

Outpatients - North Devon District Hospital - Friends and Family Test - Aug-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 %
Aug-17	387	95.3	2.1	2.6

Qualitative Feedback - Aug-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	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Friendly and attentive service. Good facilities.		Female	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	When I rang with a problem I had an immediate response which was calm but calculated. My medical needs were assessed and dealt with in a caring and professional manner.	I cannot suggest anything to improve the service. I just thank [name withheld] and the team for the attention I was given.	Male	56-65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Caring staff, expert audit, reassuring consultants, knowledgeable nurses, calm environment, supportive services.	No!	Female	56-65	White British	
4	Acute Oncology Service (NDDH)	Extremely Likely	All staff very caring and efficient.	No.		Over 65	White British	

	Outpatients)							
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Since being treated I have found the staff to be very professional and very caring.		Male	Over 65	White British	
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Very kind & caring - can't do enough for you.		Female	Over 65	White British	
7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The best care and attention I have ever had. The medical staff are so kind and caring and they always make time to chat & listen to your worries. God bless the doctors & nurses on Seamoor Unit.	Only thing I would suggest is they had more staff because the poor nurses are rushed off their feet and yet still manage to keep a warm smile on their faces.	Female	Over 65	White British	
8	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Always friendly and considerate. Do their best to inform if any delay. Great service.			Over 65	White British	
9	Acute Oncology Service (NDDH Outpatients)	Likely	Friendly staff. Acute oncology nurse - [name withheld] goes the extra mile.	Facilities/workshops for patients to access.	Female	26-35	White British	
10	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent service, very reassuring.	No - excellent as it is.	Female	56-65	White British	
11	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Yes. I have felt reassured by having the ECG and also by having a personal conversation with [name withheld]. The knowledge that I can phone at any time if I have concerns and that they will respond in due course.	I have no complains!!	Female	Over 65	White British	
12	Arrhythmia Service	Extremely Likely	Extremely efficient and		Female	Over 65	White British	

	(NDDH Outpatients)		very, very helpful.					
13	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Thank you!		Male	Over 65	White British	
14	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Found the service extremely helpful, reassuring.	No.	Female	Over 65	White British	
15	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	I felt that I mattered to all of the staff who I came into contact with.		Female	56-65	White British	
16	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	They are helpful and reassuring.	More information on appointment letter.	Female	56-65	White British	
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	My daughter has been seen here for a while now. We are usually seen on time, if not only a short time after appointment time. Staff are friendly and patient.		Female	16-25	White British	
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Service is good but waiting too long for appointment in and out of waiting room. When you have to come regularly to hospital it does cost a fortune in parking.	Be able to get appointment quicker although has improved over last 10 years but still could do with improvement.	Female	36-45	White British	
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Sensitive, caring and thorough. Flexible approach. Understanding of patient needs.		Male	Over 65	White British	
20	Audiology/ENT (NDDH Outpatients)	Likely	Treated well and quite happy with the service.	No.	Female	Over 65	White British	
21	Audiology/ENT (NDDH Outpatients)	Likely			Female	Over 65	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and good, quick service.	Some toys for toddlers, few books are not enough.	Female	36-45	Other ethnic group	

23	Breast Clinic (NDDH Outpatients)	Extremely Likely	It's an essential department, [illegible] every department at NDDH. We must do everything we can to keep it!	I've never had a problem with it.	Female	36-45	White British	
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	First class treatment by all staff. Very friendly.		Female	36-45	White British	
25	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	I am grateful that I do not need to attend the outpatients department on a regular basis. I must say all the staff were very friendly, approachable and efficient. It is also a light & airy waiting area, with lots of space.		Female	46-55	White British	
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone is very friendly.		Female	36-45	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	Efficient & friendly.	When calling name need to be clearer. All nurses are very quiet when calling patients, very difficult to hear your name being called.	Female	46-55	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	The times I waited were minimal. The waiting area was clean and pleasant. The staff were very friendly and kind. It was truly a good experience.		Female	56-65	Other ethnic group	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	No issues. Good, friendly staff. Professional staff.		Female	26-35	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely	The service was very good.	No. It was very efficient.	Female	Over 65	White British	

	Outpatients)							
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was given sensitive and considerate care by both the nurse & doctor. Time was taken to provide explanations & to listen to my concerns.		Female	56-65	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	Good service. Polite staff.		Female	56-65	White British	
34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Short wait for hospital appointment, not waiting long to see consultant, all staff really friendly and professional.		Female	36-45	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff are very kind and helpful and thorough. Couldn't wish for any better.		Female	Over 65	White British	
36	Breast Clinic (NDDH Outpatients)	Likely	Friendly staff and I didn't have to wait too long to be seen.		Female	26-35	White British	
37	Breast Clinic (NDDH Outpatients)	<i>Not entered</i>	Using local service.	Cheer the department up - more colourful.	Female	46-55	White British	
38	Cardiac Rehab Clinic (NDDH Outpatients)	Likely				Over 65	White British	
39	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The staff have made me realise what I'm capable of.			46-55	White British	
40	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Found it helpful to do 70% (not 100%).		Male	Over 65	White British	
41	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The course has given me confidence whilst exercising. I feel happier, less worried.		Female	Over 65	White British	

42	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			Male	56-65		Do not publish
43	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Good team - gives lots of help.		Male	Over 65	White British	
44	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Friendly and caring.		Male	Over 65	White British	
45	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent service.	Very happy the way it is running now.	Male	56-65	White British	
46	Cardiology (NDDH Outpatients)	Extremely Likely	Staff very helpful, on time and extremely informative.		Male	Over 65	White British	
47	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Lack of space. Seating in corridor. Not ideal.					
48	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Helpful, informative, reassuring.		Female	56-65	White British	
49	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Timekeeping in apt. Excellent staff - professional, friendly & answered all questions.	No. Seems excellent!	Female	Over 65	White British	
50	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	All the staff within this department are always most pleasant & helpful whether in person or via telephone contact. I have been attending this clinic for almost seven years!	A cold water (for drinking) machine, would be most welcome.	Female	Over 65	White British	
51	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		Male	Over 65	White British	
52	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Good waiting times, courteous, helpful staff, a pleasure to have experienced, despite not feeling great. Thank you	None.	Female	Over 65	White British	

			one & all.					
53	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very friendly & competent.		Male	46-55	White British	
54	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always treated kindly & efficiently.		Female	Over 65	White British	
55	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
56	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely	Personal noise to all heart patients.	Patient confidentiality - it is far too vocal. For staff and patients, urgent office required.		56-65	White British	
57	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Doctor was on time so didn't have to waste half a day. Consult wasn't rushed.		Male	Over 65	White British	
58	Care of the Elderly (NDDH Outpatients)	<i>Not entered</i>	Friendly, fast service.	No.	Male	36-45	White British	
59	Care of the Elderly (NDDH Outpatients)	<i>Not entered</i>	Good service but I can't recommend as wish people good health.		Male	46-55	White British	
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very pleasant staff and no waiting to be seen.		Female	Over 65	White British	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have already found this dept. friendly & helpful.		Female	46-55	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	An excellent consultation and couldn't be more helpful. Thank you.		Male	Over 65	White British	
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff were efficient and friendly. I thought the explanation of how to manage the appointment					

			on the TV screens was really positive. My father (and my mother) are of the generation where one does not ask questions of doctors and are embarrassed when I do it on their behalf. So reading the suggestion that this is appropriate and necessary is empowering.					
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Nice lady.		Female	Over 65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care always.	More government support.	Male	Over 65	White British	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very nice staff.		Female	46-55	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My appointment was on time - 2m. Excellent, professional service.			Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone has been so kind & helpful. The care I have been given has been wonderful.		Male	Over 65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone I have had any dealings with has been absolutely super. [Name withheld] is extremely knowledgeable, supportive and kind. Thank you so much!	Dustbin - foot pedal tricky with broken leg!	Female	46-55	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service.	No.	Male	Over 65	White British	

	Outpatients)							
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Professional & caring service.		Female	56-65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good. Receiving good exercises and treatment.		Female	56-65	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly staff.		Female	Over 65	White British	
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Started promptly the pre-op and completed on time within 2hrs. Friendly, competent staff. Free!	N/A.	Male	Over 65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All the nurses, doctor and staff were very helpful.	Had to wait an hour before seeing consultant. Waiting times could hopefully be better.	Male		White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Waiting list is very long - waiting time 4-5 months.	Just waiting time less.	Female	Over 65	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Whatever dept. I have attended I have always had excellent treatment.		Female	Over 65	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff and doctors are friendly but professional.	No.	Female	56-65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly and helpful staff. VG informative doctors [illegible] and not too long a wait.	Cold water dispensers would be appreciated.	Male	Over 65	White British	

82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service.		Male	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always been well cared for.		Female	56-65		
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff were really friendly and were helpful and informative about what they were doing.		Female	26-35	Black / African / Caribbean / Black British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	After a scary incident the consultant I met with was thorough, clear and kind in his explanation of what had happened.	Not sure.	Female	36-45	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Pleasant and competent staff - well done.		Male	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Valuable service, excellent staff, very crowded & facility much needed.	More chairs, people standing with broken limbs.	Female	56-65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I was treated wonderfully. Very caring & everything fully explained.	Nothing - it was brilliant.	Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The service was very prompt and extremely friendly and very professional.	None.	Male	Over 65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff are very friendly & helpful, making an already traumatic experience more pleasurable.		Male	46-55	White British	

92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Although on my arrival the scanner had a problem, which was soon rectified. [Name withheld] very considerate and explained to me in detail.	Excellent service.	Male	Over 65	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always very kind and patient. Thank you.			36-45	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everything has been explained to me very clearly, plus the kindness shown I appreciate and patience as I am rather deaf.	Nil!	Female	Over 65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely						
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good. Apart for parking for disabled.			Over 65		
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	On time. Very friendly & courteous staff.		Female	Over 65	White British	
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	1) Very quick & efficient service. 2) Close to home.					
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I received a clear diagnosis, explained well to me and was given an		Female	Over 65	White British	

			injection for my trigger finger, it was explained that I can contact the hospital directly if there is a further problem - within 6 months. Fantastic.					
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff & doctors very helpful & caring.		Female	Over 65	White British	
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Problem with feet.		Female	56-65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt, efficient, professional service with very considerate staff. Thank you!	None.	Female	56-65	White British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Not too busy!		Male	56-65	White British	
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very kind people that listen to my problems & understand, therefore I get the best form of treatment.	Don't change.	Female	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
109	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
110	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff always welcoming & polite & kind. Nearly always go in for my		Female	46-55	White British	

			appointment on time!					
111	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always a good service.		Female	46-55	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
113	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
114	Clinic / department not entered (NDDH Outpatients)	Likely		Let patients know if running late.	Female	Over 65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
116	Clinic / department not entered (NDDH Outpatients)	Likely			Male		White British	
117	Clinic / department not entered (NDDH Outpatients)	Likely	Great service from sympathetic and caring people. I am very grateful.		Male	Over 65	White British	
118	Clinic / department not entered (NDDH Outpatients)	Likely	Efficient service & pleasant staff.		Male	Over 65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely	Helpful staff. Clean water at hand. Could do with reading material, specially for men as sometimes you have to wait quite a while.	Put history channel on TV.	Male	Over 65	White British	
120	Clinic / department not entered (NDDH Outpatients)	Likely	A ok, thanks.			Over 65	White British	
121	Clinic / department not entered (NDDH Outpatients)	Likely	Visiting area - being looked after by family follow fall.	Why did I have to see the doctor first before having an X-ray? I'd been	Female	Over 65	White British	

				told I would need this on the previous OPD.				
122	Clinic / department not entered (NDDH Outpatients)	Likely	When we get here early we generally get to scan early. [Name withheld] very good.	Bigger area, 2 scanners.	Male	Over 65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
124	Clinic / department not entered (NDDH Outpatients)	Likely	I think the NDH is extremely good for treatment and help.		Male	Over 65	White British	
125	Clinic / department not entered (NDDH Outpatients)	Likely	The service is always efficient and friendly.	Not improvements but you need to ensure that the services continue at NDDH as Exeter and Plymouth A&E far too far away.	Male	56-65	White British	
126	Clinic / department not entered (NDDH Outpatients)	Likely	I had a total hip replacement here and I was impressed with the care I was given.	No.	Female	Over 65	White British	
127	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Have been waiting 30mins, can't blame anyone because you all do a good job - it's probably the cuts - I blame them!	Support whistle blowers.	Female	56-65	White British	
128	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely				56-65	White British	
129	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Female	26-35	White British	
130	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Female	Over 65	White British	

131	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely				Over 65	White British	Do not publish
132	Clinic / department not entered (NDDH Outpatients)	Unlikely	Waiting too long - over one hour. More staff than patients.	Bad administrative staff making appointments and not explaining why everybody's late.	Female	56-65	White British	
133	Clinic / department not entered (NDDH Outpatients)	Unlikely	I brought a patient for a scan. We arrived before but had to wait while other went before who arrived well after the time. We who live in Bude 50 miles away, other that we talked to [illegible] local.	Take patient at the stated on their letter. No jumping in front of others.		Over 65	White British	
134	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	After having a cataract done it all went wrong. I now have debris in the [illegible] and am partially blind.		Female	Over 65	White British	
135	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>			Male	Over 65	White British	
136	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>			Female	56-65	White British	
137	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>				Over 65	White British	
138	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Come to see someone about the cancer I got.	Like it not to be so long.	Female	Over 65	White British	
139	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	To get better.		Female	Over 65	White British	
140	Clinic / department	<i>Not entered</i>	Long wait for		Female	26-35	White British	

	not entered (NDDH Outpatients)		appointment.					
141	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	There is no other alternative.	More doctors to cut waiting times – use other local hospitals.	Female	Over 65	White British	
142	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>			Female	36-45	White British	Do not publish
143	Dietetics (NDDH Outpatients)	Extremely Likely	Very helpful with my weight problem!	No!	Male	Over 65	White British	
144	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
145	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
146	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very pleasant person who put me at ease throughout the test.	Better signage when coming into the building.	Female	Over 65	White British	
147	EEG / EMG (NDDH Outpatients)	Extremely Likely	Person conducting test. Explained clearly what was going on.		Male	Over 65	White British	
148	EEG / EMG (NDDH Outpatients)	Extremely Likely	My appointment was on time and the lady made me feel comfortable and at ease throughout.		Female	26-35	White British	
149	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
150	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] has been looking after me for 21yrs and is a lovely person, I would more than highly recommend [Name withheld].	N/A.	Female	16-25	White British	
151	EEG / EMG (NDDH Outpatients)	Likely	Helpful and friendly staff / team, communicative and sociable. Professional and with good facilities.	Better reception services. Clearer entry directions.	Male	26-35	White British	

152	EEG / EMG (NDDH Outpatients)	Likely	[Name withheld] was polite and helpful.		Female	26-35	White British	
153	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & quickly dealt with & professional staff.		Male	36-45	White British	
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been good care and attention.		Male	Over 65	White British	
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good care given.		Female	26-35	White British	
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	Pleasant staff. Procedure explained clearly.		Male	Over 65	White British	
157	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65		
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	Vast improvement since last visit 2007. Very calm & organised.					
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast, effective, helpful.		Male	16-25		
160	Eye Clinic (NDDH Outpatients)	Extremely Likely	Didn't wait long. Explanations given. Questions answered.		Female	Over 65	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always been satisfied with treatment given.	Keeping to appointment time.	Male	Over 65	White British	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always had good treatment & staff are very helpful.		Male	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff are most helpful & understanding.		Female	Over 65	White British	
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Clean, friendly, efficient.		Female	56-65	White British	
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	Extremely good service and all most helpful.		Female	Over 65	White British	
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt appointment & follow-up. Very good service.		Male	Over 65	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful & supportive	Try to keep appointment	Male	Over 65	White British	

	Outpatients)		of my problem.	time to reduce excess parking charges!				
168	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent care and treatment from everyone.	Provision of drinking water machines.	Male	Over 65	White British	
169	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent care & very friendly. [Name withheld] is the best.		Male	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite staff. Helpful and caring. Informative. Good all round service.	No. Very good service.	Male	Over 65	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
172	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very polite & comforting.		Female	Over 65	White British	
173	Eye Clinic (NDDH Outpatients)	Extremely Likely	RT eye cataract op.		Male	Over 65	White British	
174	Eye Clinic (NDDH Outpatients)	Likely	Quick to see me after referral (3 hours). So far positive treatment response, polite. Only negative slight delay between scheduled appointment 9.55am and seeing doctor 10.30am.	Keep to time.	Male	26-35	White British	
175	Eye Clinic (NDDH Outpatients)	Likely	The staff are really pleasant and helpful.	Cut down waiting times.	Female	Over 65	White British	
176	Eye Clinic (NDDH Outpatients)	Likely	Good service, especially due to limited facilities.	Improve facilities.	Male	Over 65	White British	
177	Eye Clinic (NDDH Outpatients)	Likely	I've always had a good experience in the eye clinic as everyone is friendly and accommodating and good at their job.		Female	36-45	Other ethnic group	
178	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish

179	Eye Clinic (NDDH Outpatients)	Likely	Be prepared to be patient & wait your turn.		Female	Over 65	White British	
180	Eye Clinic (NDDH Outpatients)	Likely	The service was excellent but we had to wait for a long time.		Male		White British	
181	Eye Clinic (NDDH Outpatients)	Likely	Wait not too long. Progressed through stages at a reasonable rate. Hoping to get useful info before I leave (1/2 way through assessment).		Female	56-65	White British	
182	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	
183	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
184	Eye Clinic (NDDH Outpatients)	Likely	Friendly staff. [Name withheld] gets 5 stars.	No. Never get rid of [name withheld].	Female	16-25	White British	
185	Eye Clinic (NDDH Outpatients)	Likely	I have had several appointments and the timescale between them was short and received detailed information regarding my condition.	Observing in waiting room, patients seem to miss their names so calling could be louder (trivial really). But I have no reason to complain.	Male	Over 65	White British	
186	Eye Clinic (NDDH Outpatients)	Likely			Male	56-65	White British	
187	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	56-65	White British	Do not publish
188	Eye Clinic (NDDH Outpatients)	Unlikely	This morning everyone helpful but repeat appointments are always delayed.					
189	Eye Clinic (NDDH Outpatients)	Unlikely		Waiting far too long - 1hr 40mins.	Female	Over 65	White British	
190	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>		Very good, patient and careful service in the clinic. Lucky to get a	Female	Over 65	White British	

				place in the car park - evidence of how much this hospital is needed and used.				
191	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	Wouldn't be here if I didn't have to!	Seeing same doctor each time!	Female	56-65	White British	
192	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
193	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I received excellent care when I was [illegible] about a procedure with the doctors and nurses performing impeccably.	Nope. It's pretty good.	Male	Under 16	White British	
194	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very efficient & friendly staff.		Male	56-65	White British	
195	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Rather fast waiting time. Friendly & happy service.		Female	16-25	White British	
196	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
197	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Helpful, friendly and very thorough and reassuring.	No.	Female	36-45	White British	
198	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Didn't have to wait very long. Friendly staff. Very informative and reassuring.					
199	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good.		Female	56-65	White British	
200	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I feel that I have been listened to. Things have been explained clearly. Concerns sorted. Letters clear & all information correct.		Female	46-55	White British	
201	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & helpful service.		Female	56-65	White British	
202	Fracture Clinic	Extremely Likely	Good, quick, friendly	Keep it!	Male	26-35	White British	

	(NDDH Outpatients)		service.					
203	Fracture Clinic (NDDH Outpatients)	Likely	Long delay each time we attend appointment on time. Not happy with delay but no other option!	Let patient know if there is likely to be a delay!	Male	46-55	White British	
204	Fracture Clinic (NDDH Outpatients)	Likely	Staff are friendly, welcoming and hardworking even when busy.	No.	Female	16-25	White British	
205	Fracture Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
206	Fracture Clinic (NDDH Outpatients)	Likely	Staff are very friendly and considerate. However, [name withheld] was very inconsiderate and hurt my mother's wrist by squeezing it too hard on examination. My mother nearly shot off her chair. Totally unnecessary behaviour from a professional.	At times, when busy or waiting for the consultants a regular update to those waiting in reception. We've been waiting over an hour now.	Female	Over 65	White British	
207	Fracture Clinic (NDDH Outpatients)	Likely			Female	56-65	White British	
208	Fracture Clinic (NDDH Outpatients)	Unlikely	I had a 9.05am appt. I went in for my X-ray at 9.20am and then waited again until 9.45am to see the consultant.	Book appts starting later maybe from 9.30am but ask patients to attend 10mins early for an X-ray - save the frustration.	Female	36-45	White British	
209	Fracture Clinic (NDDH Outpatients)	Unlikely	I understand sickness & rescheduling appointment but we would have been better booking another day than waiting 3 hours to be seen by the plaster tech. Everyone friendly &	Better booking & advice of delay & reschedule for another day so this plaster tech doesn't go off & over [illegible].	Female	46-55	Other ethnic group	

			apologetic. All staff incredibly good & experienced - build good confidence.					
210	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>			Male	46-55	White British	Do not publish
211	General Surgery (NDDH Outpatients)	Extremely Likely	Swift, on time, explained well.		Male	46-55	White British	
212	General Surgery (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
213	Glaucoma Clinic (NDDH Outpatients)	Extremely Likely						
214	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
215	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
216	Gynaecology (NDDH Outpatients)	Likely	Very relaxed atmosphere.		Female	Over 65	White British	
217	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Good team - looked after very well.		Male	Over 65	White British	
218	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Because I have always had the best of attention.	No.	Male	Over 65	White British	
219	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very good care & friendly staff.					
220	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Simple. The treatment is fine.					
221	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Because the staff I see are very pleasant & helpful.	No.	Male	Over 65	White British	
222	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very caring staff who make you feel relaxed.		Male	Over 65	White British	
223	Maxillofacial (NDDH Outpatients)	Extremely Likely	Because they are always on time with their appointments.		Female	16-25	White British	
224	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly, prompt service.	Suggest 'follow Dental' on your appointment letter. Maxfax isn't on	Male	Over 65	White British	

				main directory board.				
225	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very efficient & friendly.		Female	46-55	White British	
226	Maxillofacial (NDDH Outpatients)	Extremely Likely	[Name withheld] is brilliant & it could not be a better service.	No thanks.	Male	16-25	White British	
227	Maxillofacial (NDDH Outpatients)	Extremely Likely	Treated with care and consideration.		Female	56-65		
228	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everyone I have met here including [name withheld] (my consultant) and [name withheld] (whom I saw initially) has been unfailingly kind, helpful, ultra professional and full of knowledge. I am in very good hands I feel. It's greatly appreciated. Ditto the Cancer Unit!	There was a recent problem concerning a new system for patient appointment as a result of which one consultant did not receive a letter sent to him by another consultant at the same hospital. Hopefully this has now been rectified.	Male	Over 65	White British	
229	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very nice & very helpful.		Male	26-35	White British	
230	Maxillofacial (NDDH Outpatients)	Extremely Likely	Great service.		Female	26-35	White British	
231	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly staff.	Waiting times.	Female	36-45	White British	
232	Maxillofacial (NDDH Outpatients)	Likely	1 hour waiting time but, once in, everything was explained thoroughly and in a positive way. Great patient care/manner.		Female	46-55	White British	
233	Maxillofacial (NDDH Outpatients)	Likely	The people & staff. Friendly & helpful.		Female	56-65	White British	
234	Maxillofacial (NDDH Outpatients)	Don't Know			Female		White British	Do not publish
235	Neurology (NDDH Outpatients)	Extremely Likely	Always had good service.		Male	46-55	White British	

236	Neurology (NDDH Outpatients)	Extremely Likely	Brilliant treatment, very understanding and sympathetic consultant.	None.	Female	56-65	White British	
237	Neurology (NDDH Outpatients)	Neither Likely nor Unlikely			Male	Over 65	White British	
238	Oncology (NDDH Outpatients)	Extremely Likely	All the staff are friendly & reassuring. Very professional & understanding.	Not really, just a big thank you.	Female	56-65	White British	
239	Oncology (NDDH Outpatients)	Extremely Likely	I am very happy in the treatment that I am receiving and the fantastic care that the staff give me. I can't thank them enough.		Female	Over 65	White British	
240	Oncology (NDDH Outpatients)	Likely		Anyone late should have to wait until the end of clinic (!) as other people have to pay extra car park etc.	Female	56-65	White British	
241	Oncology (NDDH Outpatients)	<i>Not entered</i>	Having the appointment locally is much better than travelling to Exeter.		Female	46-55	White British	
242	Ophthalmology (NDDH Outpatients)	Extremely Likely	Can't fault the treatment, but the waiting time can be a bit long.	Improve waiting times.	Male	Over 65	White British	
243	Ophthalmology (NDDH Outpatients)	Likely	Friendly staff.					
244	Ophthalmology (NDDH Outpatients)	Likely						
245	Ophthalmology (NDDH Outpatients)	Likely	I have always had very good and prompt attention.		Female	Over 65	White British	
246	Orthopaedic Interface Service (NDDH Outpatients)	Likely			Male	Over 65	White British	
247	Orthopaedic	Likely	Professional & friendly.		Female	46-55	White British	

	Interface Service (NDDH Outpatients)							
248	Orthopaedics (NDDH Outpatients)	Extremely Likely	Friendly at reception and quickly seen to.		Male	56-65	White British	
249	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
250	Orthopaedics (NDDH Outpatients)	Extremely Likely	I was listened to and helped. All staff polite, friendly & helpful.		Female	46-55	White British	
251	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
252	Orthopaedics (NDDH Outpatients)	Extremely Likely	Everyone so helpful. All on time. Thank you.		Female	Over 65	White British	
253	Orthopaedics (NDDH Outpatients)	Extremely Likely	My doctor was very thorough & had a genuine interest in my recovery.	Keep up the good work!		36-45	White British	
254	Orthopaedics (NDDH Outpatients)	Extremely Likely	Care and attention excellent, together with staff who listen to what you say.		Female	Over 65	White British	
255	Orthopaedics (NDDH Outpatients)	Extremely Likely	Most helpful and polite.		Female	56-65	White British	
256	Orthopaedics (NDDH Outpatients)	Extremely Likely	Seen reasonably on time. Polite, courteous, informative staff.	Waiting to get appointment could be shorter but my conditions are not life-threatening.	Male	Over 65	White British	
257	Orthopaedics (NDDH Outpatients)	Likely	Friendly, light & airy, fair prices.	Telly to loud.	Female	Over 65	White British	
258	Orthopaedics (NDDH Outpatients)	Likely	Not having to wait long to be seen. Past experiences have also been positive. Communication good.	Not really.	Female	Over 65	White British	
259	Orthopaedics (NDDH Outpatients)	Likely			Female	Over 65	White British	
260	Orthopaedics (NDDH Outpatients)	Likely	Good advice from doctor,		Male	Over 65	White British	

	Outpatients)		very thorough explanation.					
261	Orthopaedics (NDDH Outpatients)	<i>Not entered</i>	Nearest hospital to Bude. Easy to get to.		Female	56-65	White British	
262	Orthopaedics (NDDH Outpatients)	<i>Not entered</i>	You're a hospital.	Inform patients of delays over 10mins.	Male	46-55	White British	
263	Orthoptist (NDDH Outpatients)	Extremely Likely	Appointment on time. Very pleasant Orthoptist.	Have more comfortable seating. Have healthier food options (local sourced food, prepared by Devon ladies)!	Male	Over 65	White British	
264	Orthotics (NDDH Outpatients)	Extremely Likely	Extremely good. Thank you [name withheld].	No.	Female	Over 65	White British	
265	Parkinson's clinic (NDDH Outpatients)	Extremely Likely	Always, always had brilliant, caring, professional treatment - not just in this department but throughout the hospital. Could not ask for more.	Can't improve on perfection.	Male	Over 65	White British	
266	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
267	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] blood test. I am terrified of needles. They put me at ease, chatting and had done it without me feeling anything. Well done - thank you.		Female	46-55	White British	
268	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] took my blood today and I can honestly say I did not feel a thing. Such a professional and obvious expert. Just wanted to officially sing their praises.	Keep it going. Pay them more!	Female	46-55	White British	

			Thank you. P.S. Normally I hyperventilate & get in a state - perfect - no probs.					
269	Phlebotomy Clinic (NDDH Outpatients)	<i>Not entered</i>	As you are a hospital.	Quicker service.	Male	16-25	Other ethnic group	
270	Phlebotomy Clinic (NDDH Outpatients)	<i>Not entered</i>			Male	46-55	White British	Do not publish
271	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	46-55	Asian / Asian British	Do not publish
272	Physiotherapy (NDDH Outpatients)	Extremely Likely	Chiropractors did not help over 6 months. This dept. helped within weeks.		Male	56-65	White British	
273	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
274	Physiotherapy (NDDH Outpatients)	Extremely Likely		No.	Female	36-45	White British	
275	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service. Good communication and assessment of my issues.		Male	56-65	White British	
276	Physiotherapy (NDDH Outpatients)	Extremely Likely	All have been amazing - physio/hydro. Almost back to my old self. Thanks.					
277	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very good service. Staff physio very supportive and understanding.	Only criticism was receptionist holding a private conversation very loudly in a quiet waiting room!!	Female	46-55	White British	
278	Physiotherapy (NDDH Outpatients)	Extremely Likely	Everybody very friendly & helpful.		Female	56-65	White British	
279	Physiotherapy (NDDH Outpatients)	Likely	Friendly & efficient staff. Clean & comfortable area.	No.	Female	56-65	White British	
280	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Likely	Friendly, caring people. Have been reasonably on time with patient appointments.		Male	Over 65	White British	
281	Plastic Surgery	Extremely Likely	Welcoming reception -	(1) Please give more free	Female	Over 65	White British	

	(NDDH Outpatients)		everyone brightly dressed - bright & clean waiting area.	disabled parking. I have a scooter & need room for a ramp to work. (2) The visitors car park is a nightmare - the man in charge was horribly rude & unhelpful!				
282	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Good service.	No.		Over 65	White British	
283	Radiology - CT scan	Extremely Likely	Staff very friendly, respectful & reassuring. Explained everything very clearly which helped reduce anxiety.		Female	36-45	White British	
284	Radiology - CT scan	Extremely Likely	As usual, staff very efficient, kind & caring. Treatment carried out promptly.		Male	Over 65	White British	
285	Radiology - CT scan	Extremely Likely	Because the nurse [name withheld] was excellent, made mum feel at ease, listened to concerns - was bright & breezy.					
286	Radiology - CT scan	Extremely Likely				56-65	White British	
287	Radiology - CT scan	Extremely Likely	Friendly staff, quick turnaround, all highly professional.	No.	Male	Over 65	White British	
288	Radiology - CT scan	Extremely Likely	Friendliness & caring staff.	No.	Female	Over 65	White British	
289	Radiology - CT scan	Extremely Likely	All the staff are always polite & helpful & put you at ease.		Female	Over 65	White British	
290	Radiology - CT scan	Extremely Likely				56-65	White British	
291	Radiology - CT scan	Extremely Likely	All the staff were very reassuring & friendly. As we were attending		Female	Over 65	White British	

			another appointment in MRI department we were fitted in for the CT scan also. This was much appreciated as we had come a long way & saved us having to come back another time.					
292	Radiology - CT scan	Extremely Likely	Very accommodating, pleasant and efficient.	No, very satisfied.	Male	Over 65	White British	
293	Radiology - CT scan	Extremely Likely	Well looked after. Staff doing the scan was excellent, talk me all the way through the scan.	None.	Female	Over 65	White British	
294	Radiology - CT scan	Extremely Likely	A lovely nurse who made me feel so calm.		Female	56-65	White British	
295	Radiology - CT scan	Extremely Likely	Treated politely and kept informed all the way through.			Over 65	White British	
296	Radiology - CT scan	Extremely Likely	I have never had any bad treatment and every time I come I am made most welcome by friendly staff.	No.	Female	Over 65	White British	
297	Radiology - CT scan	Extremely Likely	Appointment system was good - seen on time, no long waits. Everything explained clearly and I was not rushed through.	No. It all runs smoothly - thank you.	Male	Over 65	White British	
298	Radiology - CT scan	Extremely Likely	Everyone very kind & helpful in the scanning area.	On a couple of occasions needed to phone to change scan date / time - lady spoke to very abrupt.	Female	56-65	White British	
299	Radiology - CT scan	Extremely Likely	Staff friendly. Receptionist adequate. Went in early. Clear instructions.	More space for wheelchairs & carers in waiting room - always	Male	Over 65	White British	

				feel like in the way.				
300	Radiology - CT scan	Likely	Very friendly and helpful.	Can't think of any way to improve the service which was excellent.	Male	Over 65	White British	
301	Radiology - CT scan	Likely	I was made to feel comfortable throughout the procedure. Everything was explained as each part was done.					
302	Radiology - CT scan	<i>Not entered</i>	I put don't know because it would be an odd situation for me to actually recommend someone to make a CT scan. I might talk about it to someone & say that it is not a horrible experience & that the staff are very helpful & friendly. The difficulty is that the CT scan is needed for a reason & results could be bad news – as well as good.	Not sure – nothing to compare with. Gowns could be better & maybe waiting area a bit more cheerful. Not sure how - sorry! Staff customer service makes all the difference. Please sort out new computer system re: appointments.	Female	46-55	White British	
303	Radiology - CT scan	<i>Not entered</i>	I have had a long wait today. My wife had an earlier appointment & I have to wait until my appointment.		Male	Over 65	White British	
304	Radiology - Mammogram	Likely			Female	Over 65	White British	Do not publish
305	Radiology - MRI scan	Extremely Likely	V. good treatment. Efficiently organised, v. pleasant staff and atmosphere.	It is a great shame that the managers of the hospital did not use the parking areas for the [illegible] financial benefit of the hospital -	Female	Over 65	White British	

				a waste of potential resources.				
306	Radiology - MRI scan	Extremely Likely			Male	16-25	White British	
307	Radiology - MRI scan	Extremely Likely	Well looked after.		Female	Over 65	White British	
308	Radiology - MRI scan	Likely	All staff, polite and helpful.		Female	46-55	White British	
309	Radiology - Ultrasound	Extremely Likely	[Name withheld] was lovely - made me feel very relaxed. Thank you.		Female	36-45	White British	
310	Radiology - Ultrasound	Extremely Likely	Always very polite & helpful.		Male	36-45	White British	
311	Radiology - Ultrasound	Extremely Likely	It's a very good hospital.		Male	56-65	White British	
312	Radiology - Ultrasound	Likely			Male	Over 65	White British	Do not publish
313	Radiology - Ultrasound	Likely	Efficient service.		Male	Over 65	White British	
314	Radiology - X-ray	Extremely Likely	Good service, friendly people, nice hospital.	Perfect as it is, thank you.	Female	46-55	White British	
315	Radiology - X-ray	Extremely Likely	Friendly service, informative.	Nil.	Female	Over 65	White British	
316	Radiology - X-ray	Extremely Likely	Great staff, No waiting time.		Female	26-35	White British	
317	Radiology - X-ray	Extremely Likely	Had full bladder scan!! [Name withheld] was great getting me through quickly. [Name withheld] was brilliant explaining clearly everything. Made an uncomfortable scan experience very good and calming. Thank you for professionalism. Well done.		Female	46-55	White British	
318	Radiology - X-ray	Extremely Likely	Friendly, helpful staff all round. Informative, fast &	Keep on doing the same.	Female	46-55	White British	

			efficient.					
319	Radiology - X-ray	Extremely Likely	Didn't wait long for X-ray.		Male	36-45	White British	
320	Radiology - X-ray	Extremely Likely	Friendly staff. Appointment on time.		Male	Over 65	White British	
321	Radiology - X-ray	Extremely Likely	All are kind and professional.		Female	26-35	Other ethnic group	
322	Radiology - X-ray	Extremely Likely			Female	46-55	White British	Do not publish
323	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
324	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
325	Radiology - X-ray	Extremely Likely	I am very pleased with my treatment & today having seen my family GP & had X-ray all within 1 hour.	Nil.	Male	56-65	White British	
326	Radiology - X-ray	Extremely Likely	I have had a great appointment - very honest and clear talking. I think many things happen in the background that we don't see and the staff not given enough credit.		Female	36-45	White British	
327	Radiology - X-ray	Extremely Likely	Because I was treated with dignity and respect and the staff were friendly and made me feel relaxed throughout.		Male	Over 65	White British	
328	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	Do not publish
329	Radiology - X-ray	Extremely Likely	Friendly & informative.		Female	56-65	White British	
330	Radiology - X-ray	Extremely Likely			Female	56-65	White British	
331	Radiology - X-ray	Extremely Likely	I needed an X-ray of my right knee & it was carried out with friendly, fast & efficient service. Many thanks.		Male	Over 65	White British	
332	Radiology - X-ray	Extremely Likely	Very kind staff,	N/A.	Female	Over 65	White British	

			understanding and patient. Not much wait, fast service.					
333	Radiology - X-ray	Extremely Likely	Very pleasant, made everything clear. Well done.		Female	Over 65	White British	
334	Radiology - X-ray	Extremely Likely	Seen promptly. Friendly staff. Maintained my dignity throughout. Dept. very clean.	No.	Female	26-35	White British	
335	Radiology - X-ray	Extremely Likely	Excellent service. Very quick. No waiting.		Female	46-55	White British	
336	Radiology - X-ray	Extremely Likely	Very speedy service, wait time minimal, staff excellent all round.		Female		White British	
337	Radiology - X-ray	Extremely Likely	Excellent, efficient reception, fast, polite experience.		Female	Over 65	White British	
338	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	Do not publish
339	Radiology - X-ray	Extremely Likely	Perfect service.	None req'd.	Male	Over 65	White British	
340	Radiology - X-ray	Extremely Likely	Arrangements made so that two appointments on same day and blood & X-ray done same day too. Excellent, as it's over an hour's drive to get here.		Female	56-65	White British	
341	Radiology - X-ray	Likely			Female	Over 65	White British	
342	Radiology - X-ray	Likely		Make the wait shorter if possible.	Male	Over 65	White British	
343	Radiology - X-ray	Likely	Staff helpful and kind.	A few seats along corridors. Sometimes no wheelchair available!	Female	Over 65	White British	
344	Radiology - X-ray	Likely	Efficient & friendly. Provide a good service.	No, thank you.	Female	46-55	White British	
345	Radiology - X-ray	Likely	To assess treatment	Appointment.	Male	Over 65	White British	

			needs.					
346	Radiology - X-ray	Likely	Wasn't too much of a wait.	Something to keep you occupied.	Male	16-25	White British	
347	Radiology - X-ray	Likely	No reason.	Leave tickets with numbers and an electronic board to show the next number to be seen.	Male	Over 65	White British	
348	Radiology - X-ray	Likely			Male	Over 65	White British	
349	Radiology - X-ray	Likely			Female	46-55	White British	
350	Radiology - X-ray	<i>Not entered</i>	It's the only choice in this area (Barnstaple).	More staff. More comfortable in waiting area. No ventilation available.	Female	56-65	White British	
351	Radiology - X-ray	<i>Not entered</i>	Sat in waiting room, my mother sat on chair knocked head on post box for friends & family test. Could please be higher. My mother is only 5ft. So consider height of box. Otherwise, no other concern. Thank you.		Female	Over 65	White British	
352	Radiology (NDDH Outpatients)	Extremely Likely	Good, fast service.		Female	56-65	White British	
353	Radiology (NDDH Outpatients)	Extremely Likely	Brilliant staff.		Male	56-65	White British	
354	Radiology (NDDH Outpatients)	Extremely Likely	Staff were very friendly and made patients feel very comfortable. They explained the process well and were very informative. Felt very relaxed. Thanks.	Keep up the good work. Fantastic staff.	Male	36-45	White British	
355	Radiology (NDDH	Neither Likely nor		Some idea of waiting	Male	56-65	White British	

	Outpatients)	Unlikely		time would be good.				
356	Respiratory (NDDH Outpatients)	Extremely Likely	This hospital is wonderful. I've used it a lot for years.		Female	Over 65	White British	
357	Respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
358	Respiratory (NDDH Outpatients)	Extremely Likely	Very supportive team of doctors, amazing and calm environment, no-rush approach.	Management courses recommend smile & hello to your client. A smile & hello to patients may go farther than anticipated for Trust.	Male	26-35	Asian / Asian British	
359	Respiratory (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
360	Respiratory (NDDH Outpatients)	Likely	Very impressed with doctor [name withheld] and their team. Real empathy for my elderly mother.	Make it easier to get hold of someone by phone when appointment date that arrived by post is not convenient. Have called repeatedly in this situation and no answer.	Female	Over 65	White British	
361	Respiratory (NDDH Outpatients)	Likely	Normally get good service from this department.	No.	Male	Over 65	White British	
362	Respiratory (NDDH Outpatients)	Likely	Always friendly and most helpful.		Female	Over 65	White British	
363	Respiratory (NDDH Outpatients)	Likely	Friendly & helpful & very informative.		Female	Over 65	White British	
364	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Nurse very helpful. Always on hand if need to talk.		Female	46-55	White British	
365	Rheumatology (NDDH Outpatients)	Extremely Likely	I have been attending this clinic for a number of years and have always received the most excellent & timely attention from all the members of staff.	Excellent and professional staff - even the television can be heard which is a bonus.	Male	Over 65	White British	

366	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr [name withheld] always very understanding and concerned. Very nice person.		Female	56-65	White British	
367	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff helpful, got answers I needed.		Female	16-25	White British	
368	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff are always helpful and pleasant.	No.	Female	Over 65	White British	
369	Rheumatology (NDDH Outpatients)	Extremely Likely	Always treated well and appreciate all the NDDH does for North Devon.		Male	Over 65	White British	
370	Rheumatology (NDDH Outpatients)	Extremely Likely	Arrived on time, was seen within 10 minutes. Very good.	It was obviously a very, very busy department working very well, with a smile.	Male	Over 65	White British	
371	Rheumatology (NDDH Outpatients)	Extremely Likely	Always found courteous, engaging, professional.		Male	56-65	White British	
372	Rheumatology (NDDH Outpatients)	Likely	I feel confident that the team are specialists in this area of medicine & do know what they're talking about rather than umming & ahing & trying to fudge it.	Use less technical terms or explain them in layman's terms without being asked to.	Female	46-55	White British	
373	Rheumatology (NDDH Outpatients)	Likely		Would be better if I was given my appointment for next time on the day as they always miss me and then I'm always chasing it up.	Female	36-45	White British	
374	Rheumatology (NDDH Outpatients)	Likely	Helpful & pleasant.		Female	Over 65	White British	
375	Rheumatology (NDDH Outpatients)	Likely		A very good service I think.	Male	56-65	White British	
376	Rheumatology (NDDH Outpatients)	Likely	My treatment & consultation were		Male	Over 65	White British	

			excellent, but I had to wait 40 minutes after my appointment time.					
377	Urology (NDDH Outpatients)	Extremely Likely	First class service.	None. Perfect.	Male	Over 65	White British	
378	Urology (NDDH Outpatients)	Extremely Likely	I have always been able to get an appointment in good time. Staff are friendly & professional & the system does seem to be 'joined up'.	Tea & coffee (joking).	Male	56-65	White British	
379	Urology (NDDH Outpatients)	Extremely Likely	The usual excellent care. Staff very kind and understanding.		Male	Over 65	White British	
380	Urology (NDDH Outpatients)	Extremely Likely	All excellent.	No.	Female	Over 65	White British	
381	Urology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
382	Urology (NDDH Outpatients)	Extremely Likely	The staff (mainly nurses) were excellent, caring, knowledgeable, friendly. Just what patients need when health problems occur. 10/10.	No.	Male	Over 65	White British	
383	Urology (NDDH Outpatients)	Likely	Dealt with quickly (once apt. was arranged) and allowed to move forward with treatment.	More consistency in response under the 'two week wait' policy.	Male	16-25	White British	
384	Urology (NDDH Outpatients)	Likely	Generally good and on time. Staff doing the best they can with the limited resources available.	No.	Male	Over 65	White British	
385	Urology (NDDH Outpatients)	<i>Not entered</i>	I am not medically trained so I cannot recommend the service.	Better time keeping for appointments - currently running 40 minutes late.		46-55	White British	

Qualitative Feedback - Aug-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 Outpatients)	Parent/ Guardian/ Carer	Yes	Dr [name withheld] is fantastic, very understanding and explains everything.	The staff are always very friendly.		Female	Under 6	White British	
2	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly receptionists and diligent, friendly consultant.	Dr [name withheld] has a calm, kind nature.		Female	Under 6	White British	
3	Clinic / department not entered (NDDH Outpatients)	Patient	Yes	Everybody is friendly, talkative, approachable. I feel comfortable discussing my health and everything is explained in a way both me and mum can understand.	I have access to different kinds of help if I want or need it.		Female	12-15	White British	
4	Clinic / department not entered (NDDH Outpatients)	Patient	Yes	Because the doctors are friendly and helpful.	I was seen quickly and it was a positive experience.	Maybe to have more things for teens/young adults to do while waiting.	Male	12-15	White British	

5	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Everyone helpful & friendly.	Quick & everyone was friendly.		Male	Under 6	White British	
6	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Advice is always clear. Staff are friendly. Timing is usually good. Staff are helpful and patient.	See previous answer.		Female	Under 6	White British	
7	Clinic / department not entered (NDDH Outpatients)	Patient	Yes	All the staff are very helpful & kind.	I feel happier.	Nothing.	Female	12-15	White British	
8	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Because very professional & helpful.	The practitioner was lovely and made her feel at ease.	Nothing.	Female	12-15	White British	
9	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Friendly, informative.	Prompt, friendly.	N/A.	Female	12-15	White British	
10	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff.	Prompt & relaxed.	Nothing.	Female	9-11	White British	
11	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Quick and helpful.	Toy area.	Nothing.	Female	Under 6	White British	
12	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Because sometimes I like coming, sometimes I don't.	Because my eyesight is improving and I like playing with the toys.	Don't know.	Male	6-8	White British	
13	Eye Clinic (NDDH Outpatients)	Not entered	<i>Not entered</i>				Female	Under 6	White British	Do not publish
14	Fracture Clinic	Not entered	Yes	Helpful & friendly			Male	9-11		

	(NDDH Outpatients)			staff.						
15	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Because they're quick.	Quick and efficient. Friendly and spoke to my son and explained what was wrong and how we would proceed.	N/A.	Male	9-11	White British	
16	Fracture Clinic (NDDH Outpatients)	Patient	Yes	The staff in here is very helpful and kind.			Female	6-8	White British	
17	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The staff were all very helpful and friendly. They made my daughter feel comfortable and informed us both at every step.	Cleanliness and staff! All welcoming and helpful.		Female	9-11	White British	
18	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Friendly consultants. [Name withheld].	Friendly consultant who made sure my son was clear about what his injury was and why he received a 2nd X-ray and the aftercare necessary.	There was a 30 minute wait to see the consultant. Appointment at 9.30am so hadn't expected long delay that early.	Male	12-15	White British	
19	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff. Clean. Organised.			Male	12-15	White British	
20	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Nice atmosphere, great care and nice staff.	Lovely staff, appointments running on time.	N/A.	Female	Under 6	White British	

21	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
22	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Male	9-11	White British	Do not publish
23	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Thorough / frequent assessment and explanation of ongoing treatment.	Prompt. Being seen on time.	Nothing - everything was fine.	Female	Under 6	White British	
24	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Really good staff who are very helpful.	Orthoptist dealt with 3-year old very calmly and was able to complete the test.	Car park was extremely busy.	Male	Under 6	White British	
25	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Helpful staff who are very knowledgeable.	Didn't have to wait too long and staff organised an extra check-up within hour.	Car park was extremely busy.	Male	Under 6	White British	
26	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Staff have always been very helpful and friendly.			Male	Under 6	White British	
27	Radiology - X-ray	Patient	Yes	Very friendly, approachable staff.	Cleanliness, on time.	N/A.	Male	12-15	White British	