

**Outpatients - North Devon District Hospital - Friends and Family Test - Feb-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 %
Feb-17	413	97.6	0.2	2.2

### Qualitative Feedback - Feb-17 - Adult FFT card responses

	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent care.			Over 65	White British	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Although it took some time for a heart rate monitor to become available, the efficiency of staff in setting this up and the follow-up appointments were excellent. Meeting with the arrhythmia nurse was thorough, with good advice offered.	More heart rate monitors!	Male	56-65	White British	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Really impressed with the variety of tests I was given today. Staff very impressive.		Female	Over 65	White British	

4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent!	Perfect as it is in my opinion.	Female	56-65	White British	
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The staff were extremely informative and helpful and also very kind.		Female	Over 65	White British	
6	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Perfect - all good.		Male	Over 65	White British	
7	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very kind & understanding.		Female	Over 65	White British	
8	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Good service - no wait. Clear advice.		Male	56-65	White British	
9	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Well because I have received very good care and found everybody to be very helpful.	I have found it very satisfactory and found it all very good and helpful.	Female	56-65	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Appointment on time. Very professional. Very happy with service provided.		Female	46-55	White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very nice and helpful staff.		Male	36-45	White British	
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Excellent care.	No.	Female	Over 65	White British	
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely	The staff were very kind & helpful.	I find the service quite adequate.	Female	Over 65	White British	
14	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have been attending audiology dept. for many years now & have always been very happy with service received.		Female	26-35	White British	
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	They've always been kind & helpful towards my needs and haven't had any problems. It's handy as it's only a bus ride away. If I've needed		Female	36-45	White British	

			an emergency app. they've always managed to fit me in.					
16	Audiology/ENT (NDDH Outpatients)	Extremely Likely	In my opinion our NDDH is one of the best in all departments.		Male	Over 65	White British	
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Because of the very good service.	No.	Female	Over 65	White British	
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly staff & attentive.		Male	36-45	White British	
20	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Having experienced almost 2 years of problems with [illegible] and hearing loss. I felt Mr K. was sympathetic to my problem and dealt very well with my treatment. I felt he was extremely supportive.		Female	Over 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	No-one is perfect but the treatment & care has been very efficient & aftercare has been second to none. If people who have had complications have a genuine reason to complain so be it, but me & my friends are so grateful for the staff of the NHS.	I have found over the last 2yrs that the NHS have been extremely efficient & I cannot praise them enough.	Male	56-65	White British	
23	Audiology/ENT	Extremely Likely			Male	Over 65	White British	

	(NDDH Outpatients)							
24	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
25	Audiology/ENT (NDDH Outpatients)	Extremely Likely	The consultant had read my file and listened to me. I was carefully examined and a treatment recommended which I am happy with.		Male	Over 65	White British	
26	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Staff are extremely helpful and friendly. Should not be any car parking costs!!	Keep it up - you are ok.	Female	Over 65	White British	
27	Audiology/ENT (NDDH Outpatients)	Likely	Good, polite service.		Male	36-45	White British	
28	Audiology/ENT (NDDH Outpatients)	Likely	Hearing aid repair always very happy with.		Male	Over 65	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	Lovely, clear staff. Explaining all steps of the way fully. Very helpful indeed.		Female	36-45	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	All the staff were extremely helpful and kind. In fact, I'm completely blown away by how lovely and warm the ladies were who looked after me. A credit to the NHS.		Female	56-65	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient all round.		Female	Over 65	White British	
32	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish

34	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was pleased with the service & all the staff were friendly & helpful.			Over 65	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, kind, helpful staff, including receptionists and cleaners. Thank you all.		Female	46-55	White British	
36	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient. Great staff.		Female	26-35	Mixed / Multiple ethnic groups	
37	Breast Clinic (NDDH Outpatients)	Extremely Likely	The staff are incredibly friendly and help put your worries to one side.		Female	36-45	White British	
38	Breast Clinic (NDDH Outpatients)	Extremely Likely	Nurse M. was lovely.		Female	46-55	White British	
39	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & helpful staff with pleasant surroundings.	No.	Female	Over 65	White British	
40	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient.		Female	Over 65	White British	
41	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very helpful.		Female	26-35	White British	
42	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent care. Staff very helpful - spotless!		Female	Over 65	White British	
43	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendliness of staff. Very informative and helpful. Explained necessary procedures.	Coffee machine as maybe several departments required on same day.	Female	Over 65	White British	
44	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very quick, efficient and local.	Keep services local we live in such a rural area, we need these essential services.	Female	36-45	White British	
45	Breast Clinic (NDDH Outpatients)	Extremely Likely	Went in really promptly, everyone very nice and helpful.		Female	36-45	White British	
46	Breast Clinic (NDDH Outpatients)	Extremely Likely	All friendly & helpful.		Female	Over 65	White British	

	Outpatients)							
47	Breast Clinic (NDDH Outpatients)	Likely	The staff were friendly, put my mind at ease. Waiting times were long but I was prepared for this as stated on my letter.		Female	26-35	White British	
48	Breast Clinic (NDDH Outpatients)	Likely	Staff very understanding and explained procedures.		Female	36-45	White British	
49	Breast Clinic (NDDH Outpatients)	Likely	Staff all lovely.		Female	46-55	White British	
50	Breast Clinic (NDDH Outpatients)	Likely	Kindness, shown care, fantastic. Relaxed when dead nervous.		Female	Over 65	White British	
51	Breast Clinic (NDDH Outpatients)	Likely	Friendly staff but I have a limited experience of hospitals so not sure if I have received the correct care. I received to my knowledge very good care so far.	Tea & coffee would be nice - haha.	Female	16-25	White British	
52	Breast Clinic (NDDH Outpatients)	Likely	Nice service, friendly, caring.		Female	26-35	White British	
53	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Because I received good care.		Male	56-65	White British	
54	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Excellent care all round.	None.	Female	46-55	White British	
55	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
56	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very helpful and explained. So I understood what was being said.		Male	Over 65	White British	
57	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely		No. Service was very good.		Over 65		

58	Cardiac Rehab Clinic (NDDH Outpatients)	Likely				56-65		
59	Cardiac Rehab Clinic (NDDH Outpatients)	Likely	It is important to take responsibility for your healthcare.			Over 65	White British	
60	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I have been given amazing support and exercise has been designed to help me at correct level. I have gained in confidence through the assistance of workshop.		Male	56-65	White British	
61	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent attention - courteous, friendly staff at all points. Very well-organised.		Female	Over 65	White British	
62	Cardiology (NDDH Outpatients)	Extremely Likely	Efficient, skilled, explaining.		Male	Over 65	White British	
63	Cardiology (NDDH Outpatients)	Extremely Likely	Staff very helpful and polite. Prompt service and very caring. Sensitive to my condition and needs.		Female	Over 65	Black / African / Caribbean / Black British	
64	Cardiology (NDDH Outpatients)	Likely	Local hospital, comprehensive care with links to other sections within the building, little waiting, friendly staff.		Female	Over 65	White British	
65	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always efficient, caring and professional. They answer any questions. Very pleasant staff.		Female	Over 65	White British	
66	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Specialist I saw was very pleasant. Staff was efficient. Bit of a long		Male	56-65	White British	



			wait but, apart from that, all good!!					
67	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Your service has been nothing short of amazing. Thank you.	No improvements necessary.	Female	Over 65	White British	
68	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Once seen very efficient and professional service but 40mins late. Receptionist, although ticked me in, forgot to put me on list for technicians. Poor today.	Receptionists should regularly check patients are being seen!!	Female	Over 65	White British	
69	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very much like A. - so helpful!		Female	Over 65	White British	
70	Cardio-respiratory (NDDH Outpatients)	Extremely Likely		I have found the outpatient service to be efficient and always very helpful. Staff kind and patient, put one at ease. Thank you.	Male	Over 65	White British	
71	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
72	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very friendly & helpful staff.					
73	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
74	Cardio-respiratory (NDDH Outpatients)	Extremely Likely						
75	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	A very kind & pleasant young lady saw me.		Female	Over 65	White British	
76	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very efficient, very helpful. Particularly like that you can make your next appointment at the time, unlike ophthalmology!		Male	Over 65	White British	

77	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	You are all wonderful.	Not needed.	Female	Over 65	White British	
78	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff always helpful & try their best in difficult circumstances. Nowhere else to go.	Easier parking, not enough spaces at busy times.	Male	Over 65	Other ethnic group	
79	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
80	Care of the Elderly (NDDH Outpatients)	Extremely Likely		Always found all staff very helpful.	Female	Over 65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		You need to publicise your feedback here not on the website. Also, what has changed as a result of this feedback? Prove to people this worth completing!	Female	56-65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Polite staff, good service!					
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I had breast cancer 5 years ago. Hopefully, this will be my last visit & get the all clear.		Female	Over 65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fantastic! No probs.	Everything great.	Male	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fully satisfied, well treated.		Male	Over 65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I've found the service friendly, quick & efficient.		Female	16-25	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
88	Clinic / department	Extremely Likely			Female	16-25	White British	

	not entered (NDDH Outpatients)							
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, polite staff.		Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful & informative.		Female	Over 65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I think outpatients do a 101% job. My daughter comes here too.	I think they do 101% job.	Female	36-45	White British	
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt, efficient & knowledgeable staff.		Female	Over 65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care and super staff.	Keep them in Barnstaple.	Female	46-55	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Efficient support & treatment. Very good [illegible] treatment.		Female	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	Asian / Asian British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I have always been satisfied with the service.					
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always had great service from this hospital.		Male	Over 65	White British	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The lady we saw was lovely & friendly, very helpful. The porter was really helpful as well. All in all, very happy. Thank you.	Not with this lady. Very satisfied.	Female	Over 65	White British	
99	Clinic / department	Likely	It a very good hospital.	No - it's a very good	Female	Over 65	White British	

	not entered (NDDH Outpatients)			service.				
100	Clinic / department not entered (NDDH Outpatients)	Likely		We want fast appointment. Appointment so late.	Female	26-35	Other ethnic group	
101	Clinic / department not entered (NDDH Outpatients)	Likely	The hospital is getting there slowly.	Take some pressure off the nurses. They're people as well with feelings.				
102	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely				46-55	White British	Do not publish
103	Clinic / department not entered (NDDH Outpatients)	Don't Know			Male	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	<b>Not entered</b>			Male	Over 65	Other ethnic group	Do not publish
105	Clinic / department not entered (NDDH Outpatients)	<b>Not entered</b>	I went in with a limp - came out without. Perfect. Very attentive & extremely kind.		Female	56-65	White British	
106	Clinic / department not entered (NDDH Outpatients)	<b>Not entered</b>	I didn't feel that I needed to come as I had been dealing with med issues myself. Didn't want to waste anyone's time.		Female	46-55	White British	
107	Clinic / department not entered (NDDH Outpatients)	<b>Not entered</b>	You have no choice.	None.	Male	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	<b>Not entered</b>	Only option available.	Try to be on time with appointments.	Male	46-55	White British	
109	Colorectal (NDDH Outpatients)	Extremely Likely	Very nice nurse and Mrs C. was very reassuring, excellent to both of	Fine people who don't turn up for appointments.	Female	56-65	White British	

			them. Thank you.				
110	Dermatology (NDDH Outpatients)	Extremely Likely	I have been seeing the same consultant for years now & the fact he knows me & my condition is very reassuring.		Female	56-65	White British
111	Diabetes (NDDH Outpatients)	Extremely Likely	This hospital has always been excellent considering the vast area it covers for North Devon. I have been using it for 35 years & have never had reason to complain.	The car park is the area to be enlarged - waiting for space & becoming late for appointment blood pressure soars.	Female	Over 65	White British
112	Dietetics (NDDH Outpatients)	Likely			Female	56-65	White British Do not publish
113	Dietetics (NDDH Outpatients)	Likely	Everyone is polite and helpful. I could ask any question and it would be answered.	Only issue is parking - had to wait over 1/2hr.	Female	56-65	White British
114	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Pleasant manner of staff when greeting & handling my visit.	Keep up the good work.	Male	Over 65	White British
115	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely			Female	36-45	White British Do not publish
116	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	46-55	White British
117	EEG / EMG (NDDH Outpatients)	Extremely Likely	Prompt, friendly, clear and helpful! Top marks.				
118	EEG / EMG (NDDH Outpatients)	Extremely Likely	(1) Extremely friendly service. (2) Let us know exactly what was going on at each stage. Many thanks for all you help	Very good service.	Female	Over 65	White British

			and professionalism.					
119	EEG / EMG (NDDH Outpatients)	Extremely Likely	I was made very comfortable and everything was explained to me well.	Some artwork might be nice in waiting areas.	Male	26-35	White British	
120	EEG / EMG (NDDH Outpatients)	Extremely Likely	Timely appointment. Kept informed of waiting times. Very pleasant & helpful staff.	The EEG/EMG dept deserves a bit of an update in terms of decoration. Waiting area ok but corridor areas scruffy.	Female	56-65	White British	
121	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
122	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very good [illegible] answer any questions I had.	No.	Female	16-25	White British	
123	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Excellent treatment with attention to detail - a good experience!					
124	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Everybody so caring, helpful.			Over 65	White British	
125	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good service, but long waiting times.		Male	26-35	White British	
126	Eye Clinic (NDDH Outpatients)	Extremely Likely	Mr W. 5 stars! NDDH is our local hospital (only 1 hour for Bude).		Male	56-65	White British	
127	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	
128	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen on time & had good result.		Female	56-65	White British	
129	Eye Clinic (NDDH Outpatients)	Extremely Likely	Diagnosis & prevention we are all in for. The examination and testing, being thorough, are an invaluable tool in targeting the most	Please consider Ethos eye drops which can be used as a safe adjunct for the treatment of glaucoma, proven as being effective in the treatment of	Female	56-65	Other ethnic group	

			vulnerable. However, don't underestimate the value and effectiveness of natural non-invasive, non-surgical procedures that are very often overlooked.	cataracts and would save the NHS millions of pounds each year in unnecessary operations & could be administered from home.				
130	Eye Clinic (NDDH Outpatients)	Extremely Likely	As far as my experience has been this hospital's eye department has been extremely good.	Get a new updated eye department.	Female		White British	
131	Eye Clinic (NDDH Outpatients)	Extremely Likely		Car parking.	Female	46-55	White British	
132	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	
133	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
134	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful, pleasant.	Cut down on paperwork.	Male	Over 65	White British	
135	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
136	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
137	Eye Clinic (NDDH Outpatients)	Extremely Likely	My doctor was very thorough and explained everything to me.	As an outpatient I have always been very well treated. No complaints.	Female	Over 65	White British	
138	Eye Clinic (NDDH Outpatients)	Extremely Likely	The excellent treatment given.	No.	Male	Over 65	White British	
139	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good relationships established. Competent treatment.	Give an ongoing idea of waiting times.	Male	Over 65	White British	
140	Eye Clinic (NDDH Outpatients)	Extremely Likely	This service is very vital indeed. No need to cut back on this service. People need to see - eyes are very important.	No. Staff are all lovely, great [illegible]. Praise them all please.	Male	46-55	White British	

			Very friendly staff. They all need a pay rise - they are the ones need it not the big bosses who do not a lot.					
141	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
142	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	
143	Eye Clinic (NDDH Outpatients)	Extremely Likely	Whether for regular glaucoma care or recently for post-operative cataract surgery, the care and attention by surgical staff, nurses & auxiliary staff cannot be more highly praised.	No, keep doing what you all do so well.	Female	Over 65	White British	
144	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
145	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone has been extremely helpful & friendly.	Disabled parking could be improved.	Female	Over 65	White British	
146	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
147	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment excellent.	Wandering ladies in blue could be a little friendlier.	Female	Over 65	White British	
148	Eye Clinic (NDDH Outpatients)	Extremely Likely	First class caring service.	Better air-conditioning in waiting area.	Male	Over 65	White British	
149	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient service. Friendly staff and helpful.	No.	Male	Over 65	White British	
150	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good service, nice people.					
151	Eye Clinic (NDDH Outpatients)	Extremely Likely	Given treatment & procedure prompt (week					



			after) first appointment.					
152	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
153	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good service.		Female	Over 65	White British	
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have attended eye dept. for years and have had thorough examinations and excellent treatment throughout.		Male	Over 65	White British	
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always very efficient and thorough.	Wifi might be nice but understood that the money can be better sent elsewhere.	Male	36-45	White British	
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	First time I been here and so far everything is okay. Nurses, receptionist, doctor, very pleasant and friendly, could not ask for more.		Male	Over 65	White British	
157	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt, caring attention.		Male	Over 65	White British	
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	Satisfied with the treatment received and hope the clinic is kept in NDDH.	No.	Male	Over 65	White British	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely	Appointment on time. Always listen. Helpful with aids to assist with reading. Explains well.	Happy with service.	Female	Over 65	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Felt nervous coming in, but at ease with the					

			nurses. Thank you.					
163	Eye Clinic (NDDH Outpatients)	Likely	Had a prompt and efficient consultation.	(1) Crowding in waiting area can be a problem. (2) A louder call system for patients to be alerted.	Male	Over 65	White British	
164	Eye Clinic (NDDH Outpatients)	Likely	Arrived at 10.20am - quickly checked in at reception. 10.35am eye check done. Waited back in reception to see Mr W. 11.50am still waiting. Seen at 12.00.		Female	56-65	White British	
165	Eye Clinic (NDDH Outpatients)	Likely	Friendly staff. D. was very helpful. Was given an appointment on the same day which was great.		Male	26-35	White British	
166	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
167	Eye Clinic (NDDH Outpatients)	Likely	Friendly and helpful.		Male	Over 65	White British	
168	Eye Clinic (NDDH Outpatients)	<b>Not entered</b>	No choice in such a dispersed hospital area. Next hospital is >40 miles away!	Better scheduling of patients through system. Much wasted waiting time for patients.	Male	Over 65	White British	
169	Eye Clinic (NDDH Outpatients)	<b>Not entered</b>	This is the only eye clinic in North Devon.	Stop car park charging.	Male	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	<b>Not entered</b>	Not something suitable for DIY.	Communicate time estimates better.	Male	Over 65	White British	
171	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Fast and efficient service.		Female	46-55	White British	
172	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The fracture clinic was very well run, appt. times were kept and all the staff were very friendly and caring. A big		Female	Over 65	White British	

			thank you to all concerned.					
173	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and helpful.		Male	36-45	White British	
174	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and efficient staff.		Male	Over 65	White British	
175	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & helpful staff.		Female	Over 65	White British	
176	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have had several visits and am happy with treatment. This will be my last visit.		Female	Over 65	White British	
177	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Helpful, friendly approach.		Female	Over 65	White British	
178	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Extremely friendly staff who made a stressful experience more bearable.		Male	26-35	White British	
179	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
180	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The service is first class and there is no viable alternative as Exeter is 2 hours drive from my home.	No suggestions possible. Staff were great.	Male	Over 65	White British	
181	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good service from all staff.		Female	Over 65	White British	
182	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent treatment by all dept.		Female	Over 65	White British	
183	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent and friendly care shown throughout, from ambulance service to X-ray department and doctor of the fracture clinic.		Female	Over 65	White British	
184	Fracture Clinic	Likely	Friendly staff, no	No.	Female	Over 65	White British	

	(NDDH Outpatients)		problems.					
185	Fracture Clinic (NDDH Outpatients)	Likely			Male		White British	Do not publish
186	Fracture Clinic (NDDH Outpatients)	Likely			Male		White British	Do not publish
187	Fracture Clinic (NDDH Outpatients)	Likely	Shame it is a 60 mile round trip when Stratton hospital is only 7 miles!!		Male	Over 65	White British	
188	Fracture Clinic (NDDH Outpatients)	<b>Not entered</b>	Because we are only here because we have to be, not choose to be.	Try to actually make it on time.	Female	16-25	White British	
189	Gastroenterology (NDDH Outpatients)	Extremely Likely	Very friendly and helpful.	Doing well as it is.	Female	Over 65	White British	
190	Gastroenterology (NDDH Outpatients)	Extremely Likely	Have had dealings with this hospital for many years both for my parents & myself. The care and attention given is second to none.	No.	Female	56-65	White British	
191	General Surgery (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
192	General Surgery (NDDH Outpatients)	Extremely Likely	Thorough, helpful, informative.					
193	General Surgery (NDDH Outpatients)	Extremely Likely	Very good service.	No.	Male	56-65	White British	
194	General Surgery (NDDH Outpatients)	Extremely Likely	Friendly / efficient.		Male	56-65	White British	
195	General Surgery (NDDH Outpatients)	Extremely Likely	My appointments have all been very satisfactory. I was very anxious & received lots of kindness & reassurance. Very thorough investigations & good follow-up.	Sometimes I have felt that I had too many appointments. Duplicate letters too. The service is excellent.	Female	56-65	White British	

196	General Surgery (NDDH Outpatients)	Likely	I have always found the service good & efficient.	I am not seeing the person I was supposed to see.	Female	Over 65	White British	
197	General Surgery (NDDH Outpatients)	Neither Likely nor Unlikely	Made to feel embarrassed when weighing as scales did not go up to my weight.		Male	46-55	White British	
198	Glaucoma Clinic (NDDH Outpatients)	Extremely Likely	Pleasant reception, efficient treatment.	Good efficient service as it is.	Female	Over 65	White British	
199	Gynaecology (NDDH Outpatients)	Extremely Likely	Only waited 5 minutes for appointment. Mr E. is so good - no pain in changing pessary. 10/10 NDDH. Have been looked after v. well after heart attack 9 years ago. You are the best.					
200	Gynaecology (NDDH Outpatients)	Extremely Likely	The mid-urethral sling has been a great success. All the staff have been very caring & understanding & friendly towards everyone here. There is normally a wait for the appointment but that is understandable seeing we all have to undress & be chaperoned.	No. Bigger car park!!	Female	Over 65	White British	
201	Gynaecology (NDDH Outpatients)	Extremely Likely	Efficient, professional and friendly. Diagnosed my condition & had relevant appointments arranged.	No - all seems to run well.	Female	46-55	White British	
202	Gynaecology (NDDH Outpatients)	Extremely Likely	Friendly, informative, empathetic staff. Listen to patient.	Nil.	Female	Over 65	White British	

203	Gynaecology (NDDH Outpatients)	Extremely Likely	I have always received first class treatment from everyone.		Female	Over 65	White British	
204	Gynaecology (NDDH Outpatients)	Extremely Likely	Everyone is absolutely wonderful.	Give the receptionists a private area where they can have private conversations away from general reception area.	Female	Over 65	White British	
205	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Without the facility being near would not be here today.					
206	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
207	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
208	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Lovely team.	No.	Male	Over 65	White British	
209	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very good service.		Male	Over 65	White British	
210	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	I find them most helpful and good at explaining things.		Female	Over 65	White British	
211	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very friendly, helpful & competent staff.		Male	Over 65	White British	
212	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Massively impressed with service.		Male	Over 65	White British	
213	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
214	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	I can only describe the treatment I have been receiving as excellent and thorough.		Male	Over 65	Mixed / Multiple ethnic groups	
215	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
216	Maxillofacial (NDDH Outpatients)	Extremely Likely	Pain-free & made to feel comfortable.		Female	Over 65	White British	

217	Maxillofacial (NDDH Outpatients)	Extremely Likely	Quick and efficient service.		Female	Over 65	White British	
218	Maxillofacial (NDDH Outpatients)	Extremely Likely	The service in this department is very good.		Female	56-65	White British	
219	Maxillofacial (NDDH Outpatients)	Extremely Likely	1) Detailed explanations of what was to happen. 2) Updates as operation [illegible] on various aspects of the extraction. 3) Excellent.	Radio3!	Male	Over 65	White British	
220	Maxillofacial (NDDH Outpatients)	Extremely Likely	Kind and understanding staff.			Over 65	White British	
221	Maxillofacial (NDDH Outpatients)	Likely	Good service, friendly staff.	N/A.	Female	Over 65	White British	
222	Maxillofacial (NDDH Outpatients)	Likely	Department is brilliant for performance and their work, majority of staff are friendly.					
223	Maxillofacial (NDDH Outpatients)	Likely			Male	16-25	Mixed / Multiple ethnic groups	Do not publish
224	Multi-Disciplinary Team (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
225	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	As have had very good support.		Male	56-65	White British	
226	Neurology (NDDH Outpatients)	Extremely Likely	Knowledgeable and 'down to earth' doctor and cheerful nurses.		Male	56-65	White British	
227	Neurology (NDDH Outpatients)	Extremely Likely	I've never received anything but the best care & attention, whichever department I visit.	Just keep up the good work!	Female	56-65	White British	
228	Neurology (NDDH Outpatients)	Likely	I have always been given		Female	46-55	White British	

	Outpatients)		good care at NDDH as have any family that have been either out or inpatients.					
229	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Always had good service.	Excellent upgrade of the department since I came last year.	Female	56-65	White British	
230	Oncology (NDDH Outpatients)	Extremely Likely	Very friendly and helpful - explaining everything & efficiency excellent.	No.	Female	56-65	White British	
231	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
232	Oncology (NDDH Outpatients)	Extremely Likely	Caring and efficient service.		Female	Over 65	White British	
233	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
234	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
235	Oncology (NDDH Outpatients)	Extremely Likely	Everyone here is fantastic - great service.	Cake! lol	Female	Over 65	White British	
236	Oncology (NDDH Outpatients)	Extremely Likely	A very professional unit - one we have become dependent on in our times of need!	Not required.	Female	Over 65	White British	
237	Oncology (NDDH Outpatients)	Extremely Likely	Listen / attentive / efficient. Nice people.		Female	Over 65	White British	
238	Oncology (NDDH Outpatients)	Extremely Likely	Professional & kind.		Female	56-65	White British	
239	Oncology (NDDH Outpatients)	Extremely Likely	Treatment & care from all aspects regarding my breast cancer treatment were excellent both at North Devon & Royal Exeter.	Communication!! My follow-up was due in December 2016. After 2 phone calls to chase, I finally got an appt. on 23.02.17. Why should patients have to chase?	Female	Over 65	White British	
240	Oncology (NDDH	Likely			Female	46-55		Do not publish



	Outpatients)							
241	Oncology (NDDH Outpatients)	Likely	High quality local service within easy reach of family & friends.	Sometimes a long wait. It would be nice to see the same consultant.		56-65	White British	
242	Oncology (NDDH Outpatients)	Likely	Very good services.		Female	Over 65	White British	
243	Oncology (NDDH Outpatients)	<b>Not entered</b>				46-55	Mixed / Multiple ethnic groups	
244	Oncology (NDDH Outpatients)	<b>Not entered</b>	It's not a place you would recommend to anyone. Only here because I'm ill!		Male	Over 65	White British	
245	Ophthalmology (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
246	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very clear explanation of condition.		Female	56-65	White British	
247	Ophthalmology (NDDH Outpatients)	Extremely Likely	Good patient system. Didn't have to wait too long for appointment. Good patient care by optometrist.		Female	56-65	White British	
248	Ophthalmology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
249	Ophthalmology (NDDH Outpatients)	Extremely Likely	Extremely helpful staff at all times. Consultation with doctors ahead of time! Thorough examination and careful, courteous explanation of diagnosis, prognosis and future follow-up. Very helpful & reassuring.		Male	Over 65	White British	
250	Ophthalmology (NDDH Outpatients)	Extremely Likely	Good quality of care and excellent surgeon.	Would be nice if the appointment line is answered by a person	Female	56-65	White British	

				more often. Otherwise, everything was excellent.				
251	Ophthalmology (NDDH Outpatients)	Extremely Likely	I received good care & was listened to by the consultant & nursing staff & my treatment was extremely satisfactory.		Male	Over 65	White British	
252	Ophthalmology (NDDH Outpatients)	Extremely Likely	Kind & helpful.		Male	Over 65	White British	
253	Ophthalmology (NDDH Outpatients)	Likely		Very long wait.	Female	26-35	White British	
254	Ophthalmology (NDDH Outpatients)	Unlikely	Telephone reminder service is inefficient, persistent & obtrusive.	Discontinue the phone reminder service.	Male	46-55	White British	
255	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Very helpful.		Male	Over 65	White British	
256	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Outpatients is convenient & efficient and is only one in the area. It is too far to go to Exeter!		Female	Over 65	White British	
257	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	This is the only hospital. Staff very friendly / helpful.		Male	46-55	White British	
258	Orthopaedic / Trauma (NDDH Outpatients)	Likely	Efficiency.		Male	Over 65	White British	
259	Orthopaedic / Trauma (NDDH Outpatients)	Likely	Friendly and professional staff.	No.	Female	16-25	Mixed / Multiple ethnic groups	
260	Orthopaedic / Trauma (NDDH Outpatients)	Likely			Male	46-55	White British	
261	Orthopaedic /	<b>Not entered</b>	Where else would they		Male	46-55	White British	

	Trauma (NDDH Outpatients)		go? Tesco?					
262	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
263	Orthopaedics (NDDH Outpatients)	Extremely Likely	Have been seen previously and experience helpful & reassured. Surgery performed in quick time.	More disabled bays.	Male	56-65	White British	
264	Orthopaedics (NDDH Outpatients)	Extremely Likely		I have always found your outpatient service very efficient.		Over 65	White British	
265	Orthopaedics (NDDH Outpatients)	Extremely Likely	All worked as clockwork. Staff superb in all matters. A nice experience!	None.	Male	Over 65	White British	
266	Orthopaedics (NDDH Outpatients)	Extremely Likely	Mr L. examined me thoroughly & fully advised me as to future treatment. A very good first appt.	Not at present.	Female	Over 65	White British	
267	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very good surgeon and had excellent service.		Male	Over 65	White British	
268	Orthopaedics (NDDH Outpatients)	Likely			Male	56-65	White British	
269	Orthopaedics (NDDH Outpatients)	Likely	Always have to wait.		Female	46-55	White British	
270	Orthopaedics (NDDH Outpatients)	Likely	No waiting time. Excellent service.		Female	36-45	White British	
271	Orthopaedics (NDDH Outpatients)	Likely	The consultant listened to my comments and after 16 years of taking pills and using cream I may finally be treated and cured.	Post consultants name on display board so enabling me to know I am in the correct place. In the area A waiting area no visible antiseptic gel on display.	Female	56-65	White British	
272	Orthopaedics (NDDH Outpatients)	Neither Likely nor	Waiting time too long.	Keep appointment times	Male	46-55	White British	

	Outpatients)	Unlikely		correct.				
273	Orthopaedics (NDDH Outpatients)	<b>Not entered</b>	If you need fixing you have to go. Didn't realise I had a choice of where to go.	I have always been very happy with the service I have received. My only complaint is the time it takes and the constant cancelled appointments.	Male	36-45	White British	
274	Orthotics (NDDH Outpatients)	Extremely Likely	Pleasant welcome. Attention to detail. Much appreciated.	Very good.	Male	Over 65	White British	
275	Orthotics (NDDH Outpatients)	Extremely Likely	My experience was very good. The clinic was very good.		Male	56-65	White British	
276	Pain Management Service (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
277	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Very efficient & friendly.		Male	Over 65	White British	
278	Physiotherapy (NDDH Outpatients)	Extremely Likely	M. was a lovely person, understanding, caring and knew how to treat my pain. The improvement in neck movement has been fantastic. Reception staff were also most friendly and sympathetic.	No.	Female	Over 65	White British	
279	Physiotherapy (NDDH Outpatients)	Extremely Likely	What an experience. D. was so courteous and gave me such amazing advice. The whole department is so well run. Congratulations.		Female	Over 65	White British	
280	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent treatment, super people.			Over 65	White British	
281	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish

	Outpatients)							
282	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
283	Physiotherapy (NDDH Outpatients)	Extremely Likely	The all new refurbished physio dept. looks inviting, clean & fresh. The physios themselves are always very professional, friendly & helpful.		Female	46-55	White British	
284	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very friendly staff.		Female	36-45	White British	
285	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent treatment. Very attentive. Prompt appointment.	Had no problems so far. Seems well-organised.	Female	56-65	White British	
286	Physiotherapy (NDDH Outpatients)	Extremely Likely	After 4 weeks of being in A&E, Tarka doc & doctors - finally amazed. Whilst not yet recovered someone is listening and doing something. Thank you.	No. It's great.	Female	46-55	White British	
287	Physiotherapy (NDDH Outpatients)	Extremely Likely	Everything was great. A. and D. were excellent.			56-65	White British	
288	Physiotherapy (NDDH Outpatients)	Extremely Likely	Efficient, competent.		Female	Over 65	White British	
289	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
290	Physiotherapy (NDDH Outpatients)	Extremely Likely	Everyone has been extremely kind & understanding, has time for you. All aspects of my injury from being diagnosed, fracture clinic, physio has been first class. No		Male	56-65	White British	

			grumbles!!!					
291	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Very friendly, made to feel at ease at all times.	Car park. Not enough spaces. When space becomes available, nightmare to find it.	Female	46-55	White British	
292	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Courteous and experienced staff.	To lower waiting times.	Male	46-55	White British	
293	Radiology - CT scan	Extremely Likely	The staff are friendly and made me feel at ease. Everything was explained to me so that I did not feel nervous. I did not have to wait long for my appointment. I cannot praise this hospital enough.		Female	Over 65	White British	
294	Radiology - CT scan	Extremely Likely	We need this dept. in NDDH. Everyone very helpful.	A chair with arms in waiting area.	Male	Over 65	White British	
295	Radiology - CT scan	Extremely Likely	The staff is so helpful & nothing's too much trouble for them to help you if possible. So busy rushing around but still can help with a cheerful voice.		Female	Over 65	White British	
296	Radiology - CT scan	Extremely Likely	All of the personnel have been most informative, helpful and with pleasant personalities.	None - very pleased.	Male	Over 65	White British	
297	Radiology - CT scan	Extremely Likely	Very good.	No.	Male	Over 65	White British	
298	Radiology - CT scan	Extremely Likely	Because everybody was so nice.		Male	Over 65	White British	
299	Radiology - CT scan	Extremely Likely	All was ok.		Male	Over 65	White British	

300	Radiology - CT scan	Extremely Likely	This department in my opinion warrants 10/10. First class in every way.					
301	Radiology - CT scan	Extremely Likely	All staff extremely pleasant & help you to relax.		Female	Over 65	White British	
302	Radiology - CT scan	Extremely Likely	Staff great, appointment on time.	None.		Over 65	White British	
303	Radiology - CT scan	Extremely Likely	Lovely, friendly staff.	No.	Female	56-65	White British	
304	Radiology - CT scan	Extremely Likely	Caring, lovely staff, treated with respect, promptly & efficiently. So helpful.	Well, as I have no complaints, then difficult to comment.	Female	Over 65	White British	
305	Radiology - CT scan	Extremely Likely	Excellent service, all staff welcoming and introduced themselves. Helpful and clear information. Fantastic service from beginning to end. Thank you.	No, nothing at all. Everything very good.	Male	56-65	White British	
306	Radiology - CT scan	Extremely Likely	Friendly, informative staff.		Male	Over 65	White British	
307	Radiology - CT scan	Extremely Likely	Incredibly friendly, efficient staff. Clear instructions given in a warm and friendly way - reassuring about the process of the CT scan. Couldn't rate them high enough.	None - very efficient & professionally done.	Female	56-65	White British	
308	Radiology - CT scan	Extremely Likely	Efficient, friendly staff. A very good experience for the patient.			Over 65	White British	
309	Radiology - CT scan	Extremely Likely	Excellent, friendly service for my partner. Thank you all.		Male	46-55		

310	Radiology - CT scan	Extremely Likely	Very good services.	No.	Female	Over 65	White British	
311	Radiology - CT scan	Extremely Likely		Drinks machine for those waiting for patients.	Male	Over 65	White British	
312	Radiology - CT scan	Extremely Likely	Very friendly & helpful staff. No waiting time.	No.		Over 65	White British	
313	Radiology - CT scan	Extremely Likely	Very friendly staff explained fully what to expect.	No.	Female	36-45	White British	
314	Radiology - CT scan	Extremely Likely	Staff are courteous & understanding. All treatment given on time. Services must not be lost from this hospital serving North Devon.		Female	Over 65	White British	
315	Radiology - CT scan	Extremely Likely	The staff are all friendly and no question is left unanswered.	A new coffee table, as the old one is warped.	Female	36-45	White British	
316	Radiology - CT scan	Extremely Likely	All nice people, looking after us.	None.	Female	56-65	White British	
317	Radiology - CT scan	Extremely Likely	Friendly, kind staff.		Male	Over 65	White British	
318	Radiology - CT scan	Extremely Likely	First class, friendly service, treatment fully explained and was put at easy. Thank you.		Male	Over 65	White British	
319	Radiology - CT scan	Extremely Likely	Arrived early and as no-one else waiting was seen before my actual appointment time.		Male	Over 65	White British	
320	Radiology - CT scan	Extremely Likely	Everything was lovely - the staff & facilities extremely good. Many thanks.		Female	Over 65	White British	
321	Radiology - CT scan	Extremely Likely	Gentle, caring handling by staff.	Coffee machine?!	Male	Over 65	White British	
322	Radiology - CT scan	Extremely Likely	Excellent service. Staff	No - not really.	Male	Over 65	White British	



			efficient and happy and polite.					
323	Radiology - CT scan	Extremely Likely	Helpful, efficient and prompt.		Female	Over 65	White British	
324	Radiology - CT scan	Likely	My husband has dementia and we were left alone after arrival for 25 minutes. Someone explaining what was happening would have been very reassuring.		Male	Over 65	White British	
325	Radiology - CT scan	Likely	Always happy with the service. Staff always polite & kind.	For people who have regular CT scan involving drinking I would prefer to be able to do this just before appointment time so can have at home and limit time in waiting room!	Female	56-65	White British	
326	Radiology - CT scan	<b>Not entered</b>	Only if you have to attend this hospital.	Do not close this hospital down. It is needed.	Male	Over 65	White British	
327	Radiology - MRI scan	Extremely Likely			Female	56-65	White British	
328	Radiology - MRI scan	Extremely Likely			Male	56-65	White British	
329	Radiology - MRI scan	Extremely Likely	Having an MRI scan after all these years of problems has now relieved all the stress because I will now know what is wrong with me.		Female	Over 65	White British	
330	Radiology - MRI scan	Extremely Likely	The staff are friendly, helpful and professional.		Female	Over 65	Other ethnic group	
331	Radiology - MRI scan	Extremely Likely	Wonderful service, super staff, caring & considerate.	Keep it open.	Male	Over 65	White British	
332	Radiology - MRI scan	Likely	This hospital feels very organised and [illegible] & [illegible] & I		Female	56-65	White British	

			appreciated the care here.					
333	Radiology - MRI scan	<b>Not entered</b>			Female	46-55	White British	Do not publish
334	Radiology - Ultrasound	Extremely Likely	Great staff. Seen on time. Moved our appointment forward for me so I didn't have to return this afternoon for another appt.		Female	56-65	White British	
335	Radiology - Ultrasound	Extremely Likely	Every time I have had to come to this hospital I have been treated well. The staff in all parts of this hospital are very polite & professional. I hope all heads of depts. praise their staff. Everybody here works so hard.		Male	46-55	White British	
336	Radiology - X-ray	Extremely Likely	Short wait & excellent service.					
337	Radiology - X-ray	Extremely Likely	Always satisfied with treatment at ND hospital I have had two new hips and treatment for a PE.	Not really.	Male	Over 65	White British	
338	Radiology - X-ray	Extremely Likely	Friendly service.	Advise patients to remove facial jewellery before opt X-rays to save time.	Female	36-45	White British	
339	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	
340	Radiology - X-ray	Extremely Likely	Local, swift, friendly.		Female	Over 65	White British	
341	Radiology - X-ray	Extremely Likely	Admitted for scan on time. Clean & tidy dept. Courteous staff. Perfect.	No.	Male	46-55	White British	
342	Radiology - X-ray	Extremely Likely	Professional & friendly.	Put the box away from seats. Patient sat down	Male	56-65	White British	

				and hit his head on it.				
343	Radiology - X-ray	Extremely Likely	Apart from the only local one. Clean, luckily only a short wait.		Female	Over 65	White British	
344	Radiology - X-ray	Extremely Likely	Friendly and helpful staff.		Male	Over 65	White British	
345	Radiology - X-ray	Extremely Likely	Excellent greeting at reception in main X-ray. Both times I have attended excellent treatment by radiographer. Thank you.	None.	Female	46-55	White British	
346	Radiology - X-ray	Extremely Likely	Excellent service & care.	All good.	Female	Over 65	White British	
347	Radiology - X-ray	Extremely Likely	Reception fine. Had to wait for 20mins as was referred instantly from another dept. so I suppose a slight wait was inevitable.			Over 65	White British	
348	Radiology - X-ray	Extremely Likely	X-ray for a benign tumor for Plymouth.		Female	46-55	White British	
349	Radiology - X-ray	Extremely Likely	Broken elbow.		Female	Over 65	White British	
350	Radiology - X-ray	Extremely Likely	Extremely well looked after by J., C., S. & all the other staff.		Female	16-25	White British	
351	Radiology - X-ray	Extremely Likely	It is difficult to explain how much we value the treatment we receive here. Nothing is too much trouble.	None.	Female	Over 65	White British	
352	Radiology - X-ray	Likely	Waiting times could be improved. Doctors / X-ray staff very nice.	Waiting area very hot. Cooling it would help save money!	Female	46-55	White British	
353	Radiology (NDDH Outpatients)	Extremely Likely	Excellent hospital.	No.	Male	Over 65	White British	

354	Radiology (NDDH Outpatients)	Extremely Likely	They couldn't be more helpful. Very satisfied.	No.	Male	Over 65	White British	
355	Radiology (NDDH Outpatients)	Extremely Likely	First class. Reception polite, helpful & efficient, prompt attention, very short wait. Explained everything, pleasant, efficient, professional service at every level. Clean & 'workman like' environment.	Get rid of central booking - GP emails hospital dept. who then ring/email patient direct to make appointment. Save money & time on double-handling tasks & letters.	Female	Over 65	White British	
356	Radiology (NDDH Outpatients)	Extremely Likely	All staff nice & friendly.		Male	56-65	White British	
357	Radiology (NDDH Outpatients)	Extremely Likely	Efficient & quick & friendly.	No.	Female	56-65	White British	
358	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent service.	None.	Male	Over 65	White British	
359	Respiratory (NDDH Outpatients)	Extremely Likely	Clinic staff were friendly & helpful. Staff conducting tests were reassuring. Seen promptly by registrar and given plenty of time to ask questions.	Provide online booking / re-arranging service.	Female	36-45	White British	
360	Respiratory (NDDH Outpatients)	Extremely Likely	Friendly staff. Clean and tidy.	No.	Male	46-55	White British	
361	Respiratory (NDDH Outpatients)	Extremely Likely	The consultant listened to me & having carefully examined me & read my file gave a considered verdict which was a clean bill of health in the chest department.		Male	Over 65	White British	
362	Respiratory (NDDH Outpatients)	Extremely Likely						

363	Respiratory (NDDH Outpatients)	Extremely Likely	The staff has been polite, efficient and friendly. In a nutshell: caring.		Male	Over 65	Black / African / Caribbean / Black British	
364	Respiratory (NDDH Outpatients)	Extremely Likely	All helpful & friendly.	None.	Female	46-55	White British	
365	Respiratory (NDDH Outpatients)	Likely	Waiting a long time to be seen.	Allow more time for appointments.	Male	Over 65	White British	
366	Respiratory (NDDH Outpatients)	Likely	Helpful & informative staff with a friendly attitude.		Male	36-45	White British	
367	Respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Wasn't told I needed to attend another department. When I got there they were late which made my appointment late. I was then asked if I was late as they put someone in front of me. Not the way to start an appointment.	Keep it professional and talk to other departments. Don't blame patients.	Female	26-35	White British	
368	Rheumatology (NDDH Outpatients)	Extremely Likely	Very efficient and excellent staff.	The phone call to remind you sounds a bit like a scam so unless you expect it you may be reluctant to give date of birth.	Female	56-65	White British	
369	Rheumatology (NDDH Outpatients)	Extremely Likely	It a very good hospital worth keeping. Can't do without it. Staff excellent.	Don't close our hospital down.	Male	Over 65	White British	
370	Rheumatology (NDDH Outpatients)	Extremely Likely	The appointment was made quickly after doctors appointment. Very pleased to have been seen so quickly because of the pain,	Phone call to confirm appointment asked for date of birth. Did not give it because unsure of the person who phoned - 9pm on a Sunday evening.	Male	56-65	White British	

			appointment at 10 o'clock and we were seen at 10 o'clock -very pleased!					
371	Rheumatology (NDDH Outpatients)	Extremely Likely	The thorough treatment I have received - liaison between rheumatology & podiatry, occ. health & physio has meant my treatment is timely and continuous without any delays. Dr K. has also suggested I use their online facilities which I hope will be helpful.	None - I have been happy with the service I have received.	Female	46-55	White British	
372	Rheumatology (NDDH Outpatients)	Extremely Likely	A really good job done by everyone. So kind.		Female	56-65	White British	
373	Rheumatology (NDDH Outpatients)	Extremely Likely	Impressed with staff.		Female	Over 65	White British	
374	Rheumatology (NDDH Outpatients)	Extremely Likely	Sufficient admin, caring rheumatology & staff. Everything goes smoothly.	You are good!	Male	46-55	Asian / Asian British	
375	Rheumatology (NDDH Outpatients)	Extremely Likely	Always found prompt care / appointment times. Having moved here from Hertfordshire this hospital is amazing! (Previously I attended Watford general, it's a different world here!)	No, never any problems.	Female	56-65	White British	
376	Rheumatology (NDDH Outpatients)	Extremely Likely	The consultant and nurses are very caring and knowledgeable and do their best to help. The receptionists are	Only one - see us on time! It takes me an hour to get here and I get very cross when everything is late. My time is important too!	Female	Over 65	White British	

			friendly and extremely helpful.					
377	Rheumatology (NDDH Outpatients)	Extremely Likely	Professional team, knowledgeable, kind & caring.		Female	56-65		
378	Rheumatology (NDDH Outpatients)	Extremely Likely	Appt. on time. Rheumatologist very thorough and professional. Temperature in waiting area very hot.	Could be cooler - would save money on heating to!	Female	46-55	White British	
379	Rheumatology (NDDH Outpatients)	Extremely Likely	Was seen very quickly & dealt with efficiently. Apt. made for further visit very effectively.		Male	Over 65	White British	
380	Rheumatology (NDDH Outpatients)	Likely			Female	56-65	White British	
381	Rheumatology (NDDH Outpatients)	Likely	Very efficient even though appointment running 1/2 hour late. Local to where I live - we need to keep these services local and not moved to Exeter.	No.	Female	56-65	White British	
382	Seamoor Unit (NDDH Outpatients)	Extremely Likely	All of the care I have received throughout my womb cancer and treatment has been excellent.		Female	46-55	White British	
383	Urology (NDDH Outpatients)	Extremely Likely	Because the care I have received has been second to none from the start of my treatment. Thank you.		Male	Over 65	White British	
384	Urology (NDDH Outpatients)	Extremely Likely	The two urology specialist nurses are	No.	Male	Over 65	White British	

			wonderful, caring, gentle and friendly. I would recommend this department for the best care available.						
385	Urology (NDDH Outpatients)	Extremely Likely	Been treated well every time.	Keep going the same.	Male	Over 65			
386	Urology (NDDH Outpatients)	Extremely Likely	Very, very helpful with an urgent situation.		Male	Over 65	White British		
387	Urology (NDDH Outpatients)	Extremely Likely	Always been pleased with treatment.		Male	Over 65	White British		
388	Urology (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish	
389	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish	
390	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British		
391	Urology (NDDH Outpatients)	Likely	Satisfied with service given.		Male	Over 65	White British		

### **Qualitative Feedback - Feb-17 - Children and young person's FFT card responses**

	<b>Clinic / department attended</b>	<b>FFT card completed by:</b>	<b>'Friends and Family Test' Response</b>	<b>Would you mind telling us why you gave that answer?</b>	<b>What do you think was good about your visit?</b>	<b>What could we have done better?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your answers ever to be made public.</b>
1	Audiology/ENT (NDDH Outpatients)	Patient	Yes	Because the service was quick.	The service was fast and the doctor was nice.	More parking spaces. As a bit late.	Female	12-15	White British	
2	Audiology/ENT (NDDH	Parent/ Guardian/	Yes				Female	12-15	White British	Do not publish



	Outpatients)	Carer								
3	Audiology/ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes					Under 6	White British	
4	Audiology/ENT (NDDH Outpatients)		Yes	Very good service. Very helpful.	Advice & care very good.		Male	6-8	White British	
5	Audiology/ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	All was fine. Was early to my appt. - was seen early.	Everything went well.	Nothing.	Male	Under 6	White British	
6	Audiology/ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Were always found the staff to be professional and extremely polite and helpful and appointments have been on time.	Comfortable waiting room, staff polite and professional.	N/A.	Male	Under 6	White British	
7	Audiology/ENT (NDDH Outpatients)	Parent/Guardian/Carer	Maybe	Had an appointment for my son at 8.30am. The first patient to be seen was seen at 8.55am. Grummet left in ear which should have been removed so could do test as has fallen down ear drum - only did one ear test.	N/A.	Timekeeping - last appointment was 1 hour late.	Male		White British	
8	Audiology/ENT (NDDH	Patient	Don't know					9-11	White British	

	Outpatients)									
9	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	<b>Not entered</b>		Nothing.	Everything.	Female	Under 6	White British	
10	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	12-15	White British	Do not publish
11	EEG / EMG (NDDH Outpatients)	Patient	Yes	Because she was nice!	She was kind and on time!	N/A.	Female	12-15	White British	
12	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Excellent service, very efficient (as always).			Female	12-15	White British	
13	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Helpful and very friendly.		Nothing.	Female	12-15	White British	
14	EEG / EMG (NDDH Outpatients)	Patient	Yes				Male	9-11	White British	Do not publish
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	As good as any!	Good staff.	Had a bit of a wait but understand this is a possibility!	Female	Under 6	White British	
16	Eye Clinic (NDDH Outpatients)		Yes	Because if you wear glasses you can have your eyes checked here (patient comments).	The optometrists that we saw on our visit today were very friendly, helpful & understanding.	Our appointments are often cancelled & rescheduled quite last minute.		Under 6	White British	
17	Eye Clinic (NDDH Outpatients)	Patient	Yes	Because it's good and I've been here before.	It helped with things.	More entertainment in the waiting room.	Male	9-11	White British	
18	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always well looked after. Friendly staff.			Male	Under 6	White British	

19	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	I like the toys. I like the big chair that goes up & down.	Friendly staff. The big chair. Calm, relaxed atmosphere. Toys to play with (although need attention).	No eye drops.	Female	Under 6	White British	
20	Fracture Clinic (NDDH Outpatients)		Yes		Staff were friendly & helpful.	Nothing.	Female	12-15	White British	
21	Fracture Clinic (NDDH Outpatients)	Patient	Yes				Female	9-11	White British	Do not publish
22	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Seen very quickly. Friendly staff. Good service.	Quick to be seen.	Nothing.	Male	12-15	White British	
23	Fracture Clinic (NDDH Outpatients)	Patient	Yes				Female	9-11	White British	Do not publish
24	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Because everyone is very nice and kind.	Taking of the cast.	At the appointment at the time set.		12-15	White British	
25	Fracture Clinic (NDDH Outpatients)		Yes	I said 'Yes' because it is lovely here - it's the best.						
26	Fracture Clinic (NDDH Outpatients)		Yes	Because it was very quick and hardly felt a thing.	They put me at ease & made me laugh.	Nothing.	Male	12-15	White British	
27	Maxillofacial (NDDH Outpatients)	Patient	Yes	Everyone is really friendly, efficient and nice.	We were called this morning to come this afternoon a week after a referral was sent. What an excellent		Male	9-11	White British	

					service. Thank you x.					
28	Maxillofacial (NDDH Outpatients)	Parent/ Guardian/ Carer	<b>Not entered</b>		It's quiet and not waited for long.	Nothing.	Male	Under 6	Other ethnic group	
29	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always polite. Lovely to the children. Everyone is professional and have a good approach to patients.	Good to have a play area. All staff helpful and friendly.	Nothing.	Male	Under 6	White British	
30	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe				Female	Under 6	White British	Do not publish
31	Orthopaedics (NDDH Outpatients)		Yes				Female	6-8	White British	Do not publish
32	Orthopaedics (NDDH Outpatients)	Patient	Yes	Because he was friendly. Mr T. is the best doctor I ever met.	It made me feel happy about my foot.	Nothing because your the best.	Male	6-8	White British	
33	Orthopaedics (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Just because of time waited, especially with a child.		Waiting time.	Male	Under 6	White British	
34	Orthoptist (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Extremely good and patient with my son.	Quick.	Nothing.	Male	Under 6	White British	
35	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Everyone is very helpful & friendly. They provide an excellent service.	The staff.		Male	Under 6	White British	
36	Radiology - Ultrasound	Parent/ Guardian/	Yes	They were very helpful.	Nice kind people that were helpful,	Nothing.	Female	Under 6	White British	

		Carer			was seen very quick.					
37	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Outstanding staff.	In really quickly.	Nothing.	Female	Under 6	White British	
38	Radiology - X-ray		Yes	Everyone is so kind and nice.	They were helpful even though we messed up our appointment time!			6-8	White British	
39	Radiology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Brilliant service, staff went out of their way to help.	Staff.		Female	Under 6	Mixed / Multiple ethnic groups	