

Outpatients - North Devon District Hospital - 'Friends and Family Test' - Dec-16

Adult FFT card question:

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

Children and young person's FFT card question:

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

Quantitative Results

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

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

The Trust's target score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Dec-16	236	97.0	0.9	2.1

Qualitative Feedback - Dec-16 - Adult FFT card responses

	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	We have had good service at this hospital today. Great care and excellent staff looking after my husband. We have regularly had to come here because of my husband's health and the service is second to none. A truly great hospital.	Obviously, the hospital would benefit from more staff but I am amazed at the wonderful attitude of this hospital staff with the very busy schedule.	Male	Over 65	White British	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	From the exceptional service & treatment received.	No.	Male	Over 65	White British	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Ms B. was extremely helpful & spoke to me in layman's terms - a very	Not at all.	Female	56-65	White British	

			informative appointment.					
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Good communicator. Very helpful. Prompt attention.		Female	Over 65	White British	
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Confidence in staff. Very impressed.	None.	Male	Over 65	White British	
6	Arrhythmia Service (NDDH Outpatients)	Likely	Because the service is punctual, reliable and carried out in a very friendly & sympathetic way.	No. I found the service excellent, in effectiveness, well organised.	Male	Over 65	White British	
7	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
8	Audiology/ENT (NDDH Outpatients)	Extremely Likely	The service is v. good and the people pleasant.		Male	56-65	White British	
9	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Have always had good helpful service.		Female	Over 65	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always been delighted with service/care received now & in the past.		Female	Over 65	White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely		The dropping off facility could be improved - always very congested.	Female	46-55		
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
14	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly, professional care. Respect for patient difficulties.		Male	Over 65	White British	
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Timely, friendly, professional service. Good facilities.	More variety of magazines in waiting room!	Female	26-35	White British	
16	Audiology/ENT	Extremely Likely	Extremely good, friendly,	Keep it! Please. We cannot		Over 65	White British	

	(NDDH Outpatients)		service. Cannot fault care and concern, as well as good practice, has made a huge difference to our ability to hear. At 90 & 92 years of age this is so important. Thank you B x.	travel to Exeter and we don't want to be deaf!				
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have always found this local service extremely good.		Male	Over 65	White British	
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Efficient & friendly service, very happy.		Male	46-55	White British	
20	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Dr extremely good in his letting me know what he was doing and why he was doing it.		Female	56-65	White British	
21	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
22	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Excellent listening qualities & frank advice.	No - early days as patient.	Female	Over 65	White British	
23	Audiology/ENT (NDDH Outpatients)	Likely	Busy, but helpful and friendly.		Male	Over 65	White British	
24	Audiology/ENT (NDDH Outpatients)	Likely			Male	26-35	White British	Do not publish
25	Audiology/ENT (NDDH Outpatients)	Likely	The walk in system is very useful as one can attend at a suitable day and time for one's own convenience. Although waiting time is sometimes long!		Male	Over 65	White British	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	Lovely staff, prompt apt. - seen 4 days after		Female	36-45	White British	

			seeing GP.					
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Efficient, friendly staff. Everything explained thoroughly.		Female	46-55	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kind & efficient.	Be on time.	Female	Over 65	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	The service provision was professional, punctual and staff lovely. Thank you.		Female	46-55	White British	
31	Breast Clinic (NDDH Outpatients)	Likely	Reception staff & nurses are great. Consultants - very dismissive attitude which is not what you want when you have a breast problem!	Consultants need people skills!	Female	46-55	White British	
32	Breast Clinic (NDDH Outpatients)	Not entered	Nothing else available in a 40 mile radius. Much better than having to travel to Exeter.	Mr G. was running very late. It would be good if appointment time could be speeded up but it is appreciated that things over run.	Female	Over 65	White British	
33	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very helpful & good fun. Great supportive team.	Just keep it going.	Male	Over 65	White British	
34	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Gives you lots of confidence in doing exercise and you learn how much you can do and what exercises are best for you to do.		Female	56-65	White British	
35	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very friendly & supportive sense of physical & emotional		Male	Over 65	White British	

			wellbeing as result of sessions.					
36	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	This care has been brilliant. It has taught me a lot about exercise and my cardiac response to it, even my diabetic response to it.		Female	56-65	White British	
37	Cardiology (NDDH Outpatients)	Extremely Likely	I am always treated with care and efficiency, everyone shows a very professional and caring approach to their tasks. I would not like to go anywhere else.		Male	Over 65	White British	
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service and on our door step.		Male	Over 65	White British	
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very pleasant & helpful.	More car park.	Female	46-55	White British	
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		Female	16-25	White British	
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The NDDH have looked after so many of my loved ones with care, dignity, only wanting the best for them. My family and I owe so much to this hospital.		Female	Over 65	White British	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good, quick.	X.	Male	26-35	White British	
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The nurse who removes the wax in my ears is					

	Outpatients)		always patient and encouraging despite being so busy. The reception staff are polite and helpful. Some of them could speak a little more slowly and clearly, as the majority of patients are hard of hearing.					
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Care was excellent.		Female	56-65	White British	
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service. Very pleased.			56-65	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff have been very pleasant and helpful.	No.		Over 65	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone was very kind and helpful, I felt reassured and was able to relax.	I think your service is most professional.	Female	56-65	White British	
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Improve waiting times.		Male	46-55	White British	
49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Treated well.		Female	Over 65	White British	
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, helpful & patient.	No.	Male	16-25	White British	
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My surgeon was very helpful about my op. All staff helpful.	Yes. Turn the [illegible] down.	Female	Over 65	White British	
52	Clinic / department	Extremely Likely			Male	Over 65	White British	

	not entered (NDDH Outpatients)							
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very pleased with way I have been treated.		Female	Over 65	White British	
54	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly and considerate members of staff.			Over 65	White British	
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful treatment & staff.		Female	Over 65	White British	
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I was seen quickly and treated with kindness and respect. Thank you.	Everyone feeling too hot, wonder if heating could be turned down and a cold water tap put in.	Female	56-65	White British	
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff = medics, nurses, HCW. All excellent!!!			36-45	White British	
59	Clinic / department not entered (NDDH Outpatients)	Likely	Very friendly & helpful staff. They could not of [illegible] me any better.	Give the staff a bonus.	Male	26-35	White British	
60	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
61	Clinic / department not entered (NDDH Outpatients)	Likely	It all went well.		Female	Over 65	White British	
62	Clinic / department not entered (NDDH Outpatients)	Likely			Female	56-65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Likely	Haven't had to wait too long.		Female	56-65	White British	

64	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
65	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	The wait is fairly long even when given a time.	Estimated times.	Male	16-25	White British	
66	Clinic / department not entered (NDDH Outpatients)	Not entered		I've always found outpatient clinics very good - not too long to wait! The only problem I have is there is music in background as I am hard of hearing.	Female	Over 65	White British	
67	Clinic / department not entered (NDDH Outpatients)	Not entered	Because I don't no.		Male	46-55	White British	
68	Clinic / department not entered (NDDH Outpatients)	Not entered	The nearest place from where we live.	Sometime we wait too long.	Female	Over 65	White British	
69	Colorectal (NDDH Outpatients)	Extremely Likely	I had an initial consultation, followed by a flexible sigmoidoscopy. All of the staff involved - reception, nurses, consultant and doctors - were efficient. Helpful and friendly.		Female	Over 65	White British	
70	Colorectal (NDDH Outpatients)	Extremely Likely	When I had call re: appointment, I was told & was going to see a lady - Mrs C. When weighed and height taken told would have that nurse and Mrs C. I was called in by a different nurse and		Female	46-55	White British	

			walked in to a male doctor. Not what I was told.					
71	Dietetics (NDDH Outpatients)	Extremely Likely	Due to the care, attention & competence of the dietician. Also, team handling the reception was prompt & courteous.	No.	Female	56-65	Other ethnic group	
72	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	All good, friendly people and very helpful in all ways.		Male	Over 65	White British	
73	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely	Clean, friendly staff.		Female	46-55	White British	
74	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely	All were very helpful.		Female	56-65	White British	
75	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, efficient, comfortable.	None.	Female	16-25	White British	
76	EEG / EMG (NDDH Outpatients)	Extremely Likely	So friendly, happy & helpful.		Male	46-55	White British	
77	Exmoor Unit (NDDH Outpatients)	Neither Likely nor Unlikely	A little more welcoming would be good.	More eye contact.	Female	56-65	White British	
78	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because the eye units have been fantastic & so kind.	No.	Female	Over 65	White British	
79	Eye Clinic (NDDH Outpatients)	Extremely Likely	My elderly mum needed urgent treatment for a detached retina. Everyone was very kind, helpful and efficient.	None.	Female	Over 65	White British	
80	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast appointment - 14 days for urgent referral.		Male	26-35	White British	
81	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone at NDDH is always friendly, helpful	Double staff salaries?	Female	Over 65	White British	

			& professional.					
82	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very pleased with the service. All staff helpful and supportive. Thank you.		Female	Over 65	White British	
83	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been seen very quickly. Everyone friendly. I feel they have really looked in to my problem.	No.	Female	26-35	White British	
84	Eye Clinic (NDDH Outpatients)	Extremely Likely	There is always improvement to be made. It would be great if the person you see is consistent and knows of your condition.		Male	Over 65	White British	
85	Eye Clinic (NDDH Outpatients)	Extremely Likely	I arrived early (unusual), was seen early. Friendly, efficient staff. Took time to explain, resulting in me being less nervous. Very impressed with the teamwork.	Don't cut the service please.	Female	56-65	White British	
86	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
87	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent care, brilliant service, worth every penny of taxes paid.		Male	36-45	White British	
88	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good local hospital on direct bus route. Excellent treatment in eye, ENT & stroke units.		Male	Over 65	White British	
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone was very friendly & helpful.		Male	46-55	White British	
90	Eye Clinic (NDDH Outpatients)	Likely	Good support & friendly service.		Female	Over 65	White British	

91	Eye Clinic (NDDH Outpatients)	Likely	Happy with treatment. Staff very helpful & friendly.	None.	Female	Over 65	White British	
92	Eye Clinic (NDDH Outpatients)	Likely	Only waited 6-8 wks. from seeing the optician (high street) to seeing me at hospital. Eye clinic. Very good service.		Female	Over 65	White British	
93	Eye Clinic (NDDH Outpatients)	Likely	All staff very helpful & friendly. Dr took time to check fully and explain outcome and way forward. Thank you!		Male	16-25	White British	
94	Eye Clinic (NDDH Outpatients)	Not entered	This is the only service we have available to us.	Would be nice to see the same eye doctor each time.	Female	56-65	White British	
95	Eye Clinic (NDDH Outpatients)	Not entered	No alternative in close proximity.	More trained staff to deal with treatment of blepharospasm would mean apts. would [blank].	Female	56-65	White British	
96	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Just very happy with care & professionalism. Thank you!	No.	Female	46-55	White British	
97	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everything was hunky-dory.	Nil.	Female	Over 65	White British	
98	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Experienced, professional, caring attention. Preserve local facilities - travelling further distance on weekly basis would be so difficult.		Female	Over 65	White British	
99	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Because the team are really friendly and easy to talk to.		Female	16-25	White British	
100	Fracture Clinic	Extremely Likely	Staff were helpful,		Female	Over 65	White British	

	(NDDH Outpatients)		friendly. Waiting time minimal. Waiting areas pleasant & comfortable. Mr W. & his assistant nurse were absolutely delightful. Thank you!					
101	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly, professional service.		Male	Over 65	White British	
102	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
103	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Quick and efficient. Friendly staff.		Female	36-45	White British	
104	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone polite, kind and professional.		Female	56-65	White British	
105	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Wonderful staff! Thank you.	None.	Female	36-45	White British	
106	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone is friendly and helpful and I didn't have a long wait - only 0.5 hour for an x-ray & consultation. Marvellous!!		Female	Over 65	White British	
107	Fracture Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
108	General Surgery (NDDH Outpatients)	Extremely Likely		Waiting times.	Male	Over 65	White British	
109	General Surgery (NDDH Outpatients)	Extremely Likely	I have always been treated with respect and politeness whenever I have been to this hospital.	I have been kept waiting for nearly an hour. I realise that this can happen but it would be better if we were informed of a delay.	Male	Over 65	White British	
110	General Surgery (NDDH Outpatients)	Likely	Not waiting around for too long.	No.	Female	26-35	White British	
111	General Surgery (NDDH Outpatients)	Not entered	Good health.	Go organic.	Male	Over 65	White British	
112	Gynaecology (NDDH)	Extremely Likely	Excellent treatment.		Female	Over 65	White British	

	Outpatients)							
113	Gynaecology (NDDH Outpatients)	Extremely Likely	Have received good care delivered with sensitivity for past 4 years.	Less waiting would be good but maybe not possible as don't know in advance how long a patient will need.	Female	Over 65	White British	
114	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Excellent care. Excellent staff.		Male	Over 65	White British	
115	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
116	Heart Failure Clinic (NDDH Outpatients)	Likely			Male	46-55	White British	
117	Maxillofacial (NDDH Outpatients)	Extremely Likely	Mr H. is kind, calming and fills me with confidence.					
118	Maxillofacial (NDDH Outpatients)	Likely			Male	26-35	White British	Do not publish
119	Maxillofacial (NDDH Outpatients)	Likely			Male	36-45	White British	
120	Nephrology (NDDH Outpatients)	Likely			Female	46-55	Asian / Asian British	
121	Neurology (NDDH Outpatients)	Extremely Likely	Saw doctor from Neurology Department. Very good. Talked about different medication options and treatment. Friendly nursing staff.		Female	36-45	Mixed / Multiple ethnic groups	
122	Ophthalmology (NDDH Outpatients)	Extremely Likely	Because our hospital services & staff are the best in the world.		Female	Over 65	White British	
123	Ophthalmology (NDDH Outpatients)	Extremely Likely	Kind & caring staff.	Unable to think of any.	Male	Over 65	White British	
124	Ophthalmology (NDDH Outpatients)	Extremely Likely	Nice people. No choice in which department as no other within easy reach of where I live. As	Yes. Compose a sensible questionnaire. This tells you nothing about standards!	Male	Over 65	White British	

			usual this hospital tries hard.					
125	Ophthalmology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
126	Ophthalmology (NDDH Outpatients)	Extremely Likely	Noticed a problem with eye only 1 week ago and already been seen. Great, friendly doctors & team. Seen at time of appointment and also a TV for my husband.	Inform if need someone to drive you home. My wife had to ask.	Female	46-55	White British	
127	Ophthalmology (NDDH Outpatients)	Likely	The care is good, but the clinic is over stretched and the waiting time is far too long.		Female	Over 65	White British	
128	Ophthalmology (NDDH Outpatients)	Likely	Staff helpful & friendly. Unfortunate that long wait as 9-day old son likely to need feeding soon!		Female	36-45	White British	
129	Ophthalmology (NDDH Outpatients)	Neither Likely nor Unlikely						Do not publish
130	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely		Update magazines!		Over 65	White British	
131	Orthopaedic / Trauma (NDDH Outpatients)	Likely	I was asking for [blank].	More specialists, wifi.	Male	26-35	Other ethnic group	
132	Orthopaedic Interface Service (NDDH Outpatients)	Likely				Over 65	White British	
133	Orthopaedics (NDDH Outpatients)	Extremely Likely		No.	Male	Over 65	White British	
134	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
135	Orthopaedics (NDDH Outpatients)	Extremely Likely	Was seen quickly, sent	No.	Female	26-35	White British	

	Outpatients)		out for an x-ray and seen straightaway upon returning. Consultant and HA friendly.					
136	Orthopaedics (NDDH Outpatients)	Extremely Likely		Background music!	Male	56-65	White British	
137	Orthopaedics (NDDH Outpatients)	Extremely Likely	Service here has always been excellent.	No.	Male	Over 65	White British	
138	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very organised and didn't have to wait long for appointment.		Female	36-45	White British	
139	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very helpful, friendly staff.		Male	Over 65	White British	
140	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very happy with hip op and hospital services. Improved well.	Can only speak for myself. V. good.	Female	Over 65	White British	
141	Orthopaedics (NDDH Outpatients)	Likely	Good service - appointment time kept to.		Male	56-65	White British	
142	Orthopaedics (NDDH Outpatients)	Likely	I think the service is good. Very friendly staff and I have been pleased with my treatment.	No.	Female	Over 65	White British	
143	Orthopaedics (NDDH Outpatients)	Likely	I have used the hospital for various problems and have received very good service. I had an operation (orthopaedic left arm) here and it all went very well. It was successful and my stay was pleasant.	It is fine so don't take it away. Keep up the good work.	Female	Over 65	White British	
144	Orthopaedics (NDDH Outpatients)	Likely			Male	Over 65	White British	
145	Orthopaedics (NDDH Outpatients)	Likely			Female	46-55	White British	Do not publish

146	Orthopaedics (NDDH Outpatients)	Extremely Unlikely	1 hour wait.	Tell us how long wait will be. 1 hour wait with no warning.	Male	Over 65	White British	
147	Orthoptist (NDDH Outpatients)	Extremely Likely	Helpful & caring.		Male	Over 65	White British	
148	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service, very quick.					
149	Physiotherapy (NDDH Outpatients)	Extremely Likely	My physio F. was very professional and really helped in my injury recovery.					
150	Physiotherapy (NDDH Outpatients)	Extremely Likely	Over the years, I have had a lot of physio. Today saw D. & L.. Went in feeling bad, came out feeling much more positive. Although pain there, want to work on it.		Female	46-55	White British	
151	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
152	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly and caring. Always willing to help.		Female	46-55	White British	
153	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good, friendly reception.	None.	Female	Over 65	White British	
154	Physiotherapy (NDDH Outpatients)	Extremely Likely	Explained everything clearly.		Female	Over 65	White British	
155	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
156	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent care. Can't fault service.		Male	56-65	White British	
157	Physiotherapy (NDDH Outpatients)	Likely	Nice people, listen to you and help with anything.		Female	16-25	White British	
158	Radiology - CT scan	Extremely Likely	Sympathetic, knowledgeable staff.		Male	56-65	White British	

159	Radiology - CT scan	Extremely Likely	Pleasant, kind, courteous staff. Very professional.		Male	Over 65	White British	
160	Radiology - CT scan	Extremely Likely			Male	56-65	White British	Do not publish
161	Radiology - CT scan	Extremely Likely	Told exactly what was going on & reassured. So relaxed.		Female	Over 65	White British	
162	Radiology - CT scan	Extremely Likely			Female	Over 65	White British	
163	Radiology - CT scan	Extremely Likely	My partner was diagnosed with cancer of the colon & you got her in quickly for a scan after my request. I know how important this is. Thanks R.	Is there a website with a map of the hospital units?	Female			
164	Radiology - CT scan	Extremely Likely	I have been treated with a great deal of care, consideration and competency. I cannot praise my treatment enough.		Male	Over 65	White British	
165	Radiology - CT scan	Extremely Likely	I was well cared for & all was done extremely well.		Male	Over 65	White British	
166	Radiology - CT scan	Extremely Likely	Very friendly, helpful and considerate.		Female	Over 65	White British	
167	Radiology - CT scan	Extremely Likely	Excellent staff, doctors etc. Must keep services in North Devon. Exeter is too far to travel over 120 miles return, at least 3hrs travel time.	None.	Male	Over 65	White British	
168	Radiology - CT scan	Extremely Likely	Excellent staff.		Male	36-45	White British	
169	Radiology - CT scan	Extremely Likely	Staff absolutely wonderful and CT scan carried out very quick	This hospital is so important and essential to North Devon.	Male	Over 65	White British	

			and efficiently. Mr R.					
170	Radiology - CT scan	Extremely Likely	I have regular CT scans and I have always been very happy with the care provided. I have always felt very comfortable and well cared for. Excellent team x.	No, it is an excellent service with very caring staff x.	Female	56-65	White British	
171	Radiology - MRI scan	Extremely Likely	I was in and out having had my MRI scan before my appointment time!		Female	26-35	White British	
172	Radiology - MRI scan	Extremely Likely	I have attended outpatients NDDH on many occasions over the years. I have always been treated with good care, respect and no reason for any complaint. Thank you!		Male	56-65	White British	
173	Radiology - Ultrasound	Extremely Likely	Have never encountered any problems with the service given and find all the staff both courteous and friendly.		Male	Over 65	White British	
174	Radiology - X-ray	Extremely Likely	It is our only hospital in the area but has always given good service considering the constraints they are under.		Female	Over 65	White British	
175	Radiology - X-ray	Extremely Likely	They were very kind and helpful.	No.	Female	Over 65	White British	
176	Radiology - X-ray	Extremely Likely	Nurses very kind and helpful.		Female	Over 65	White British	
177	Radiology - X-ray	Extremely Likely	Staff very friendly.		Male	Over 65	White British	

178	Radiology - X-ray	Extremely Likely	Very good. Prompt and on time.					
179	Radiology - X-ray	Extremely Likely	Helpful, polite, efficient.	We were warned of waiting times and could go away & have a cup of coffee. Cannot think of any way to improve as it is a drop-in outpatients dept.	Male	Over 65	White British	
180	Radiology - X-ray	Extremely Likely	Kind, cheerful, efficient and friendly, skilful and sympathetic. What more could one want?	Keep going as you are!	Male	Over 65	White British	
181	Radiology - X-ray	Extremely Likely	Very friendly and caring.	No.	Male	16-25	White British	
182	Radiology - X-ray	Extremely Likely	Very understanding when I was nearly 15mins late due to getting lost in Barnstaple.		Female	56-65	White British	
183	Radiology - X-ray	Extremely Likely	Routine annual check-up x-ray. What a kind, considerate and thoughtful trainee radiologist. Great asset to the department (J.).		Female	56-65	White British	
184	Radiology - X-ray	Extremely Likely				Over 65	White British	Do not publish
185	Radiology - X-ray	Extremely Likely			Male	Over 65	Mixed / Multiple ethnic groups	Do not publish
186	Radiology - X-ray	Extremely Likely	Very good hospital.	No.	Male	56-65	White British	
187	Radiology - X-ray	Extremely Likely			Male	36-45	White British	Do not publish
188	Radiology - X-ray	Likely	Helpful, polite, friendly and efficient.	Shorten the waiting times.	Female	Over 65	White British	
189	Radiology - X-ray	Likely		Had to wait an hour to be seen (!) whilst in pain.	Female	56-65	White British	

190	Radiology - X-ray	Likely	Felt comfortable. But confusion over my x-ray gave me anxiety.	No. I can't think of anything.	Female	46-55	White British	
191	Radiology - X-ray	Likely	Everyone is so kind here, it's just a shame about the long waiting time in x-ray.		Female	26-35	White British	
192	Radiology - X-ray	Likely	Quite a long time to wait for x-ray.		Female	Over 65	White British	
193	Radiology - X-ray	Likely			Male	26-35	White British	
194	Radiology - X-ray	Likely	Local, clean & friendly.	Car parking!	Male	56-65	White British	
195	Radiology - X-ray	Likely	Pleasant experience. Nice staff.		Male	56-65	White British	
196	Radiology - X-ray	Don't Know	I was concerned that there was little understanding when moving my elderly relative onto the x-ray couch. Staff need to be aware of the challenges faced by our elderly population. I found the couch a bit too high for the person concerned and they are average height. I wonder whether the lighting was a bit too dim as eyesight would be a problem. The radiographer did not give time for thought process and man handled the patient.	Manual handling training for specific areas. Staff requesting help when needed. A better understanding & training when dealing with elderly, dementia, deaf & blind.		Over 65	White British	
197	Radiology - X-ray	Not entered	Hopefully no one will have to go but I can give poss. impression.		Female	56-65	White British	

198	Radiology - X-ray	Not entered	Wouldn't want anyone ill. I have to say the staff are polite & very helpful.	Provide a rough idea of waiting time.	Male	46-55	White British	
199	Radiology (NDDH Outpatients)	Extremely Likely	Had cancer in one kidney. Everyone were most kind and helpful.		Male	Over 65	White British	
200	Radiology (NDDH Outpatients)	Extremely Likely	Staff, staff, staff makes the difference when they care.					
201	Radiology (NDDH Outpatients)	Extremely Likely	I am so grateful to the team in this department. I was nervous (very!!) and they made me feel so comfortable & assured. Thank you.		Female	56-65	Asian / Asian British	
202	Radiology (NDDH Outpatients)	Extremely Likely	Fast/professional help. NDDH is a fantastic hospital.					
203	Respiratory (NDDH Outpatients)	Extremely Likely	Nothing is too much trouble everyone helpful.	No.	Male	Over 65	White British	
204	Respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
205	Respiratory (NDDH Outpatients)	Likely	Helpful staff.		Female	56-65	White British	
206	Respiratory (NDDH Outpatients)	Not entered	Very good.		Male	Over 65	White British	
207	Respiratory (NDDH Outpatients)	Not entered	There are no other options locally.		Male	56-65	White British	
208	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Professional and caring approach.	Keep it in Barnstaple.	Female	46-55	White British	
209	Rheumatology (NDDH Outpatients)	Extremely Likely	Professional, knowledgeable, friendly team.		Female	56-65	White British	
210	Rheumatology (NDDH Outpatients)	Extremely Likely	Always received excellent attention from	None that immediately spring to mind.	Male	46-55	White British	

			this and other departments at this hospital.					
211	Rheumatology (NDDH Outpatients)	Extremely Likely	Department always happy to help - on the phone or by arranging appointments or by seeking advice from the consultant.	No.	Female	Over 65	White British	
212	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
213	Rheumatology (NDDH Outpatients)	Likely			Male	Over 65	White British	
214	Stroke Clinic (NDDH Outpatients)	Extremely Likely	The doctor I saw (Dr D.) was absolutely amazing!! He was reassuring despite giving me bad news (I've had a stroke aged 48), was sympathetic and very thorough.		Female	46-55	White British	
215	Surgical Emergency (NDDH Outpatients)	Extremely Likely	Service very friendly.	Seems fine as it is.	Male	Over 65	White British	
216	Surgical Emergency (NDDH Outpatients)	Extremely Likely	All good. Quick. Friendly.		Female	46-55	White British	
217	Urology (NDDH Outpatients)	Extremely Likely	Prompt, efficient, caring.		Male	Over 65	White British	
218	Urology (NDDH Outpatients)	Extremely Likely	Everyone very helpful & kind.	More car parking.	Male	Over 65	White British	
219	Urology (NDDH Outpatients)	Extremely Likely	Extremely helpful, informative & reassuring consultation with very fast follow-up action offered. Mr K.	On this particular showing - none.	Male	Over 65	White British	
220	Urology (NDDH Outpatients)	Extremely Likely	I have been treated very well ever since my	No.	Male	56-65	White British	

			prostate cancer was diagnosed. Very pleased.					
221	Urology (NDDH Outpatients)	Extremely Likely	Well looked after & supported.		Male	Over 65	White British	
222	Urology (NDDH Outpatients)	Extremely Likely	Friendly and expert advice and care.	A better communication between department and appointments office.	Male	56-65	White British	
223	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
224	Urology (NDDH Outpatients)	Likely	Very friendly and professional staff.			Over 65	White British	
225	Urology (NDDH Outpatients)	Unlikely	A year and a half ago I had my appendix out and I am still waiting to know why I have pain after being pushed from one department to another.		Female	46-55	White British	

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

	Clinic / department attended	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Staff are friendly and helpful.	The Dr explained very well and spoke to my child well.		Female	Under 6	White British	

2	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Quick, efficient. Clear advice given.	Enough time given to discuss concerns. Good area. Clean.	Nothing.	Male	Under 6		
3	EEG / EMG (NDDH Outpatients)		Yes	Patient: Because the lady was very nice. Parent: Very approachable staff made us feel welcome on entering. Very personable during the process. Felt comfortable to talk.	Patient: Getting to watch Snow White. Parent: We were given clear outlines of what was happening / what would happen next. Thank you!	Maybe more information beforehand about what would take place. I could have prepared my daughter's hair better to make the process easier but I didn't know what to expect.	Female	6-8	Black / African / Caribbean / Black British	
4	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly, explained what was happening well.				Under 6	White British	
5	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	J. was very friendly, informative and kindly, fitted us in during her lunch hour.	J. was professional, patient and kind throughout the procedure. Telling us what was happening all the time.	Nothing. All was great.	Female	Under 6	White British	
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very attentive, kind & caring. Reassuring to my granddaughter. Calm. Very professional. K. says it's an 'OK' place (aged 7).	The calmness. This is very reassuring to an anxious child. K. says 'nice lady'.	Nothing! K. says: 'I don't know'.	Female	6-8	White British	
7	EEG / EMG	Parent/	Yes	Wonderful staff,						

	(NDDH Outpatients)	Guardian/ Carer		made us both feel at ease for EEG. Thank you x.						
8	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly. On time.			Female		White British	
9	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Fantastic service. Where would we be without these services? Brilliant staff, kind and considerate.	Was seen very quickly. All questions answered. Very polite staff - can't fault them at all.	Nothing.	Male	12-15	White British	
10	EEG / EMG (NDDH Outpatients)		Yes	Very friendly.	Very helpful. Lots of information at every stage.	Nothing.	Male	6-8	White British	
11	EEG / EMG (NDDH Outpatients)	Patient	Yes				Male	12-15	White British	Do not publish
12	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Compassionate treatment, clear explanation.	Toys available, suggestions of distractions.	Nothing.	Male	Under 6	White British	
13	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Plenty of toys.		Drinks machine / water fountain. Running late.	Female	Under 6	White British	
14	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always friendly & helpful.	We felt cared for.		Male	Under 6	White British	
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Been very good each time we came.	M. said sticker.	Need better toys.	Female	Under 6	White British	
16	Eye Clinic (NDDH Outpatients)		Yes	Nurses very lovely & welcoming.	The fact my eyes will get better.	A lot of waiting around, a better timescale would be better.	Male	6-8	White British	
17	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Because I don't like the eye drops	It was quick.	Have eye drops that don't sting.	Male	Under 6	White British	

	Outpatients)	Carer		because they sting.						
18	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very patient with my little girl and helped calm the situation.	Wasn't kept long and explained everything.	Nothing.	Female	Under 6	White British	
19	Fracture Clinic (NDDH Outpatients)		Not entered	Because I would like to think so.	N/A.					
20	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly.	Nice people.	Nothing.	Male	6-8	White British	
21	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Really supportive.	Always made to feel welcome, get lots of support.	N/A.	Female	Under 6	White British	
22	Radiology - Ultrasound	Parent/ Guardian/ Carer	Yes	NHS / NDDH fantastic hospital.						
23	Radiology - X-ray	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish