

Outpatients - NDDH - 'Friends and Family Test' - Aug-15 to Sep-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.	%	%	%
Aug-15	56	100.0	0.0	0.0
Sep-15	57	98.2	1.8	0.0

Qualitative Feedback - Aug-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	Aug	Cardiology	Extremely likely	Necessity.	Keep to appointment time or give reason for delay.	Male	over 65	White British	No tick
2	Aug	Cardio-Respiratory	Extremely likely	Friendly, helpful & sympathetic staff.		Female	over 65	White British	No tick
3	Aug	EEG / EMG	Extremely likely	First class all round.		Male	over 65	White British	No tick
4	Aug	EEG / EMG	Extremely likely	Appointment on time, very polite staff member, full explanation of what is going to happen. 5 stars!	A new carpet / decor in EEG room!!	Female	46-55	White British	No tick
5	Aug	EEG / EMG	Extremely likely			Male	26-35	White British	No tick
6	Aug	EEG / EMG	Extremely likely	Easy quick tests with good explanation of results and the condition. Very pleasant and helpful staff.	Quicker access to appointments.	Male	over 65	White British	No tick
7	Aug	EEG / EMG	Extremely likely	The service given was prompt, efficient, friendly and professional.	Parking facilities should be improved by	Male	over 65	White British	No tick

					enlargement.				
8	Aug	EEG / EMG	Extremely likely	Staff polite and very efficient.		Female	over 65	White British	No tick
9	Aug	EEG / EMG	Extremely likely	Great service, on time appointments, no waiting and people i.e. staff were happy. Very good.		Male	46-55	White British	No tick
10	Aug	EEG / EMG	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	Aug	EEG / EMG	Extremely likely		None.	Male	46-55	White British	No tick
12	Aug	EEG / EMG	Extremely likely	No hospital visit is pleasant but the staff here and the treatment are first class.		Male	over 65	White British	No tick
13	Aug	EEG / EMG	Extremely likely	Very efficient service and made it very friendly.		Male	over 65	White British	No tick
14	Aug	EEG / EMG	Extremely likely	Very efficient & friendly.		Male	over 65	White British	No tick
15	Aug	EEG / EMG	Extremely likely				46-55	White British	I DO NOT wish my anonymised comments to be made public
16	Aug	EEG / EMG	Extremely likely			Female	46-55	White British	No tick
17	Aug	EEG / EMG	Extremely likely	Very friendly, made the experience calmer & helped anxiety.		Female	36-45	White British	No tick

18	Aug	EEG / EMG	Extremely likely	I have been in this hospital three times this week. My daughter was hit on the head and had concussion, my son had a blockage in his gut and with my own test our treatment was 100%.	None.	Male	46-55	White British	No tick
19	Aug	EEG / EMG	Extremely likely	Very happy with treatment received & very prompt.		Female	36-45	White British	No tick
20	Aug	EEG / EMG	Extremely likely	Extremely informative, friendly, caring & professional lady. Thank you.		Male	36-45	White British	No tick
21	Aug	EEG / EMG	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
22	Aug	EEG / EMG	Extremely likely	Excellent care - always has been so these past 30yrs. Thank you.	No - it all seems pretty good to me, thank you!		46-55		No tick
23	Aug	EEG / EMG	Extremely likely	Good, friendly service.		Male	over 65	White British	No tick
24	Aug	EEG / EMG	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
25	Aug	EEG / EMG	Extremely likely	Very helpful, very polite.	None.	Male	36-45	White	No tick

								British	
26	Aug	EEG / EMG	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
27	Aug	EEG / EMG	Extremely likely	Friendly & helpful.					No tick
28	Aug	EEG / EMG	Extremely likely	Because it's very good service. A pleasant experience.		Female	56-65	White British	No tick
29	Aug	EEG / EMG	Extremely likely	Very courteous staff that put you at ease.		Female	46-55	White British	No tick
30	Aug	EEG / EMG	Extremely likely	Very good service.		Male	over 65	White British	No tick
31	Aug	EEG / EMG	Extremely likely	An extremely smooth procedure.	No.	Male	over 65	White British	No tick
32	Aug	EEG / EMG	Extremely likely	Fast, friendly service, thank you.		Male	16-25	White British	No tick
33	Aug	EEG / EMG	Extremely likely	Staff were very friendly, helpful & explained the procedure clearly.		Female	46-55	White British	No tick
34	Aug	EEG / EMG	Extremely likely	Very good with my daughter, considerate, kind and attentive. Made us both feel at ease and explained all actions.	Don't change.	Female	26-35	White British	No tick
35	Aug	EEG / EMG	Likely	Efficient and friendly staff.		Male	36-45	White British	No tick
36	Aug	EEG / EMG	Likely	Despite waiting 4 weeks for an appointment, I was seen at the exact time given,		Female	over 65	White British	No tick

				promptly diagnosed and out in less than 10 minutes.					
37	Aug	EEG / EMG	Likely	Experience good. Everyone very helpful!		Female	over 65	White British	No tick
38	Aug	EEG / EMG	Likely	On time, pleasant staff.					No tick
39	Aug	Exmoor Unit	Likely	You are very friendly but a bit of a wait.	Help!				No tick
40	Aug	Eye Clinic	Extremely likely	We have just experienced exceptional team work from a group of obviously not only professionally talented but wonderful, kind and caring group of people - 25/08/15. We have just celebrated our daughter's wedding in Devon. My husband sadly has developed a detached retina. Your team have supported and helped us through this crisis in a way that could only be described as truly wonderful, caring, talented and inspiring. So proud of our NHS service.			56-65	White British	No tick
41	Aug	Gynaecology	Extremely likely	The nurses and doctor were fabulous made me feel relaxed and comfortable. Very friendly, made me feel at ease.	N/A.	Female	26-35	White British	No tick
42	Aug	Gynaecology	Extremely likely	Treated really nicely and feel I was talked through	No I am very happy with	Female	26-35	White British	No tick

				the whole procedure.	how I was treated. Nurses are excellent.				
43	Aug	Haematology	Not entered	The organisation of your blood dept. is unfair on your staff. It is ridiculous that the staff has got to come out and call for the next patient when she or he is under pressure. Is there no planning dept.?	Put the seats back outside the dept. and get a modern number system so people know what is going on.	Male	over 65	White British	No tick
44	Aug	Maxillofacial	Extremely likely	Treatment by Mr H. was exceptional. Top marks to all others involved too. Couldn't be bettered.		Male	over 65	Other ethnic group	No tick
45	Aug	Maxillofacial	Extremely likely	Professional, courteous staff who offered me an earlier appt. on the day following someone's cancellation. Particularly good because I do not drive & was tight for time!	It is excellent as it is!	Female	46-55	White British	No tick
46	Aug	Maxillofacial	Extremely likely	Professional treatment, caring (have time to talk to you), friendly.	Had a problem reaching right person when enquiring about appointment.	Female	over 65	White British	No tick
47	Aug	Maxillofacial	Extremely likely	My child had major work carried out on her teeth before having a brace	Use email for appointments & reminders,	Female		White British	No tick

				fitted. She was scared but has had the most amazing care & treatment.	may save money on appointment cards & perhaps less missed appointments.				
48	Aug	Not Entered	Extremely likely	Friendly + efficient.	Advice on care of plaster + waterproof covers asap.	Female	46-55	White British	No tick
49	Aug	Not Entered	Extremely likely	What a fantastic, professional service - thank you.		Male	46-55	Mixed / Multiple ethnic groups	No tick
50	Aug	Not Entered	Extremely likely	I have a condition that is not 'treatable' but my consultant has been very patient & helpful in enabling me to understand my situation. Staff are kind, observant, patient & informative & friendly.		Male	46-55	White British	No tick
51	Aug	Not Entered	Extremely likely	Friendly outpatients, all staff approachable and free to talk to. Excellent service.			56-65		No tick
52	Aug	Orthopaedic / Trauma	Extremely likely	Dr explained in detail & good examination.		Female	over 65	White British	No tick
53	Aug	Physiotherapy	Extremely likely	I have just had my first physio appointment with S.T. I am amazed with how comfortable S. made me feel and how she spoke	More staff like S.!	Female	16-25	White British	No tick

				with me on my level, being young and anxious. I have left feeling really happy with the service I received and like I have seen S. many times before. I feel positive that because of the high level of practice I will be able to move forward with my condition, something I was hesitant of before my appointment.					
54	Aug	Physiotherapy	Extremely likely			Male		White British	I DO NOT wish my anonymised comments to be made public
55	Aug	Radiology / MRI	Extremely likely	I have had a lot of treatment over the past 2 years and have always been very satisfied.			over 65	White British	No tick
56	Aug	Radiology / MRI	Extremely likely	Always looked after every time.		Male	over 65	White British	No tick
57	Aug	Radiology / MRI	Extremely likely						No tick

Qualitative Feedback - Sep-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	Sep	Cardio-Respiratory	Extremely likely			Male	36-45	White British	No tick
2	Sep	EEG / EMG	Extremely likely	The nurse was very nice and comforting and made me feel more relaxed. Thank you to her.		Male	26-35	White British	No tick
3	Sep	EEG / EMG	Extremely likely	Very good service.	More directions to the unit.	Male	over 65	White British	No tick
4	Sep	EEG / EMG	Extremely likely	Seen promptly - very nice doctor, nurse & staff.	N/A.	Female	over 65	White British	No tick
5	Sep	EEG / EMG	Extremely likely	Excellent service with full explanation.	No.	Male	56-65	White British	No tick
6	Sep	EEG / EMG	Extremely likely	Friendly staff & helpful.		Female	26-35	White British	No tick
7	Sep	EEG / EMG	Extremely likely	Was very pleasant and quick and easy experience.	None.	Male	46-55	White British	No tick
8	Sep	EEG / EMG	Extremely likely	Friendly, courteous staff.			56-65	White British	No tick
9	Sep	EEG / EMG	Extremely likely			Male		White British	I DO NOT wish my anonymised comments to

									be made public
10	Sep	EEG / EMG	Extremely likely	Was really helpful and nice.		Female	26-35	White British	No tick
11	Sep	EEG / EMG	Extremely likely	Very efficient & polite service.		Male	36-45	White British	No tick
12	Sep	EEG / EMG	Extremely likely	Extremely polite and explanative.		Female	46-55	White British	No tick
13	Sep	EEG / EMG	Extremely likely	Quick and polite.					No tick
14	Sep	EEG / EMG	Extremely likely	Very good service, no waiting & polite.		Male	over 65	White British	No tick
15	Sep	EEG / EMG	Extremely likely	Appointment on time. Stressless and pleasant.		Male	46-55	White British	No tick
16	Sep	EEG / EMG	Extremely likely	Polite and helpful members of staff.		Female	26-35	White British	No tick
17	Sep	EEG / EMG	Extremely likely	Very polite & kind treatment.		Female	46-55	White British	No tick
18	Sep	EEG / EMG	Extremely likely	Really friendly staff.		Male	16-25	White British	No tick
19	Sep	EEG / EMG	Extremely likely	Friendly & helpful.		Female	36-45	White British	No tick
20	Sep	EEG / EMG	Extremely likely	On time, efficient, polite.					No tick
21	Sep	EEG / EMG	Extremely likely	Excellent service. Very helpful and informative. Clarified problem.	No, it was excellent.	Female	56-65	White British	No tick
22	Sep	EEG / EMG	Extremely likely	Very good with children.		Female	16-25	White British	No tick
23	Sep	EEG / EMG	Extremely likely	I thought it was going to be a bad experience but doctor very good at calming you down.	Nothing wrong, all good.	Male	36-45	White British	No tick
24	Sep	EEG / EMG	Extremely likely	Excellent service!		Female	over 65	White	No tick

								British	
25	Sep	EEG / EMG	Extremely likely	Put me at ease soon as I walked in, explained what was going on all the way through.		Male	56-65	White British	No tick
26	Sep	EEG / EMG	Extremely likely	Excellent care and service.		Female	over 65	White British	No tick
27	Sep	EEG / EMG	Extremely likely	Excellent hospital.	None. Always been treated very well in all depts.	Male	over 65	White British	No tick
28	Sep	EEG / EMG	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
29	Sep	EEG / EMG	Extremely likely	Friendly & relaxed consultation.		Female	over 65	White British	No tick
30	Sep	EEG / EMG	Extremely likely	Good & friendly staff.		Female	36-45	Asian / Asian British	No tick
31	Sep	EEG / EMG	Extremely likely	Prompt, efficient, good explanation.		Male	over 65	White British	No tick
32	Sep	EEG / EMG	Extremely likely	Excellent, thorough treatment. Full explanation as tests done. V. pleasant & reassuring.	Arrow on sign to dept.	Female	56-65	White British	No tick
33	Sep	EEG / EMG	Extremely likely						No tick
34	Sep	EEG / EMG	Extremely likely	The service is always good whichever department you visit.		Male	36-45	White British	No tick

35	Sep	EEG / EMG	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
36	Sep	EEG / EMG	Extremely likely	Have received excellent care all round with NHS.		Male	over 65	White British	No tick
37	Sep	EEG / EMG	Extremely likely	I was seen quickly by very pleasant and professional people.			over 65	White British	No tick
38	Sep	EEG / EMG	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
39	Sep	EEG / EMG	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
40	Sep	EEG / EMG	Extremely likely		TV in waiting room.	Female	26-35	White British	No tick
41	Sep	EEG / EMG	Extremely likely	Friendly staff. Made to feel at ease.				White British	No tick
42	Sep	EEG / EMG	Likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public

43	Sep	EEG / EMG	Likely	Quick, fast appointment. Good advice.		Female	46-55	White British	No tick
44	Sep	EEG / EMG	Likely	Good service.		Male	56-65	White British	No tick
45	Sep	EEG / EMG	Likely	Quick and friendly.		Female	36-45	White British	No tick
46	Sep	EEG / EMG	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
47	Sep	EEG / EMG	Likely	The service given was really good. To time and helpful.	As always the parking area seems miles away from the clinic.	Female	over 65	White British	No tick
48	Sep	EEG / EMG	Likely	Fast and efficient service and friendly staff.	No.		36-45	White British	No tick
49	Sep	EEG / EMG	Not entered			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
50	Sep	Fracture Clinic	Extremely likely	Very helpful staff, everyone involved.		Male	26-35	White British	No tick
51	Sep	Gynaecology	Extremely likely	Excellent contact - friendly & thorough information given. Great team from admin to staff grade to consultants. Quick and efficient.		Female	46-55	White British	No tick

52	Sep	Not Entered	Extremely likely	I have been bringing my friend for several appointments. We are impressed how all the TIMES are so PUNCTUAL. Thank you. All the staff are also friendly which makes the patient feel at ease.		Female	over 65	White British	No tick
53	Sep	Not Entered	Extremely likely	Friendly, helpful staff.					No tick
54	Sep	Physiotherapy	Unlikely	I have had to wait at least 15 minutes for every appointment - which in turn has led to a shorter appointment for myself.	Keep to appointment times!	Female	36-45	White British	No tick
55	Sep	Radiology / MRI	Extremely likely	Spotlessly clean. Happy, smiling staff. Patient with the patient (me)! Calm environment.	Felt sorry for the (lovely) receptionist who had to keep walking away from her station to collect printouts or check if printer was working.	Male	over 65	White British	No tick
56	Sep	Radiology / MRI	Extremely likely	D. from Radiology very clear and concise. Created a calm & comfortable environment very knowledgeable.		Male	16-25	White British	No tick
57	Sep	Radiology / MRI	Extremely likely	The staff are friendly, courteous and helpful.		Female	46-55	White British	No tick

58	Sep	Radiology / MRI	Likely	I had my scan by M.G. She was brilliant, she moved things along fast, was still caring & thorough & I felt that she listened and would move things forward.		Female	36-45	White British	No tick
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