

## Outpatients - North Devon District Hospital - 'Friends and Family Test' - Apr-16 to Jun-16

### Adult FFT card question:

*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.*

### Children and young person's FFT card question:

*We would like you to think about your visit with us here and tell us how you feel about it by answering just a few simple questions. The answers you give will help us to improve the care we offer to everyone who comes here. Would you tell your friends that this is a good outpatients department to come to? Response options: Yes, Maybe, No, Don't know.*

## Quantitative Results

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

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

**The Trust's target score is 75%.**

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Apr-16	62	95.2	1.6	3.2
May-16	128	94.5	3.1	2.3
Jun-16	36	94.4	5.6	0.0

#### **Qualitative Feedback - Apr-16 - Adult FFT card responses**

	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	Breast Clinic	Extremely likely	Very helpful staff made getting an appointment quickly very easy.		Female	16-25	White British	No tick
2	Cardio-Respiratory	Extremely likely	Excellent service - very helpful.	No, good as it gets.	Male	46-55	White British	No tick
3	EEG / EMG	Extremely likely	Everybody very kind and helpful. Procedure explained very well.	Water dispenser?	Female	56-65	White British	No tick
4	EEG / EMG	Extremely likely	Very efficient, kind, calm technician. All procedures carefully	No - very satisfied with service received.	Female	over 65	White British	No tick

			explained - unhurried - very prompt attention.					
5	EEG / EMG	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	EEG / EMG	Extremely likely	Helpful, friendly, knowledgeable. Clear & concise information given, very good service from all the very professional people who I dealt with today. The NHS is incredible.		Female	36-45	Other ethnic group	No tick
7	EEG / EMG	Extremely likely	Couldn't be happier, thank you!	Excellent service.	Female	26-35	White British	No tick
8	EEG / EMG	Extremely likely	Although I became slightly lost and sat in the wrong receptionist area, once rectified the staff were pleasant and welcoming.			56-65	White British	No tick
9	EEG / EMG	Extremely likely	I have recently stayed in this hospital. Everyone was very caring and helpful. I have always had good care here.					No tick
10	EEG / EMG	Extremely likely	Professional, polite and caring - no long wait!		Female	over 65	White British	No tick

11	EEG / EMG	Extremely likely	Always friendly and helpful.	None.	Male	26-35	White British	No tick
12	EEG / EMG	Extremely likely	All staff very professional and prompt.		Female	46-55	White British	No tick
13	EEG / EMG	Extremely likely	Good service & good to time.		Female	46-55	White British	No tick
14	EEG / EMG	Extremely likely	Very calm and reassuring during test and talked and explained all the way through. Felt at ease.					No tick
15	EEG / EMG	Extremely likely	Everybody very kind and thoughtful. Thanks.		Female	36-45	White British	No tick
16	Exmoor Unit	Extremely unlikely	Urine sample was disposed of in hand wash sink then hands done in same sink!!! Really?? Yes! This was done by the HCA who wasn't wearing a name badge or visible ID, neither was she 'bare below the elbows'. I thought these things were important in the NDDH. I was attending with a relative in eye clinic.	Presumably there are urine disposal facilities? Use them!! Adhere to a uniform policy (presumably there is one?)	Female	46-55	White British	No tick
17	Eye Clinic	Extremely likely	I have received excellent treatment		Male	over 65	Asian / Asian British	No tick

			here, especially by Mr R. who demonstrated concern beyond just appointments.					
18	Eye Clinic	Extremely likely	All very pleasant & helpful.					No tick
19	Eye Clinic	Extremely likely	Good level of care and treatment. Clear explanation of medical issues.	More water dispensers.	Male	36-45	White British	No tick
20	Eye Clinic	Extremely likely	I have attended the eye clinic for over 4 years and have always found staff helpful, friendly and professional.	Installation of tea / coffee machine so as patients do not need to leave waiting area at busy times when long unavoidable delays occur.	Male	over 65	White British	No tick
21	Eye Clinic	Extremely likely	Everything done that is possible to sort out glaucoma in eyes.		Female	46-55	White British	No tick
22	Eye Clinic	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	Eye Clinic	Extremely likely	Good service, very quick response after report from optician.		Male	56-65	White British	No tick
24	Eye Clinic	Likely			Female	over 65	White British	No tick
25	Eye Clinic	Likely	I was progressed smoothly through the clinic. I have not been elsewhere to an eye clinic so difficult to		Male	over 65	White British	No tick

			compare.					
26	Eye Clinic	Neither likely nor unlikely	They would be referred by GP - not my recommendation.	Reduce number of postponed appointments. On last 3 visits my appointment was postponed by a month.	Male	56-65	White British	No tick
27	Fracture Clinic	Extremely likely	Professional, friendly staff. Efficient and caring.	N/A.	Male	46-55	White British	No tick
28	Fracture Clinic	Extremely likely	You couldn't wish for better care!	Keep it!	Female	46-55	White British	No tick
29	General Surgery	Extremely likely			Male	over 65	White British	No tick
30	Maxillofacial	Extremely likely	Polite staff.	N/A.		26-35	White British	No tick
31	Maxillofacial	Extremely likely			Female	26-35	White British	No tick
32	Not Entered	Extremely likely	Friendly staff, really helpful & happy, caring, kind.	Cash machine.	Female	16-25	White British	No tick
33	Not Entered	Extremely likely	Kind, clean, timely.	More children's books in each waiting area.	Female	26-35	White British	No tick
34	Not Entered	Extremely likely	Very friendly and welcoming staff.	N/A.	Female	16-25	White British	No tick
35	Not Entered	Extremely likely	Always found the staff extremely helpful, even under pressure.		Female	over 65	White British	No tick
36	Not Entered	Extremely likely	Very friendly staff, quick + caring.		Female	16-25	White British	No tick
37	Not Entered	Extremely likely	Great care honest. As an inpatient, great food. Highly recommend.		Male	56-65	White British	No tick
38	Not Entered	Extremely likely	Ex. Service.		Male	over 65	White British	No tick

39	Not Entered	Extremely likely		Notification of waiting time would be very helpful.	Female	56-65	White British	No tick
40	Not Entered	Likely	Good service, no waiting for appointment, friendly staff.	Parking facility.	Female	over 65	White British	No tick
41	Not Entered	Likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
42	Not Entered	Likely	Long wait.					No tick
43	Not Entered	Likely	Rapid appointment given after being seen in A&E over the weekend. Super staff, efficient & polite.		Male	26-35	White British	No tick
44	Not Entered	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
45	Oncology	Likely	Courteous staff. Good explanations. Approachable & helpful.		Female	36-45	White British	No tick
46	Orthopaedics	Extremely likely	Both my husband & myself have been treated by Mr K. at the NDDH. The hospital, and Mr K. especially, have given us both exceptional treatment. Thank you	None come to mind. Excellent service.	Female	56-65	White British	No tick

			most sincerely.					
47	Orthopaedics	Extremely likely			Male	over 65	White British	No tick
48	Orthopaedics	Extremely likely	I have been a patient at this hospital many years - had operation and follow-up care. I can't fault the NHS in what they do to try and cover everyone's needs.	I don't know how you could improve it - you do a very good job as it is.	Male	over 65	White British	No tick
49	Orthopaedic / Trauma	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
50	Physiotherapy	Extremely likely	Excellent service - appointment times always very good and kept to.	None.	Female	over 65	White British	No tick
51	Physiotherapy	Extremely likely	Very helpful, excellent explanations + able to ask questions.		Female	56-65	White British	No tick
52	Physiotherapy	Likely	Treated professional with good advice & diagnosis.	No.	Male	46-55	White British	No tick
53	Plastic Surgery	Neither likely nor unlikely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
54	Rheumatology	Extremely likely	Because they're always very polite and helpful.		Female	36-45	White British	No tick
55	Rheumatology	<b>Not Entered</b>		Less waiting time.	Female		White British	No tick



56	Seamoor Unit	Extremely likely	No problems and good treatment.						No tick
57	Seamoor Unit	Extremely likely	Very friendly staff - very enthusiastic.	Need to improve wait times. If not, need free tea + coffee.	Female	46-55	White British		No tick
58	Seamoor Unit	Extremely likely	Amazing staff. Helpful & caring.		Male	46-55	White British		No tick
59	Seamoor Unit	Extremely likely			Female	over 65	White British		No tick
60	Seamoor Unit	Likely			Male	over 65	White British		No tick
61	Urology	Extremely likely	T., the nurse assisting the department, was most supportive and charming. Visiting a hospital can be a stressful occasion but her helpful and friendly manner are a credit to the department.						No tick

### **Qualitative Feedback - Apr-16 - Children and young person's FFT card responses**

	Clinic / department attended	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	EEG		Yes	Very friendly, made us at ease.		N/A.	Male	6-8	White British	No tick

2	EEG		Yes	Our experience was a good one, very friendly staff member.	The friendliness of staff.	Nothing.	Female	12-15	White British	No tick
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**Qualitative Feedback - May-16 - Adult FFT card responses**

	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	Audiology / ENT	Likely		More D-parking.	Female	36-45	White British	No tick
2	Breast Clinic	Extremely likely	Staff have always been very friendly and helpful towards me. You never have to wait far too long over your appointment time.		Female	46-55	White British	No tick
3	Breast Clinic	Extremely likely	Friendly reception staff, comfortable waiting room, water provided + TV. Slight wait but to be expected. Clinic efficient.	All in all a pleasant experience - lucky to have it in Barnstaple.	Female	46-55	White British	No tick
4	Breast Clinic	Likely	Staff are, in the main, efficient & helpful, polite.		Female	over 65	White British	No tick

5	Cardiology	Extremely likely	Thorough testing + short waiting times when sent for x-rays + ECG etc.		Male	16-25	White British	No tick
6	Cardiology	Extremely likely	Everyone I have met at the hospital, friendly and informative. They made me feel completely at ease with having to attend hospital.	Coffee & tea would be good.	Female	56-65	White British	No tick
7	Cardiology	Extremely likely	I was very impressed with the attitude and care shown by all members of staff in the cardiology dept. I never waited in between different tests & all was explained comprehensively. Thank you.			over 65	White British	No tick
8	Cardio-Respiratory	Extremely likely	Very helpful and so caring, lovely people. Thank you.					No tick
9	Cardio-Respiratory	Extremely likely	As with many NHS services this is the only option available for most people unless you go private. However my specific experience here has					No tick

			been very good. Staff friendly & explained everything & appt. prompt. Thank you!					
10	Cardio-Respiratory	Extremely likely	All appointments on time & very helpful staff.					No tick
11	Cardio-Respiratory	Likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
12	Cardio-Respiratory	Likely	Overall a reasonable & pleasant experience with the only problems being waiting for some staff to finish their conversations, misdirection in appointment letter and stressful nature of treadmill test.		Male	over 65	White British	No tick
13	Care of the Elderly	Extremely likely		No.	Female	over 65	White British	No tick
14	EEG / EMG	Extremely likely	Nice, friendly experienced staff and surroundings.		Male	16-25	White British	No tick
15	EEG / EMG	Extremely likely	It was very helpful and told me what was going to be done.		Female	56-65	White British	No tick
16	EEG / EMG	Extremely likely			Male	over 65	White British	No tick
17	EEG / EMG	Extremely likely	Went in on time. Very friendly & put us at ease.		Male	56-65	White British	No tick

18	EEG / EMG	Extremely likely	Very nice staff. All round, made it very easy & stress-free.	N/A.	Male	56-65	White British	No tick
19	EEG / EMG	Extremely likely	Very friendly staff. I was seen quickly and all staff was very helpful on the phone and in the hospital.		Female	46-55	White British	No tick
20	EEG / EMG	Extremely likely	I thought the care and attention was first class. Thank you very much.	Found the outpatient service 1st class.	Male	over 65	White British	No tick
21	EEG / EMG	Extremely likely	Care & empathy.		Female	26-35	White British	No tick
22	EEG / EMG	Extremely likely	Everyone very friendly, everything explained fully, care & time not too much trouble. Best hospital I have ever been to.	Keep on what you are doing!!	Female	56-65	White British	No tick
23	EEG / EMG	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
24	Eye Clinic	Extremely likely	Good service + only 20 miles away.	More car parking.	Female	over 65	White British	No tick
25	Eye Clinic	Extremely likely			Male	56-65	White British	No tick
26	Eye Clinic	Extremely likely	R. and his team give excellent treatment - first class.	No, not really.	Female	46-55	White British	No tick
27	Eye Clinic	Extremely likely	Having had good treatment for the past 24 years.		Female	over 65		No tick

28	Eye Clinic	Extremely likely	Always very helpful and professional.		Female	over 65	White British	No tick
29	Eye Clinic	Extremely likely	Eye test and scan.	For the first we have used the overflow car park. Shows the need for all depts. to stay here forever.	Female	over 65	White British	No tick
30	Eye Clinic	Extremely likely	Because of the really nice reception staff.	Doctors arriving on time.	Female			No tick
31	Eye Clinic	Extremely likely	Nice people to deal with.		Female	over 65	White British	No tick
32	Eye Clinic	Extremely likely	We have always had excellent service - staff have always been friendly, courteous + extremely helpful. We have always been seen on time - sometimes even earlier than our appointment time!	Just keep up the good work! We would not like to lose the services at N.D. Hospital.	Male	over 65	White British	No tick
33	Eye Clinic	Extremely likely	I was a bit nervous but was put at ease with the doctor that tested me. All staff very friendly. Very good care!	No.	Female	over 65	White British	No tick
34	Eye Clinic	Extremely likely	Friendly, efficient, considerate under a lot of pressure.	More doctors. Don't move to Exeter (incl. A&E)!!!	Female	over 65	White British	No tick
35	Eye Clinic	Extremely likely	Check up with the Dr W.		Female	46-55	White British	No tick
36	Eye Clinic	Extremely likely			Female	56-65	White British	No tick

37	Eye Clinic	Likely			Female	over 65	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
38	Eye Clinic	Likely	Didn't wait too long. Friendly staff able to talk to with problems.		Female	over 65	White British	No tick
39	Eye Clinic	Likely						No tick
40	Eye Clinic	Likely	Short wait + efficient.	Cooler temperature.	Male	46-55	White British	No tick
41	Eye Clinic	Likely	Treated well.	Try and reduce waiting time.	Female	over 65	White British	No tick
42	Eye Clinic	Likely	Reflects how I feel about the service.	Quicker appointments!	Male	over 65	White British	No tick
43	Eye Clinic	Neither likely nor unlikely				56-65		I DO NOT wish my anonymised comments to be made public
44	Eye Clinic	Unlikely	If I wasn't punctual for my appointment they would make me rearrange it but the doctor being 20 minutes late to even start clinic is ok?	The receptionists are the most unwelcoming, miserable people I had the misfortune to meet.	Female	26-35	White British	No tick
45	Eye Clinic	Extremely unlikely	Sitting with my elderly mother waiting for nearly 2 hours after her eye drops were administered because they forgot to send her notes up!!	Organise your systems.	Female	56-65	White British	No tick
46	Eye Clinic	Extremely	The doctor turned up	Get the doctors to show	Male	16-25	White British	No tick

		unlikely	15mins late which made our appointment 25mins late. There is a miserable receptionist and no decent magazines.	up on time, have a word with the receptionist so she cheers up and get some better reading material.				
47	Fracture Clinic	Extremely likely			Female	46-55	White British	No tick
48	Fracture Clinic	Extremely likely	Staff are courteous and kind and make one feel at ease.		Male	over 65	White British	No tick
49	Fracture Clinic	Extremely likely	Having been visiting the fracture clinic regularly for the past few months, I have always been treated very professionally, kindly & efficiently. The service was very good.		Male	16-25	White British	No tick
50	Fracture Clinic	Extremely likely	Always efficient, friendly and helpful. Third visit in a year - feels like home!	No - great as it is.	Female	over 65	White British	No tick
51	Fracture Clinic	Extremely likely	Good service.		Female	over 65	White British	No tick
52	Fracture Clinic	Extremely likely	S. was so lovely with mum. Kind and gentle. Thank you.		Female	over 65	White British	No tick
53	Fracture Clinic	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public



54	Fracture Clinic	Extremely likely	Staff were very pleasant to talk to and advice and explanation explained in a very helpful way.		Female	16-25	White British	No tick
55	Fracture Clinic	Extremely likely	Because we / my wife had excellent service. Friendly reception staff, everybody has been brilliant. Can't praise them high enough. This goes for doctors, nurses and all.	Could not have been better, everybody very helpful, please make sure it stays in Barnstaple [illegible].	Female	over 65	White British	No tick
56	Fracture Clinic	Extremely likely	Friendly & knowledgeable staff who made me feel at ease and explained everything they were doing & why.		Male	26-35	White British	No tick
57	Fracture Clinic	Extremely likely	No other hospital in area.		Female	46-55	White British	No tick
58	Fracture Clinic	Extremely likely	Fast service / friendly.		Male	46-55	Other ethnic group	No tick
59	Fracture Clinic	Extremely likely	All staff very helpful. The doctors (in A&E) & consultants here gave extremely good care. Thank you.		Male	over 65	White British	No tick
60	Fracture Clinic	Extremely likely			Male	over 65	White British	No tick
61	Fracture Clinic	Extremely likely	Friendly, informative, helpful, forthcoming!	Nope!	Female	36-45	White British	No tick
62	Fracture Clinic	Extremely likely	Amazing treatment -	No - excellent in all	Male	over 65	White British	No tick

			swift, sympathetic, couldn't be bettered.	respects.				
63	Fracture Clinic	Extremely likely	Good communication. Friendly + helpful staff.		Female	over 65	White British	No tick
64	Fracture Clinic	Extremely likely	Because all the staff are kind and happy. And it's fast, so you don't have to wait that long.	No, not really.	Male	16-25	White British	No tick
65	Fracture Clinic	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
66	Fracture Clinic	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
67	Fracture Clinic	Likely	Quickly seen to, professional service.	None.	Male	16-25	White British	No tick
68	Fracture Clinic	Likely			Female	over 65	White British	No tick
69	Fracture Clinic	Likely	Receptionist very smiley and friendly, staff warm and attentive. However, sometimes lack of communication with staff and the patient.	Appointment to run on time. If running late, explain / inform the patients.	Male	46-55	White British	No tick
70	Fracture Clinic	Likely	Dealt with in a professional way and dealt with promptly.	Not particularly - everyone on this department is friendly and helpful.	Female	46-55	White British	No tick

71	Fracture Clinic	Neither likely nor unlikely	There was the degree of care that we can reasonably expect from our hospital staff.		Female	over 65	White British	No tick
72	Gastrointestinal	Extremely likely	Friendly, informative, lovely people.		Male	36-45	White British	No tick
73	General Surgery	Extremely likely			Female	over 65	White British	No tick
74	Gynaecology	Extremely likely	Very efficient service.		Female	26-35	White British	No tick
75	Neurology	Extremely likely	As a regular attendee at outpatients, we have always had good service. After recently being admitted for an operation and being looked after in A&E & fracture clinic, we cannot praise the staff and standard of care more highly. We need to keep A&E.		Female	46-55	White British	No tick
76	Neurology	Likely	Friendly, knowledgeable staff. Fairly pleasant environment. Convenient to my address.	None noted at this time.	Male	36-45	White British	No tick
77	Not Entered	Extremely likely	Always helpful, understanding all of us.		Female	56-65	White British	No tick
78	Not Entered	Extremely likely	Always very pleased with the service & medical care.	A hot drink dispenser!	Female	56-65	White British	No tick

79	Not Entered	Extremely likely	Friendly & efficient service.	No.	Female	46-55	White British	No tick
80	Not Entered	Extremely likely	This is the finest health service in the world.	Keep up the great work.	Male	56-65	White British	No tick
81	Not Entered	Extremely likely	No alternative.	No.	Female	over 65	White British	No tick
82	Not Entered	Extremely likely	Excellent service.		Male	over 65	White British	No tick
83	Not Entered	Extremely likely			Male	over 65	White British	No tick
84	Not Entered	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
85	Not Entered	Extremely likely	Good service from nurses & reception.		Male	over 65	White British	No tick
86	Not Entered	Likely	Always been treated well & politely.		Female	over 65	White British	No tick
87	Not Entered	Likely		Can you improve on perfection?	Male	36-45	White British	No tick
88	Not Entered	Likely	Always had good treatment.		Male	over 65	White British	No tick
89	Not Entered	<b>Not Entered</b>		All the treatments I have had have been very thorough and first class. I have nothing but praise for the staff.	Male	over 65	White British	No tick
90	Orthopaedics	Likely	Staff are always kind & helpful.	Parking is always a problem - today we arrived 30mins early to ensure a disabled parking space. Sacrifice the green areas for more parking please.	Female	over 65	White British	No tick

91	Orthopaedics	Likely	Happy with the service I had today.	P. on the desk I found very rude, not good customer service. I would have liked to have been spoken to in the right way - other than that, good service.	Female	36-45	White British	No tick
92	Orthopaedic / Trauma	Unlikely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
93	Orthopaedic Interface Service	Extremely likely	Informative. Good clear advice given. Listened to.		Female	26-35	White British	No tick
94	Phlebotomy Clinic	Extremely likely	During the treatment I was receiving, the staff were professional and helpful.		Female	over 65	White British	No tick
95	Physiotherapy	Extremely likely	Good, friendly service, helping with problem.		Male	36-45	White British	No tick
96	Physiotherapy	Extremely likely	The treatment and staff have been very helpful. Information has been given to understand the problem and what has caused it. Exceptional service.		Female	46-55	White British	No tick
97	Physiotherapy	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
98	Physiotherapy	Extremely likely	Very friendly and		Male	56-65	White British	No tick

			helpful staff.					
99	Physiotherapy	Extremely likely	Friendly, supportive staff - very knowledgeable + informative i.e. why certain actions need to be carried out. Feel involved in my own recovery.		Female	56-65	White British	No tick
100	Plastic Surgery	Extremely likely	The service here is brilliant - I've been visiting this department for 10 years and have always been looked after and treated wonderfully.	Pay rise for nursing staff.	Female	over 65	White British	No tick
101	Radiology / MRI	Extremely likely	Excellent in all departments and the wards and nursing staff.		Male	46-55	White British	No tick
102	Radiology / MRI	Extremely likely	Very good treatment.		Male	over 65	White British	No tick
103	Radiology / MRI	Extremely likely	Everything was explained to me very well and I was treated with kindness, dignity & respect.		Female	46-55	White British	No tick
104	Radiology / MRI	Extremely likely	Helpful, friendly staff. Seen very quickly. Good explanation of procedure. Very clean, bright & airy.	No.	Female	over 65	White British	No tick
105	Radiology / MRI	Extremely likely	What a waste of money having colour	Get rid of the money wasting pointless	Male	46-55	White British	No tick

			changing shapes on the wall! What's wrong with good old fashioned pictures that do not use unnecessary power!	squares on the wall.				
106	Respiratory Nurse	Extremely likely	V. good service. Nice lady.		Female	46-55	White British	No tick
107	Respiratory Nurse	Extremely likely	Good level of service available.	More nurses needed as there are a lot of people with the condition without being able to be seen.	Male	46-55	White British	No tick
108	Rheumatology	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
109	Rheumatology	Extremely likely	Always have time, friendly and get things done.		Female	56-65	White British	No tick
110	Rheumatology	Extremely likely	Appointment was on time. Doctor took time to discuss symptoms and required tests and explained everything clearly.		Male	36-45	White British	No tick
111	Seamoor Unit	Extremely likely	Always extremely helpful & caring staff. Very professional.	How can you improve on perfection?	Male	56-65	White British	No tick
112	Seamoor Unit	Extremely likely	Superb treatment in a lovely, serene & peaceful environment.		Female	over 65	White British	No tick
113	Seamoor Unit	Extremely likely	Very efficient and	I could not see any need	Male	over 65		No tick

			friendly staff. Very little waiting time. The waiting area has been well thought out and pleasant with plenty of space. The doctors who have received me for examination are competent and welcoming.	for improvement.				
114	Seamoor Unit	Extremely likely	Excellent care and attention throughout my treatment.					No tick
115	Seamoor Unit	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
116	Seamoor Unit	<b>Not Entered</b>	Waiting - always a big problem. Too many patients booked in for the same time. The care is not the problem.	Administration.	Male	over 65	White British	No tick
117	Spinal Clinic	Extremely likely	Friendly & helpful.		Female	46-55	White British	No tick
118	Urology	Extremely likely	We just love this NHS trust.	Just have more free water in all departments.	Female	56-65	White British	No tick
119	Urology	Neither likely nor unlikely	Don't get seen on time.		Female	46-55	White British	No tick



### Qualitative Feedback - May-16 - Children and young person's FFT card responses

	Clinic / department attended	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	EEG	Parent / guardian / carer	Yes	Everything was explained perfectly and our questions were all answered. My son has autism and was made to feel very comfortable and relaxed.	Very professional, no problems at all. My son said he did not 'feel worried at all'.	Nothing.	Male	9-11	White British	No tick
2	EEG		Yes	J. is always very patient with A.	Patience & understanding.		Male	9-11	White British	No tick
3	EEG	Parent / guardian / carer	Yes	Friendly staff.	Very friendly.	Nothing.	Female	under 6	White British	No tick
4	EEG	Parent / guardian / carer	Yes				Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
5	EEG	Parent / guardian /	Yes	Excellent service, lady	Try and get answers.	Nothing.	Female	9-11	White British	No tick

		carer		really nice and reassuring to my daughter.						
6	EEG	Parent / guardian / carer	Yes	Very welcome.	Very welcoming.	Nothing.	Female	12-15	White British	No tick
7	EEG	Parent / guardian / carer	Yes	Very helpful & informative appointment.	Very reassuring & informative.	Maybe results at time of appointment.	Female	under 6	White British	No tick
8	EEG		Yes	Good with children.	So maybe now I can finally find out what's wrong with my daughter.	Nothing.	Female	under 6	White British	No tick
9	EEG	Parent / guardian / carer	Yes				Female	6-8	White British	I DO NOT wish my anonymised comments to be made public
10	EEG	Parent / guardian / carer	Yes	Very lovely with my little boy.	They make feel really [illegible].		Male	under 6	White British	No tick
11	Fracture	Parent / guardian / carer	Yes				Male	9-11	White British	No tick

### Qualitative Feedback - Jun-16 - Adult FFT card responses

	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	Cardiology	Extremely likely	Everyone was pleasant, helpful and concerned for the patient.	No.	Male	over 65	White British	No tick
2	EEG / EMG	Extremely likely	Always so pleasant, they make you feel at ease. Very friendly.	None.	Female	16-25	White British	No tick
3	EEG / EMG	Extremely likely	I was made to feel relaxed and at ease.		Female	36-45	White British	No tick
4	EEG / EMG	Extremely likely	All staff were extremely helpful.		Female	over 65	White British	No tick
5	EEG / EMG	Extremely likely	Very friendly staff and helpful, put me at ease.		Female	16-25	White British	No tick
6	EEG / EMG	Extremely likely	Because the staff were extremely helpful and informative. They typified professional excellence and the doctor also was informative and helpful.	I feel that the service was excellent. Superbly helpful and kind. Many thanks.	Male	46-55	White British	No tick
7	EEG / EMG	Extremely likely	Service was very good.	No.	Male	over 65	White British	No tick
8	EEG / EMG	Extremely likely	Friendly, competent		Female	26-35	White British	No tick

			staff.					
9	EEG / EMG	Extremely likely	Very relaxing treatment & extremely friendly & polite staff.	No.	Male	over 65	White British	No tick
10	EEG / EMG	Extremely likely	Very pleasant, on time and explained the whole process throughout.		Female	46-55	White British	No tick
11	EEG / EMG	Extremely likely	Efficient, friendly, professional - kind!		Female	56-65	White British	No tick
12	EEG / EMG	Extremely likely	Staff very friendly, helpful + professional. Took time + care to explain the procedure + the process to be expected afterwards. Thank you.					No tick
13	EEG / EMG	Likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
14	Fracture Clinic	Extremely likely	Exceptional. Attended A&E yesterday. Seen immediately and temporary cast applied. Attended this clinic today, seen before appointment time and dealt with efficiently & extremely courteously.					No tick
15	General Surgery	Extremely likely	Very friendly &		Female	36-45	White British	No tick

			efficient staff.					
16	Gynaecology	Extremely likely	Staff very helpful and do not make you feel undignified. In my experience, they cannot do enough to help me.	Perhaps to use the waiting board sooner but, otherwise, I don't think you could improve outpatients in gynaecology.		over 65	White British	No tick
17	Maxillofacial	Extremely likely	Dr R. and her team were extremely helpful and professional and helped me through a very traumatic experience with great skill and sensitivity. I was fitted in as an emergency and I know the team worked well beyond their normal work hours.		Male	over 65	White British	No tick
18	Not Entered	Extremely likely	Excellent treatment & humorous experience.	None!				No tick
19	Not Entered	Extremely likely	Helpful staff, clear directions for each department, do not have to wait long for appointment.		Male	over 65	White British	No tick
20	Not Entered	Extremely likely	Signs are not very good to find department and when you do come to the clinic.					No tick
21	Not Entered	<b>Not Entered</b>	No sign for		Male	56-65	White British	No tick

			outpatients B.					
22	Physiotherapy	Extremely likely	Physio was helpful but the receptionists went out of the way to help.		Female	46-55	White British	No tick
23	Physiotherapy	Extremely likely	K. has been so very helpful and supportive. She has helped me so much. J. + G. have been so helpful [illegible] appointments - they are both very kind.	Slightly [illegible] new lights in seating area - it's beautiful otherwise.	Female	46-55	White British	No tick
24	Physiotherapy	Extremely likely	If I arrive early I do not register @ reception, therefore pass straight through. Hydro not always unlocked.	Please put some seats outside hydro.	Female	56-65	White British	No tick
25	Physiotherapy	Unlikely	Lack of signs, physio sign in reception, way out signs from treatment rooms. Should have been on plans before opening.		Male		White British	No tick
26	Radiology / MRI	Likely	Lady in reception was very quiet. Could not hear what she was asking, not too bad for me but very difficult for hard of hearing.	Ask receptionists to speak up and look at patient when speaking.	Female	46-55	White British	No tick
27	Seamoor Unit	Extremely likely	Always made to feel welcome, staff always supportive and friendly.		Female	36-45	White British	No tick

28	Seamoor Unit	Extremely likely	Absolutely amazing staff from reception, nurses through to consultants! Thanks so much.		Female	36-45	White British	No tick
29	Seamoor Unit	Extremely likely	An amazing service. I would not recommend illness. But the staff here are amazing caring and pretend (?) to love job. Well done.	No. Not skilled enough to suggest changes.	Male	56-65	White British	No tick
30	Seamoor Unit	Extremely likely	Friendly and highly professional service!		Female	over 65	White British	No tick
31	Seamoor Unit	Likely	Good service.					No tick
32	Seamoor Unit	<b>Not Entered</b>		Stop background music? Made my head ache. More like bad noise - not music.	Male	over 65	White British	No tick
33	Vascular	Extremely unlikely	My appointment was for 12.00 noon. It is now 1.30pm and still not been seen!!!	Keep a little closer to time. Not 1.5 hour late!!!	Female	56-65	White British	No tick

### Qualitative Feedback - Jun-16 - Children and young person's FFT card responses

	Clinic / department attended	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	EEG		Yes	Relaxed atmosphere and made to feel very welcome.	On time for the appointment, so no waiting.	Nothing that I can tell at this time.	Female	under 6	White British	No tick
2	EEG	Parent / guardian / carer	Yes		Everything.	Nothing.	Female	9-11	White British	No tick
3	EEG		Yes	EEG was hard with keeping him happy and she was great.	Lady was great with my child.		Male	under 6	White British	No tick
4	EEG		Yes	The lady conducting the test was really friendly and settled with my daughter.	The whole thing.	Nothing.	Female	under 6	White British	No tick
5	Not Entered	Patient	Yes		Very good.	None.	Female	under 6	White British	No tick