

## Outpatients - North Devon District Hospital - Friends and Family Test - Apr-17

### 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 today 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 'Would recommend' score is 75%**

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Apr-17	177	94.9	2.8	2.3

### Qualitative Feedback - Apr-17 - 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	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Superb level of care. Smiling staff. Excellent!		Female	56-65	White British	
2	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Clear information given. Quick and efficient. Lovely play area for children.	Would be great if service was offered near Bude.	Female	36-45	White British	
3	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Have been treated very well in ENT department. Very friendly staff.	None needed?	Female	Over 65	White British	
4	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly, helpful, [illegible].	Parking.	Female	16-25	White British	
5	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly - efficient - explained all that was being done.		Female	Over 65	White British	
6	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Excellent service.		Male	Over 65	White British	
7	Audiology/ENT	Extremely Likely	My first visit in 7 years	How can you improve	Female	Over 65	White British	

	(NDDH Outpatients)		this January and I was dreading it after all the negative publicity. I was so pleasantly surprised at the efficiency. My appointment was on time, the consultant was patient, no rushing and 4 appointments later in April nothing has changed. The staff are very friendly and helpful. Well done!!	perfection?				
8	Audiology/ENT (NDDH Outpatients)	Likely			Female	46-55	White British	
9	Audiology/ENT (NDDH Outpatients)	Likely			Male	36-45	White British	Do not publish
10	Audiology/ENT (NDDH Outpatients)	<b>Not entered</b>	Where else would you go?		Male	46-55	White British	
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service, fast, very friendly staff, lots of empathy in a stressful situation.		Female	46-55	White British	
12	Breast Clinic (NDDH Outpatients)	Extremely Likely	Pleasant and fast service, which is not something I've had in a hospital before. Keep it up!	None!	Male	26-35	White British	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very professional.		Female	36-45	White British	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely	It's never nice in hospital but the staff make you feel more comfortable.		Female	46-55	White British	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have been seen very quickly & the surgery seems well organised. I also don't know where	No.	Female	36-45	White British	

			else I would go for this kind of service.					
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, professional, quick, clean!		Female	26-35	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone was so lovely, caring and helpful.		Female	36-45	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent, quick service, good explaining.		Female	46-55	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very good breast care from K.		Female	Over 65	Other ethnic group	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent care. Lovely nurse.	Contented.	Female	56-65	Asian / Asian British	
23	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	For the help I have been given.		Female	Over 65	White British	
24	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely						
25	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	It has been great. I have really enjoyed it. An excellent experience.		Female	Over 65	White British	
26	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
27	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
28	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Excellent sessions. Brilliant staff.	Nil.	Female	56-65	White British	
29	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent, friendly service, well explained.		Male	Over 65	White British	
30	Cardiology (NDDH)	<b>Not entered</b>	If you have a heart		Male	Over 65	White British	

	Outpatients)		condition you need to go.					
31	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The staff are the reason I would recommend and the service you get. The reception area is really awful - the reception staff are wedged in a very small alcove. Elsewhere in the hospital they have new departments. A new one is needed here cardio.	It's so old, something new please.				
32	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The procedure was well explained to me and the implementation of it was done very caringly and conscientiously. Thank you.	No.	Male	Over 65	White British	
33	Cardio-respiratory (NDDH Outpatients)	Extremely Likely		We would like a smile - not stressed out staff.	Male	Over 65	White British	
34	Care of the Elderly (NDDH Outpatients)	Extremely Likely	The NHS is still free - thank goodness, for the time being.	Provide newspapers (not Daily Mail / Sun or Star please!) Let us know where on list we are.	Female	56-65	White British	
35	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Having suffered 2 strokes in the last year, NDDH has looked after me so well and helped my recovery so much. Thank you.	By keeping the hospital open would be a continued blessing for North Devon.	Female	Over 65	White British	
36	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Excellent communication, respectful, helpful and considerate.	Shorter waiting times.	Female	46-55	White British	
37	Care of the Elderly	Likely	Receptionist very helpful			Over 65	White British	

	(NDDH Outpatients)		when making appointments for my mother as I travel up from Southampton.					
38	Care of the Elderly (NDDH Outpatients)	Likely	Friendly, helpful staff.		Female	36-45	White British	
39	Care of the Elderly (NDDH Outpatients)	Unlikely	Doctors never read your file (probably because they don't have time). I have multiple complicated medical problems.	Long waiting times from your appointment times.	Female	46-55	White British	
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good service - best in the country.		Male	Over 65	White British	
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good.		Male	46-55	White British	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Un-fussed, pleasant staff with a fast response.	No. This is as good as it can get.	Male	56-65	White British	
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, professional service. Very thorough and reassuring.	Nothing wrong.		Over 65	White British	
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely						
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The treatment I have received in this hospital during the last 3 years has been excellent.		Male	Over 65	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good, efficient service. Friendly staff.		Female	46-55	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	As with all departments of Barnstaple Hospital,	Carry on with the same standard of service.	Male	56-65	White British	

	Outpatients)		they are polite, prompt and most of all professional.					
48	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	
49	Clinic / department not entered (NDDH Outpatients)	Likely	The service I have received was very good. Glad to see the NHS is still going great!!!		Male	Over 65	White British	
50	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	
51	Clinic / department not entered (NDDH Outpatients)	Likely			Female	16-25	White British	
52	Clinic / department not entered (NDDH Outpatients)	<b>Not entered</b>	The waiting times are long and differing tests are not co-ordinated to be on the same day even for people travelling very far to get here.	Switch off the TV - no-one watches it.	Female	Over 65	Other ethnic group	
53	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	All aspects excellent. Thank you.		Male	36-45	White British	
54	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	The respiratory clinic has always been helpful, successful over several years. Little waiting time, very efficient.		Female	Over 65	White British	
55	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Everyone I have seen has been extremely kind & attentive. I felt secure in the responses that I was being assessed correctly & I came away happy		Female	Over 65	White British	

			with the assessment.					
56	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	I am very happy that I have this service available for myself in North Devon. Have been very pleased with the care service given over the years I have been treated here - 18 years plus.	Not at moment, happy with the outpatient service in its unit now.	Male	56-65	White British	
57	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff extremely kind & helpful, was seen on time and professional treatment.	No.	Female	Over 65	White British	
58	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite & helpful attention.		Female	Over 65	White British	
59	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient department, invaluable to local people, completely reassuring.		Female	Over 65	White British	
60	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quite satisfied with all the help and advice given. Prompt attention.		Female	Over 65	White British	
61	Eye Clinic (NDDH Outpatients)	Extremely Likely	Found Mr W. and staff very helpful.		Male	Over 65	White British	
62	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been treated for years at other hospitals in other parts of the country. This is the first clinic that has effectively treated my eye problems and listened to me as a patient.		Male	36-45	White British	
63	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
64	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish



	Outpatients)							
65	Eye Clinic (NDDH Outpatients)	Extremely Likely	Caring staff.		Female	Over 65	White British	
66	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
67	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent, patient, kind staff who explained everything clearly.		Female	46-55	White British	
68	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful and caring.					
69	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very thorough eye checks & advice.		Male	Over 65	White British	
70	Eye Clinic (NDDH Outpatients)	Likely	Really good treatment but appointment 4 months late and had to chase for this.	Timely appointments.	Female	16-25	White British	
71	Eye Clinic (NDDH Outpatients)	Likely	Staff excellent, kind, helpful. Waiting time terrible - often waited 1 to 2hrs over past 3 years.	Each patient slot should be longer.	Female	Over 65	White British	
72	Eye Clinic (NDDH Outpatients)	Likely				Over 65	White British	Do not publish
73	Eye Clinic (NDDH Outpatients)	Likely	Clinic seems run quite efficiently & surgeon certainly listens well to the patient.	Hopefully better funding!	Female	56-65	White British	
74	Eye Clinic (NDDH Outpatients)	Likely	I have had very good care from Mrs H.M. who has cured my running eyes that i have had for years. Thank you NHS & H.		Female	Over 65	White British	
75	Eye Clinic (NDDH Outpatients)	<b>Not entered</b>	It's local. If closes, where and how would we get to wherever?		Male	Over 65	White British	

76	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The ladies that re-plastered my daughter's leg were fantastic. Made my daughter feel very at ease. Very friendly, especially S.		Female	46-55	White British	
77	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Seen promptly by caring & friendly staff.	None.	Female	Over 65	White British	
78	General Medicine (NDDH Outpatients)	Extremely Likely	Ease of use.		Male	Over 65	White British	
79	General Medicine (NDDH Outpatients)	Likely	Have always helpful, the few times have been coming to the clinic.	Maybe improving the time you have to wait for your appointment is, as well as getting the best day and time for an appointment.	Male	36-45	White British	
80	Gynaecology (NDDH Outpatients)	Extremely Likely	C. and M. (senographers) always friendly, polite and professional. We always look forward to seeing these two in particular, as always make us feel welcome and put us at ease. Credit to NHS and their department. Please pass on praise and thanks.		Female	26-35	White British	
81	Maxillofacial (NDDH Outpatients)	Extremely Likely	Efficient & very pleasant & reassuring.		Female	Over 65	White British	
82	Maxillofacial (NDDH Outpatients)	Extremely Likely	I think I will tell someone who has similar treatment because the staff are very kind.	None.	Female		White British	
83	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	Do not publish
84	Maxillofacial (NDDH Outpatients)	Extremely Likely	Kindness shown by all staff. Thank you so		Male	Over 65	White British	

			much.					
85	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	56-65		
86	Maxillofacial (NDDH Outpatients)	Likely	Quick, easy, professional.	None.	Male	16-25	White British	
87	Maxillofacial (NDDH Outpatients)	Unlikely	Did not feel that anything was looked into better than my own dentist. Left feeling very disappointed!		Female	56-65	White British	
88	Maxillofacial (NDDH Outpatients)	Extremely Unlikely	Rude staff!					
89	Neurology (NDDH Outpatients)	Extremely Likely	Staff are always very helpful & the doctor really understands my condition.		Male	Over 65	White British	
90	Oncology (NDDH Outpatients)	Extremely Likely	I have been a patient here for nearly 3 years and have been very happy with the service and treatment I have received Thank you.	No keep up the good work.		Over 65	White British	
91	Oncology (NDDH Outpatients)	Extremely Likely	Dr H. is a very professional & pleasant doctor. The support staff are also very efficient.		Female	Over 65	White British	
92	Oncology (NDDH Outpatients)	Extremely Likely	Very helpful & friendly.		Male	Over 65	White British	
93	Oncology (NDDH Outpatients)	Extremely Likely	Thorough - kindly - confidence promoting.		Male	Over 65	White British	
94	Oncology (NDDH Outpatients)	Extremely Likely		Regular updates on delayed appointments / waiting time.	Female	56-65	White British	
95	Oncology (NDDH Outpatients)	Neither Likely nor Unlikely			Female	46-55	White British	

96	Oncology (NDDH Outpatients)	Neither Likely nor Unlikely			Female	56-65	White British	Do not publish
97	Oncology (NDDH Outpatients)	Neither Likely nor Unlikely	Do not listen to what patient says.		Female	46-55	White British	
98	Oncology (NDDH Outpatients)	<b>Not entered</b>	Odd question since if one is diagnosed with a serious condition one is more likely to 'recommend' than otherwise.	Appointment times should, where possible, be adhered to.	Female	56-65	White British	
99	Ophthalmology (NDDH Outpatients)	Extremely Likely	In the last few years I have been sent here with torn retinoid both eyes and have had first class treatment. The consultants and staff are very friendly, which helps to make you feel at ease.	How can you improve something that's good already.	Female	Over 65	White British	
100	Orthopaedics (NDDH Outpatients)	Extremely Likely	I find the nurses and colleagues are very friendly and helpful at all times. This makes you feel more at ease.		Female	Over 65	White British	
101	Orthopaedics (NDDH Outpatients)	Extremely Likely	Good attitude & concern.		Female	Over 65	White British	
102	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
103	Orthopaedics (NDDH Outpatients)	Unlikely	Waiting over an hour to be seen on all occasions. Car park full, staff too concerned with new computer to answer questions.		Female	36-45	White British	
104	Orthotics (NDDH Outpatients)	Extremely Likely	Very careful attention by J.G. - assistant.	It is just a long painful walk to reach physio dept.	Male	Over 65	White British	

105	Physiotherapy (NDDH Outpatients)	Extremely Likely	L. the physio is very helpful, caring and trying to mend me after years of pain.			36-45	White British	
106	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
107	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent care and treatment, prompt service, friendly reception, lovely environment.		Female	46-55	White British	
108	Physiotherapy (NDDH Outpatients)	Extremely Likely	Have seen R.S. who is an excellent practitioner - friendly, professional, explains well. One readily feels an easy rapport & trust. Seen on time.	That the letter of appointment should send one to the right area!	Female	Over 65	White British	
109	Physiotherapy (NDDH Outpatients)	Extremely Likely	Clear, concise assessment, treatment & recommendations. Patient-orientated environment. Very friendly. Excellent outcome with supported self-motivation.	Much improved from previous visit 2 yrs. ago. Private assessment & treatment room much better. Gives better privacy & confidentiality.	Female	56-65	White British	
110	Physiotherapy (NDDH Outpatients)	Extremely Likely	The physiotherapy unit have been very helpful & supportive.	No.	Male	36-45	White British	
111	Physiotherapy (NDDH Outpatients)	Likely			Male	16-25	White British	
112	Physiotherapy (NDDH Outpatients)	Likely	All very good.	Ok.	Male	36-45	White British	
113	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Staff are extremely considerate and take time to meet individual	Referral more promptly would help as it takes a time to get appointment.	Female	56-65	White British	

			needs.					
114	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Very friendly and lovely staff, very helpful. First class all the way.	Nothing.	Female	36-45	White British	
115	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Efficient & very caring.		Female	Over 65	White British	
116	Plastic Surgery (NDDH Outpatients)	Likely		Run on time!	Male	Over 65	White British	
117	Radiology - CT scan	Extremely Likely	Prompt and friendly staff with no waiting.		Male	Over 65	White British	
118	Radiology - CT scan	Extremely Likely	Very reassured by C. - pleasant, sympathetic manner.		Female	46-55	White British	
119	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
120	Radiology - CT scan	Extremely Likely	Pity about the wait.	Investment.	Male	46-55	White British	
121	Radiology - CT scan	Extremely Likely	Everything first class. Absolutely A1.	No. Everything perfect.	Male	Over 65	White British	
122	Radiology - CT scan	Extremely Likely	Efficient and friendly.	Well, for me, you could turn the television off. But it's a small thing.	Male	46-55	White British	
123	Radiology - CT scan	Extremely Likely	Having had a few CT scans I can honestly say the treatment I have received has been first class.		Male	Over 65	White British	
124	Radiology - CT scan	Extremely Likely	Quick and efficient.	No.	Male	Over 65	White British	
125	Radiology - CT scan	Likely	Very well looked after. Tx well explained. Perhaps knowing that no metal objects were allowed would've been helpful as could've dressed differently.		Female	46-55	White British	
126	Radiology - CT scan	Likely			Male	Over 65	White British	

127	Radiology - CT scan	Likely	Seem to be very stretched. Could do with extra kit. Very helpful staff and kept me informed of what was happening.		Male	46-55	White British	
128	Radiology - CT scan	Likely	Everything is explained clearly. Nurse puts you at ease. Appointment on time & efficient.	Keep it local! & Keep doing what you're doing.	Female	46-55	White British	
129	Radiology - CT scan	Neither Likely nor Unlikely			Female	Over 65	White British	
130	Radiology - CT scan	<b>Not entered</b>	Referral made by doctor rather than patient.	No. All very simple. Arrived early and was seen early before appointment time. Later appointment will discuss diagnosis.	Female	Over 65	White British	
131	Radiology - Mammogram	Extremely Likely	Brilliant staff, excellent at explaining scan to me. Girls were brill doing mammo.		Female	46-55	White British	
132	Radiology - MRI scan	Likely	The department was very accommodating about arranging an appt. that was suitable and when I arrived I was seen punctually & politely.	A little more advance warning about how noisy the MRI scanner is.	Male	56-65	Other ethnic group	
133	Radiology - Ultrasound	Extremely Likely	The nurses, radiologist & RDA have been very kind, caring & explained treatment as it happened.	No.	Female	46-55	White British	
134	Radiology - X-ray	Extremely Likely	Very quick & easy.		Female	16-25	White British	
135	Radiology - X-ray	Extremely Likely	Was pleased with the whole process. Staff very	In my view, no.	Female	Over 65	White British	

			helpful and friendly, whole experience very good.					
136	Radiology - X-ray	Extremely Likely	Everyone so friendly & helpful.		Female	Over 65	White British	
137	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	Do not publish
138	Radiology - X-ray	Extremely Likely	Very nice & kind radiographer & very prompt treatment.		Male	Over 65	White British	
139	Radiology - X-ray	Extremely Likely	Staff are always welcoming & caring.					
140	Radiology - X-ray	Extremely Likely	Friendly, helpful, cheerfulness, well inform.	Keep up with the same speed.	Female	56-65	Asian / Asian British	
141	Radiology - X-ray	Extremely Likely	I could not have asked for better treatment and kindness from the staff concerned.	Not really. You are doing a fantastic job despite all the cutbacks!	Male	Over 65	White British	
142	Radiology - X-ray	Extremely Likely	V. quick service. Friendly staff.		Female	16-25	White British	
143	Radiology - X-ray	Extremely Likely	I have been here twice before and the staff have always been kind, efficient & professional.		Female	36-45	Other ethnic group	
144	Radiology - X-ray	Extremely Likely	Efficient service.		Male	36-45	White British	
145	Radiology - X-ray	Likely		Reduce waiting time if possible.	Male	Over 65	White British	
146	Radiology - X-ray	Likely			Male	Over 65	White British	
147	Radiology - X-ray	Likely	Other hospitals are too far away! Which are 1 hour half away without traffic. So had to come to NDDH. But is a lovely clean / tidy well-kept hospital.	Had no confirmation letter for my appointment for my outpatient appointment, before being sent to X-ray. Had no idea who I was seeing or where to go when first arriving at	Male	36-45	White British	



				NDDH. Communication!				
148	Radiology - X-ray	Unlikely	I was sat waiting with my mum in the above department when I heard a lady calling the nurse. The nurse just ignored the lady who was calling her. This happened twice and I thought that this was rude of the nurse to ignore the lady and the nurse did hear as she looked, then looked away.	Yes - for the colleagues to be more polite.	Female	36-45	White British	
149	Radiology - X-ray	<b>Not entered</b>	To retain services in North Devon.		Male	Over 65	White British	
150	Radiology (NDDH Outpatients)	Extremely Likely	I found everybody very helpful & informative with what was happening.	No.	Male	Over 65	White British	
151	Respiratory (NDDH Outpatients)	Extremely Likely	Always very good treatment / service with very short waiting times compared to other areas of UK.	All good. Good because local.	Male	56-65	White British	
152	Respiratory (NDDH Outpatients)	Extremely Likely	Several visits and all been excellent.		Male	Over 65	White British	
153	Respiratory (NDDH Outpatients)	Likely			Male	Over 65	White British	
154	Respiratory (NDDH Outpatients)	Likely	Money wasted when reminder appt service (tele) will not speak to the person who they ring - the patient representative	Correct this issue.		Over 65	White British	

			(apparently data protection). I have checked this 3 times.					
155	Rheumatology (NDDH Outpatients)	Extremely Likely	Always friendly.		Male	56-65	White British	
156	Rheumatology (NDDH Outpatients)	Extremely Likely	Very friendly and knowledgeable. Very proactive, giving me an appointment.	No. Really good.	Male	46-55	White British	
157	Rheumatology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
158	Rheumatology (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
159	Seamoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
160	Seamoor Unit (NDDH Outpatients)	Extremely Likely	Having been visiting as an inpatient / outpatient - always received friendly welcome & medical expertise. Every visit positive with excellent treatment.	Parking a problem. Car park often full!	Female	Over 65	White British	
161	Upper Limb Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
162	Urology (NDDH Outpatients)	Extremely Likely	The consultation with our specialist was extremely professional and clear to understand. Very caring and reassuring. Mr K. a pleasure to deal with under the circumstances.	Not at the moment. Everyone caring and helpful.	Male	Over 65	White British	
163	Urology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
164	Urology (NDDH)	Extremely Likely	Efficient, caring, clean.		Male	46-55	White British	

	Outpatients)							
165	Urology (NDDH Outpatients)	Extremely Likely	Excellent staff, empathetic.		Male	Over 65	White British	
166	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
167	Urology (NDDH Outpatients)	Extremely Likely	Everyone helpful.			Over 65	White British	
168	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
169	Urology (NDDH Outpatients)	Extremely Likely	Outstanding treatment.	None. Excellent service always.	Male	Over 65	White British	
170	Urology (NDDH Outpatients)	Extremely Likely	Super treatment medically. All concerned have looked after me with great care, respect & kindness.		Male	Over 65	White British	
171	Urology (NDDH Outpatients)	Likely	Treatment good but need to chase appointments and results.		Male	Over 65	White British	

### Qualitative Feedback - Apr-17 - 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	Clinic / department not entered (NDDH	Parent/ Guardian/ Carer	Yes	Staff and clinics are friendly and welcoming as well	Friendly, quick and helpful.	Nothing. Appointment was run as expected.		Under 6	White British	

	Outpatients)			as very well run.						
2	EEG / EMG (NDDH Outpatients)	Not entered	Yes					Under 6	White British	
3	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very prompt, very courteous, conscientious & considerate.	Bang on time. The lady was very, very kind and considerate.	Nothing.	Female	Under 6	White British	
4	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes		Good.		Female	Under 6	White British	
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very good at the job [illegible] my little boy while he had his EEG.	He was able to play with toys.		Male	Under 6	White British	
6	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The staff are great with my young daughter.	R. loved the stickers. I am impressed by how patient the staff are.			Under 6	White British	
7	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Good, efficient service. Friendly staff. Knowledgeable staff.	Friendly staff.	Perhaps a safe, contained area for toddlers?		6-8	White British	
8	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because I got a sticker.	Very helpful.		Female	Under 6	White British	
9	Fracture Clinic (NDDH Outpatients)	Patient	Yes	The doctor / nurse are very careful.	Getting to see my X-ray.	Nothing.	Male	9-11	Mixed / Multiple ethnic groups	
10	Maxillofacial (NDDH Outpatients)	Patient	Yes	Because it friendly and good communication.	That you've been quick.		Female	9-11	White British	
11	Maxillofacial	Patient	Yes	I gave that	The staff's	Nothing.	Female	9-11	White	

	(NDDH Outpatients)			answer because the staff are very kind.	kindness.				British	
12	Orthoptist (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because I liked playing games with doc.	Toys.	More games.	Male	6-8	White British	
13	Radiology - Ultrasound	Parent/ Guardian/ Carer	Yes	All staff friendly and fast.	Things to entertain children in waiting room. Friendly staff.		Male	Under 6	White British	