	No tick

				thank you.					
13	May	EEG / EMG	Extremely likely	Flexible appointments, friendly staff, good with info + communication.		Female	26-35	White British	No tick
14	May	EEG / EMG	Likely			Male		White British	I DO NOT wish my anonymised comments to be made public
15	May	Fracture Clinic	Extremely likely	The clinic is very easy going and everyone is so kind. The doctor is a tonic when your in pain and they make everything really pleasant.	No - everything is great. God bless them all.	Female	over 65	White British	No tick
16	May	Fracture Clinic	Extremely likely	Had a brilliant plaster room experience, very caring staff. A star.		Female	56-65		No tick
17	May	Gynaecology	Extremely likely	Friendly, prompt, thorough. Good 'Dad' music!					No tick
18	May	Haematology	Extremely likely			Female	56-65	White British	No tick
19	May	Haematology	Extremely likely	Care in the Seamoor Unit is excellent, however the pharmacy department took an incredibly long	Ensure pharmacy release drugs in a more timely fashion.	Female	over 65	White British	No tick

				time on two occasions to release drugs up to 3-4 hours.					
20	May	Haematology	Extremely likely	Service given by all staff excellent, happy and friendly.	Seamoor centre great.	Male	over 65	White British	No tick
21	May	Haematology	Extremely likely			Male	56-65	White British	No tick
22	May	Haematology	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	May	Haematology	Extremely likely	The kindness and helpfulness of all the staff and the encouragement they give.		Female	over 65	White British	No tick
24	May	Haematology	Extremely likely	I've always been treated very well. Everybody is friendly, helpful, caring!		Female	over 65		No tick
25	May	Haematology	Extremely likely	Caring staff and good facilities.	Reduced waiting times.	Female	over 65	White British	No tick
26	May	Haematology	Extremely likely	It is a nice relaxing place to have treatment although there is a lot of waiting around. Everything is fresh and clean and the staff are very	Cut down on the waiting around.	Female	46-55	White British	No tick

				helpful and friendly.					
27	May	Haematology	Extremely likely	I have chosen the above option because the staff are always helpful and happy and the service is always top class.		Male	36-45	White British	No tick
28	May	Haematology	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
29	May	Haematology	Extremely likely	Fabulous treatment and care by Dr R. and her team, thank you!		Female	36-45	White British	No tick
30	May	Haematology	Extremely likely	They keep regular monitoring of his condition and staff always welcoming.	Ideally it would be good to have more time for each appointment.			White British	No tick
31	May	Haematology	Extremely likely	Having used the unit for some time the staff are exceptional. They are all so caring and friendly, we are lucky to have the unit.		Female	over 65	White British	No tick
32	May	Haematology	Likely	I have received treatment for several years and	Maybe to limit the waiting times sometimes but I do	Male	36-45	White British	No tick

				have been treated very well over the past years.	understand at times this can be difficult due to demand sometimes.				
33	May	Haematology	Not Entered	Upon entering main entrance a sign about sickness and diarrhea which has been there for 5 weeks that I know of. From entrance to outpatients there are no hand sanitation units available - do you not think it would be advisable to have them available to try and stop the spread of the germs.		Male	56-65	White British	No tick
34	May	Maxillofacial	Extremely likely	Everyone has been very kind and extremely helpful. An unpleasant experience made much more bearable! Excellent attitude all round.		Male	over 65	White British	No tick
35	May	Not Entered	Extremely likely	Reception staff polite + lovely.	Nothing - it's lovely.	Female	46-55	White British	No tick



36	May	Not Entered	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
37	May	Not Entered	Extremely likely			Male	over 65	White British	No tick
38	May	Not Entered	Likely	The waiting times aren't as long here as they are in other departments.		Male	16-25	White British	No tick
39	May	Not Entered	Likely	Everyone very helpful and friendly.					No tick
40	May	Oncology	Extremely likely				56-65	White British	I DO NOT wish my anonymised comments to be made public
41	May	Oncology	Extremely likely	Calm and friendly.		Male	over 65	White British	No tick
42	May	Oncology	Extremely likely	Care - excellent.	Get the life mended!	Female	over 65	White British	No tick
43	May	Oncology	Extremely likely	Staff are efficient, polite and friendly. Consultants are caring and give all the time needed.	Some signage to the Seamoor unit could be added especially on the stairs between levels 1 & 2.	Male	over 65	White British	No tick
44	May	Oncology	Don't know			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public

45	May	Radiology / MRI	Extremely likely	We rang the Hospital at 9:30am and they gave us a 10:45am appointment, everyone was very mannerly and helpful.		Female	over 65	White British	No tick
46	May	Radiology / MRI	Extremely likely	Very friendly staff. Seem very caring.		Male	over 65	White British	No tick
47	May	Radiology / MRI	Extremely likely	Courtesy, dignity, friendliness, caring approach, humour.		Female	over 65	White British	No tick
48	May	Radiology / MRI	Extremely likely	Quick, efficient service.	None.	Male	36-45	White British	No tick
49	May	Radiology / MRI	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
50	May	Radiology / MRI	Extremely likely	Very speedy service. In with no appointment as GP referral and had x-ray within 10mins of arriving. Only delay was student had to wait for colleague to assess the image.		Male	36-45	White British	No tick
51	May	Radiology / MRI	Extremely likely	Always have good service, friendly, clean, lovely!	None.	Male	56-65	White British	No tick

52	May	Radiology / MRI	Extremely likely			Male	46-55	White British	No tick
53	May	Radiology / MRI	Extremely likely	I have been attending this hospital over many years + have always been treated with respect and care.		Female	over 65	White British	No tick
54	May	Radiology / MRI	Extremely likely	Always polite and friendly. Pleasant waiting area. Usually on time. Not kept waiting too long.		Male	over 65	White British	No tick
55	May	Radiology / MRI	Extremely likely	Greeted by a smiley face.	None.	Male	56-65	White British	No tick
56	May	Radiology / MRI	Extremely likely	Very efficient service. Very pleasant staff.		Female	56-65	White British	No tick
57	May	Radiology / MRI	Likely	You are the only show in town but, having said that, NDDH is organized/tidy, staff are polite/caring.		Male	56-65	White British	No tick
58	May	Radiology / MRI	Likely	Long waiting times for X-ray - over 1 hour.	Drink machine.	Male		White British	No tick
59	May	Radiology / MRI	Likely	Nice, friendly staff with good level of care.	No - think your doing ok!	Male	36-45	White British	No tick
60	May	Radiology / MRI	Likely	Nice environment.	Do not like big	Female	36-45	White British	No tick

				Friendly staff. Clearly marked signs. Wait was short. TV good.	square lights. Maybe drinking machine.				
61	May	Radiology / MRI	Likely			Female	over 65	White British	No tick
62	May	Radiology / MRI	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
63	May	Radiology / MRI	Likely	Where else would you go?		Male	over 65	White British	No tick
64	May	Urology	Extremely likely	They have been very kind and helpful.		Male	over 65	White British	No tick