

Outpatients - NDDH - 'Friends and Family Test' - Jan-15 to Mar-15

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-15	96	97.9	0.0	2.1
Feb-15	93	96.8	1.1	2.1
Mar-15	44	97.7	2.3	0.0

Qualitative Feedback

Jan-15. The original FFT card does not require the patient to enter the specific clinic / department attended. Therefore, for Jan-15, the location point at which the FFT card was collected has been entered below.

Feb-15 onwards. A revised FFT card was introduced in Feb-15 which asks the patient to enter the specific clinic / department attended.

	Month	Collection point of 'Friends and Family Test' Card	'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 the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jan	Area A	Extremely likely	Having come from another area, this service is extremely better than the one I was used to.		Male	over 65	White British	No tick
2	Jan	Area A	Extremely likely	Good care.		Male	over 65	White British	No tick
3	Jan	Area A	Extremely likely	I have always experienced fantastic service at NDDH	A Larger car park is needed.	Female	over 65	White British	No tick
4	Jan	Area C	Extremely likely	Incredibly thorough. A wide range of tests were done on the day without prior arrangements. Then the consultant was seen again with feedback. Awesome!		Female	56-65	White British	No tick
5	Jan	Dental	Extremely likely	Happy with surgeon and staff very attentive.	Carpet in waiting area needs a good vacuum. Need	Female	over 65	White British	No tick

					chairs in corridor for patients to wait when closed between 1-2pm.				
6	Jan	EEG / EMG	Extremely likely	On time	No.	Male	56-65	White British	No tick
7	Jan	EEG / EMG	Extremely likely	No reason.					No tick
8	Jan	EEG / EMG	Extremely likely	I have been given treatment very quickly and the service has been good.					No tick
9	Jan	EEG / EMG	Extremely likely			Male	56-65	White British	No tick
10	Jan	EEG / EMG	Extremely likely	Seen very quickly. Problem explained clearly. Sound advice given.	No.	Female	over 65	White British	No tick
11	Jan	EEG / EMG	Extremely likely	Perfect service. No complaints.	No complaints	Male	over 65	White British	No tick
12	Jan	EEG / EMG	Extremely likely	Very, very pleased with service, clean and waiting room pleasing to the eye. (not dirty and nice chairs)	Yes, more parking spaces.	Male	over 65	White British	No tick
13	Jan	EEG / EMG	Extremely likely	Service excellent.	Sort direction signs.				No tick
14	Jan	EEG / EMG	Extremely likely	Thorough investigation with very competent and helpful staff. Involve relative but respect the patient.		Female	over 65	White British	No tick
15	Jan	EEG / EMG	Extremely likely	The lady was very helpful and friendly also very knowledgeable (EEG lady).					No tick
16	Jan	EEG / EMG	Extremely likely	Professional		Female	46-55	White British	No tick

				service. Caring and understanding - I had to cancel my appointment twice due to issues. Friendly - I was made to feel completely at ease.					
17	Jan	EEG / EMG	Extremely likely			Male	26-35	White British	No tick
18	Jan	EEG / EMG	Extremely likely	The lady who did the test was absolutely brilliant. Very kind, kept me calm all the way through. Thank you very much.		Male	26-35	White British	No tick
19	Jan	EEG / EMG	Extremely likely			Female	16-25	White British	No tick
20	Jan	EEG / EMG	Extremely likely	Very good service.		Male	16-25	White British	No tick
21	Jan	EEG / EMG	Extremely likely			Male	56-65	White British	No tick
22	Jan	EEG / EMG	Extremely likely	Friendly staff, considerate manner and efficient.	No,	Female	56-65	White British	No tick
23	Jan	EEG / EMG	Extremely likely	Because of the friendly lady (J) that did my EEG -		Male	36-45	White British	No tick
24	Jan	EEG / EMG	Extremely likely	Brilliant service.			over 65	White British	No tick
25	Jan	EEG / EMG	Extremely likely	Because of the care shown to my wife on her visits to the hospital.	No.	Male	over 65	White British	No tick
26	Jan	EEG / EMG	Extremely likely			Female	36-45	White British	No tick
27	Jan	EEG / EMG	Extremely likely	Time of referral to being seen in clinic was not long. No waiting time on the day. Friendly,					No tick

				helpful staff.					
28	Jan	EEG / EMG	Extremely likely	No problems, very good.		Male	46-55	White British	No tick
29	Jan	EEG / EMG	Extremely likely	Fast, prompt service. Very friendly.		Female	36-45	White British	No tick
30	Jan	EEG / EMG	Extremely likely	I have been treated at North Devon Hospital over a number of years and apart from one isolated incident have always received excellent care and a kind attitude from all personnel.	Not at this time.	Female	56-65	White British	No tick
31	Jan	EEG / EMG	Extremely likely	EMG/EEG staff polite, friendly, human and very efficient.		Male	46-55	White British	No tick
32	Jan	EEG / EMG	Extremely likely	Friendly staff.		Female	26-35	White British	No tick
33	Jan	EEG / EMG	Extremely likely	Quick, efficient service. Very friendly and calming and put 3 year old boy (and his mum) at ease throughout EEG procedure - which was quite a scary prospect.	N/A.	Female	36-45	White British	No tick
34	Jan	EEG / EMG	Extremely likely	There is no reason not to recommend.	No.	Female	over 65	White British	No tick
35	Jan	EEG / EMG	Likely	I was seen very quickly and everybody was very friendly.		Female	46-55	White British	No tick

36	Jan	EEG / EMG	Likely	Everyone is friendly and polite - very good experience.		Female	over 65	White British	No tick
37	Jan	EEG / EMG	Likely			Female	26-35	White British	No tick
38	Jan	EEG / EMG	Likely	Simple, straightforward test	No.	Male	46-55	White British	No tick
39	Jan	ENT	Extremely likely	Very good service. Helpful. Well explained (Dr B). Appointment on time	No.	Male	56-65	White British	No tick
40	Jan	ENT	Extremely likely	Helpful, kind polite staff good service. Clean, tidy waiting area. Food, drink and shop available.	People to pay fine for missing appointments and not informing you.	Female	46-55	White British	No tick
41	Jan	Fracture Clinic	Extremely likely	A1 service.					No tick
42	Jan	Fracture Clinic	Extremely likely	Staff lovely and helpful, especially receptionist. Thank you					No tick
43	Jan	Radiology	Extremely likely	Always found staff polite and helpful and good care taken when treated.	Waiting time can be a problem at times.	Male	over 65	White British	No tick
44	Jan	Radiology	Extremely likely	Very helpful and friendly staff, was dealt with promptly.		Male	56-65	White British	No tick
45	Jan	Radiology	Extremely likely	Very efficient in all respects.		Female	over 65	White British	No tick
46	Jan	Radiology	Extremely likely	Always helpful for all patients.			36-45	White British	No tick
47	Jan	Radiology	Extremely likely			Female	26-35	White British	No tick
48	Jan	Radiology	Extremely likely	Everyone we saw was very helpful and was able to answer our	None.	Male	16-25	White British	No tick

				questions.					
49	Jan	Radiology	Extremely likely	Very quick. Receptionist smiled. Pleasant radiologist.		Female	56-65	White British	No tick
50	Jan	Radiology	Extremely likely	Extremely fast and efficient treatment. Affecting many areas and treatments in the family. Many thanks.	No.	Female	46-55	White British	No tick
51	Jan	Radiology	Extremely likely	Very helpful.		Female			No tick
52	Jan	Radiology	Extremely likely	I am a voluntary driver and come here often. Always polite and helpful staff.		Male	56-65	White British	No tick
53	Jan	Radiology	Extremely likely	A++		Male	over 65	Other ethnic group	No tick
54	Jan	Radiology	Extremely likely	I have attended Barnstaple Hospital as an outpatient and for treatment and have found the staff very friendly, professional and helpful. Keep up the good work.		Male	36-45	White British	No tick
55	Jan	Radiology	Extremely likely	My husband has had several x-ray scans etc. All on time and efficiently done with his limited mobility with Christmas and New year in between - excellent.		Female	46-55	White British	No tick

56	Jan	Radiology	Extremely likely	Service was efficient and carried out by friendly staff.		Female	56-65	White British	No tick
57	Jan	Radiology	Extremely likely	Appointment on time. Thorough, extremely fast. Thank you	Car park should be free!	Male	over 65	White British	No tick
58	Jan	Radiology	Extremely likely	Good service.		Female	over 65	White British	No tick
59	Jan	Radiology	Extremely likely	Came thinking would have to make an appointment and was told it could be done straight away.		Female	46-55	White British	No tick
60	Jan	Radiology	Extremely likely		No.	Male	over 65	White British	No tick
61	Jan	Radiology	Extremely likely			Female	over 65	White British	No tick
62	Jan	Radiology	Extremely likely			Male	over 65	White British	No tick
63	Jan	Radiology	Extremely likely	A1 Service.					No tick
64	Jan	Radiology	Extremely likely	Friendly, helpful staff understood my fear of the unknown.			over 65	White British	No tick
65	Jan	Radiology	Extremely likely	What a great department, friendly, well organised and efficient.		Female	36-45	White British	No tick
66	Jan	Radiology	Extremely likely	Well organised, reassuring, pleasant and friendly staff. Made to feel safe and comfortable during the procedure. Confidence-inspiring and efficient		Male	36-45	White British	No tick

				administration.					
67	Jan	Radiology	Extremely likely	Everything very smooth.	None.	Male	over 65	White British	No tick
68	Jan	Radiology	Extremely likely	Good service!					No tick
69	Jan	Radiology	Extremely likely	Efficient and fast access to x-ray via GP. Team welcome, good radiographic standards, clean department.	Please turn down the volume on TV in waiting room. Jarring noise does not make a relaxing waiting area.	Female	56-65	White British	No tick
70	Jan	Radiology	Extremely likely	It is odd that a fine public service has to jump through these hoops. All the service that I and my family have had from the NHS over the years has been first class. Let us hope that the government doesn't ruin it.	Encourage all NHS workers to vote for a party that wouldn't privatise the NHS.	Male	56-65	White British	No tick
71	Jan	Radiology	Extremely likely			Female	46-55	White British	No tick
72	Jan	Radiology	Extremely likely	Quick, efficient, friendly service. Thank you		Female	36-45	White British	No tick
73	Jan	Radiology	Extremely likely	Bright area and friendly staff. Not a long wait - if ever is you are made aware.		Female	26-35	White British	No tick
74	Jan	Radiology	Extremely likely	Very good service and care.		Female	over 65	White British	No tick
75	Jan	Radiology	Extremely likely		We would like to see better parking - that is a real		over 65		No tick

					difficulty				
76	Jan	Radiology	Extremely likely	Good service.		Male	36-45	Other ethnic group	No tick
77	Jan	Radiology	Extremely likely	From seeing my doctor to coming in for scan was less than 2 weeks - excellent. The service today was very friendly, knowledgeable and supportive. Keep up the great work. Thank you x.		Female	46-55	White British	No tick
78	Jan	Radiology	Likely			Female	36-45	White British	No tick
79	Jan	Radiology	Likely	Polite and good service.		Female	26-35	White British	No tick
80	Jan	Radiology	Likely			Female	over 65	White British	No tick
81	Jan	Radiology	Likely		Have consistency of terminology on signage: 'Radiology' or 'X-ray' - it seems to be a mixture of both and is misleading.	Male	56-65	White British	No tick
82	Jan	Radiology	Likely			Female	over 65	White British	No tick
83	Jan	Radiology	Likely			Female	56-65	White British	No tick
84	Jan	Radiology	Likely	Very quick and efficient.		Male	46-55	White British	No tick
85	Jan	Radiology	Likely	Quick, friendly service.	No.	Female	16-25	White British	No tick
86	Jan	Radiology	Likely	Waiting time is a bit too long.		Male	over 65	White British	No tick
87	Jan	Radiology	Likely			Female	36-45	White British	No tick
88	Jan	Radiology	Likely	Immediate service in x-ray without		Male	over 65	White British	No tick

				appointment. (30mins!!) Very well done. Beats my other experiences with other 'trusts' hands down! Many thanks. Friendly and professional atmosphere.					
89	Jan	Radiology	Likely	Talking and explaining to the patient what is about to happen.		Female	36-45	White British	No tick
90	Jan	Radiology	Likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
91	Jan	Radiology	Likely	It is my first visit to Barnstaple Hospital. Therefore, my experience is not known yet. But first impression at reception is good.		Male	56-65	White British	No tick
92	Jan	Radiology	Likely			Female	over 65	White British	No tick
93	Jan	Radiology	Likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
94	Jan	Radiology	Neither likely nor unlikely	When being called for x-ray, the card had the wrong information on and they were going to x-ray wrong part of body.		Male	56-65	White British	No tick

95	Jan	Radiology	Don't know	I would need further visits before judging.					No tick
96	Jan	Not Entered	Extremely likely	Received a phone call offering a next day appointment due to cancellations.		Male	over 65	White British	No tick
	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Feb	Cardiology	Extremely likely	Staff was good.					No tick
2	Feb	Cardiology	Extremely likely	Good and friendly staff.	Tea trolley please.	Female	over 65	White British	No tick
3	Feb	Cardiology	Extremely likely	Having arrived for my appointment the staff have been most helpful and efficient. Very friendly and supportive.		Female	56-65	White British	No tick
4	Feb	Cardiology	Extremely likely	Everyone very pleasant and helpful. Not having to wait. Very professional with patient care.					No tick
5	Feb	Cardiology	Extremely likely	Kind and friendly environment and service. Organized and lovely staff.	Just carry on like this. Thank you very much.	Female	56-65	Mixed / Multiple ethnic groups	No tick
6	Feb	Cardiology	Extremely likely	Excellent staff,	Seating near ECG				No tick

				friendly and helpful.	and Echo - Cardiogram very uncomfortable - half of lights out in echo waiting area.				
7	Feb	Cardiology	Likely	Very fast response and minimal waiting times.					No tick
8	Feb	Cardiology	Likely	Friendly staff. Not waiting too long - yet!					No tick
9	Feb	Cardio-Respiratory	Extremely likely	Friendly, helpful staff.	More/bigger rooms.	Male	16-25	White British	No tick
10	Feb	EEG / EMG	Extremely likely	Everyone was very friendly, polite and made me feel at ease. Thank you.		Female	36-45	White British	No tick
11	Feb	EEG / EMG	Extremely likely	Very nice, helpful. Good experience!					No tick
12	Feb	EEG / EMG	Extremely likely			Male	over 65	White British	No tick
13	Feb	EEG / EMG	Extremely likely	To find out for definite what doesn't function correctly is a good help!					No tick
14	Feb	EEG / EMG	Extremely likely	All staff very friendly and made to feel very welcome.		Male	16-25	White British	No tick
15	Feb	EEG / EMG	Extremely likely	Very good service. Seen early.		Male	over 65	White British	No tick
16	Feb	EEG / EMG	Extremely likely	Very polite nurse and gentleman that did test. Very pleasant.		Female	56-65	White British	No tick
17	Feb	EEG / EMG	Extremely likely	Helpful and friendly. Appointment punctual.					No tick

18	Feb	EEG / EMG	Extremely likely						No tick
19	Feb	EEG / EMG	Extremely likely	I have had 3 or 4 EEGS in 20 years and have had completely good and prompt and courteous service.	Include directions to Ladywell but in your letter.	Female	46-55	White British	No tick
20	Feb	EEG / EMG	Extremely likely	Friendly and efficient and prompt service.		Male	36-45	White British	No tick
21	Feb	EEG / EMG	Extremely likely	Very thorough, consultant saw me early, people very pleasant. Thank you,		Male	46-55	White British	No tick
22	Feb	EEG / EMG	Extremely likely	Very prompt attention calm and efficient. Very friendly and welcoming.		Male	16-25	White British	No tick
23	Feb	EEG / EMG	Extremely likely	I have attended many departments whilst trying to figure out the problems I have. I have not met an unhelpful or unfriendly member of staff anywhere. G on the reception desk he is an absolute star - and that continues all through the hospital.	No. I don't even think the waiting lists are bad.	Female	36-45	White British	No tick
24	Feb	EEG / EMG	Extremely likely	Extremely friendly and efficient service.	Not really - easier - (and free!) parking perhaps.	Female	46-55	White British	No tick

25	Feb	EEG / EMG	Extremely likely	Excellent test. Very professional and pleasant lady.		Male	over 65	White British	No tick
26	Feb	EEG / EMG	Extremely likely	Great.		Female	over 65	White British	No tick
27	Feb	EEG / EMG	Extremely likely	The staff were so lovely, calm, experienced and have made the EEG a nice experience. Thanks J.	Can't think of anything.	Female	46-55	White British	No tick
28	Feb	EEG / EMG	Extremely likely	No waiting which was great and seen on time.		Male	16-25	White British	No tick
29	Feb	EEG / EMG	Extremely likely	Very friendly, explained procedure in detail and answered questions in a welcoming manner and with efficiency. Thank you.		Female	36-45	White British	No tick
30	Feb	EEG / EMG	Extremely likely	Seen within 2 weeks.					No tick
31	Feb	EEG / EMG	Extremely likely	Excellent friendly and prompt.	Decrease waiting time.	Female	36-45	White British	No tick
32	Feb	EEG / EMG	Extremely likely	A very prompt service from referral with GP to the test.		Male	56-65	White British	No tick
33	Feb	EEG / EMG	Extremely likely						No tick
34	Feb	EEG / EMG	Extremely likely	Was on time so no delays. Very pleasant staff.		Female	36-45	White British	No tick
35	Feb	EEG / EMG	Extremely likely	Very efficient and kind.		Female	46-55	White British	No tick
36	Feb	EEG / EMG	Extremely likely	Very good, friendly service.	No.	Male	56-65	White British	No tick

37	Feb	EEG / EMG	Extremely likely	Very efficient appointment.	None.	Female	46-55	White British	No tick
38	Feb	EEG / EMG	Extremely likely						No tick
39	Feb	EEG / EMG	Extremely likely			Female	26-35	White British	No tick
40	Feb	EEG / EMG	Extremely likely	The nurse was very kind and considerate and explained everything fully. Many thanks.					No tick
41	Feb	EEG / EMG	Likely			Female	over 65	White British	No tick
42	Feb	EEG / EMG	Likely	Very quick.		Female	56-65	White British	No tick
43	Feb	EEG / EMG	Likely			Female	56-65	White British	No tick
44	Feb	EEG / EMG	Likely	No.		Male	16-25	White British	No tick
45	Feb	EEG / EMG	Likely	Good care.	No.	Female	26-35	White British	No tick
46	Feb	EEG / EMG	Likely	Very friendly and helpful.		Female	36-45	White British	No tick
47	Feb	EEG / EMG	Likely	Very quick and painless test.		Male	over 65	White British	No tick
48	Feb	EEG / EMG	Neither likely nor unlikely	Your services are necessary not a choice.		Female	26-35	White British	No tick
49	Feb	EEG / EMG	Don't know	Service fine - nothing to compare it to but liked being told what was happening - didn't know I could recommend - or choose (or abort) this service.	No! Service time - even saw me when I was 20 mins late - thank you!	Female	46-55	White British	No tick
50	Feb	ENT	Extremely likely	Severe otitis interna diagnosed by Dr B - very helpful and understanding with	No.		over 65	White British	No tick

				my 80yr old father.					
51	Feb	Exmoor Unit	Extremely likely			Male	over 65	Other ethnic group	I DO NOT wish my anonymised comments to be made public
52	Feb	Exmoor Unit	Unlikely	Disorganized, no one in the nursing staff would tell us anything. The phone rang almost constantly for 1.5hrs, and no one answered it - very stressful if you are waiting.	Answer the phone!!! Phone patients if you know you are running late. It would be polite.	Female	46-55	White British	No tick
53	Feb	Fracture Clinic	Extremely likely	I've had absolutely fantastic experience of the excellent care I have received over my stay in hospital. I would like to thank all the staff for their wonderful help.	No. However, this is the best hospital I've been in.	Male	26-35	White British	No tick
54	Feb	Fracture Clinic	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
55	Feb	Gynaecology	Extremely likely	Sensitive and courteous. Thank you.					No tick
56	Feb	Gynaecology	Extremely likely	Very nice staff and doctor.		Female	26-35	Other ethnic group	No tick
57	Feb	Gynaecology	Extremely likely	Everyone has been polite and gone out of their way to help	My friend who accompanied me had a baby with her	Female	36-45	White British	No tick

				me find where I need to go. Especially the Gynae OP receptionist, very professional and protected my personal information. The atmosphere is also nice in this hospital.	and couldn't find a baby changing facility so had to change her baby on the toilet floor. Please can there be better signage for baby changing areas.				
58	Feb	Gynaecology	Extremely likely	Everyone is so pleasant to speak to, caring and kind.					No tick
59	Feb	Maxillofacial	Extremely likely	Absolutely excellent! So kind and patient so pleased!					No tick
60	Feb	Occupational Therapy	Extremely likely	Good service, extremely polite. No complaints. On time.	No.	Female	over 65	White British	No tick
61	Feb	Occupational Therapy	Extremely likely	Excellent service great staff. Sadly no tea.			over 65	White British	No tick
62	Feb	Pain Management Service	Extremely likely	Excellent service.					No tick
63	Feb	Radiology / MRI	Extremely likely	Always good service.		Female	over 65	White British	No tick
64	Feb	Radiology / MRI	Extremely likely	Everyone very pleasant and helpful.	None.	Female	over 65	White British	No tick
65	Feb	Radiology / MRI	Extremely likely	Seen fairly quickly. Staff polite.	No.	Male	56-65	White British	No tick
66	Feb	Radiology / MRI	Extremely likely	Excellent.		Female	36-45	White British	No tick
67	Feb	Radiology / MRI	Extremely likely	Excellent friendly service, made me feel totally at ease.		Male	46-55	White British	No tick

				All staff were a credit to the organisation. Thank you.					
68	Feb	Radiology / MRI	Extremely likely	I have received my appointments on time no waiting about from one department to another. People are very friendly here and so helpful.	No, it's fine as it is.	Female	over 65	White British	No tick
69	Feb	Radiology / MRI	Extremely likely	Only had to wait a few minutes. Staff very polite and helpful.					No tick
70	Feb	Radiology / MRI	Extremely likely	All been very thorough and brilliant!	Not off-hand.	Male	56-65	White British	No tick
71	Feb	Radiology / MRI	Extremely likely	A great hospital.		Female	over 65	White British	No tick
72	Feb	Radiology / MRI	Extremely likely	First class from start to finish.	None.	Male	over 65	White British	No tick
73	Feb	Radiology / MRI	Extremely likely	Really quick appointments, caring and welcoming staff, received excellent care.	No, everything is fine.	Female	16-25	White British	No tick
74	Feb	Radiology / MRI	Extremely likely			Female	over 65	White British	No tick
75	Feb	Radiology / MRI	Extremely likely	Near to home, helpful.		Male	over 65	White British	No tick
76	Feb	Radiology / MRI	Extremely likely	The staff were very nice.		Female	46-55	White British	No tick
77	Feb	Radiology / MRI	Extremely likely			Male	over 65	White British	No tick
78	Feb	Radiology / MRI	Extremely likely	Supporter of NHS	Quite happy with the service and NHS in general.	Male	36-45	White British	No tick

79	Feb	Radiology / MRI	Extremely likely			Female	over 65	White British	No tick
80	Feb	Radiology / MRI	Extremely likely	Always friendly and nothing too much trouble. A great service.					No tick
81	Feb	Radiology / MRI	Extremely likely	I've always received the best care and attention at NDDH.		Female	over 65	White British	No tick
82	Feb	Radiology / MRI	Extremely likely	Friendly and efficient attention.		Female	46-55	White British	No tick
83	Feb	Radiology / MRI	Extremely likely			Male	over 65	White British	No tick
84	Feb	Radiology / MRI	Likely			Female	26-35	White British	No tick
85	Feb	Radiology / MRI	Likely	Prompt attention.					No tick
86	Feb	Radiology / MRI	Likely			Female	over 65	White British	No tick
87	Feb	Radiology / MRI	Likely	On time.					No tick
88	Feb	Radiology / MRI	Likely	Staff were professional and friendly - waiting time not excessive.					No tick
89	Feb	Not Entered	Extremely likely	Reception and nursing staff very friendly and welcoming and very polite, and helpful.	No.		over 65	White British	No tick
90	Feb	Not Entered	Extremely likely	Very helpful staff. Made me feel relaxed and calm, comfortable room.					No tick
91	Feb	Not Entered	Extremely likely	Too long to wait.	Cut time down on waiting. More doctors and nurses.	Male	56-65	White British	No tick
92	Feb	Not Entered	Extremely likely	My dad has had 1st class care. The whole hospital from the guy at	Thank you!	Male	over 65	White British	No tick

				information desk to the cleaners and all the amazing doctors and nurses.					
93	Feb	Not Entered	Likely	All fine except in Respiratory. One of the male I think was reception, had tattoos all up both arms and two large holes in ears with earrings - not appropriate.	Wear long sleeves if you have tattoos!		56-65	White British	No tick
1	Mar	Audiology / ENT	Extremely likely	All the staff are so kind, helpful and professional. Thank you.		Female	56-65	White British	No tick
2	Mar	Badder & Bowel Care Service	Extremely likely	Lovely, friendly and helpful member of staff.		Female	26-35	White British	No tick
3	Mar	Badder & Bowel Care Service	Extremely likely	Very helpful, friendly, good advice, and easy to talk too.					No tick
4	Mar	Badder & Bowel Care Service	Extremely likely	Professional but caring about a subject that is embarrassing.	Having to ask at the General reception where to go was embarrassing.	Female		White British	No tick
5	Mar	Badder & Bowel Care Service	Extremely likely	I found the service very good and efficient.		Female	56-65	White British	No tick
6	Mar	Badder & Bowel Care Service	Extremely likely				46-55	White British	I DO NOT wish my anonymised comments to be made public
7	Mar	Badder & Bowel Care Service	Likely			Female	56-65	White British	I DO NOT wish my

									anonymised comments to be made public
8	Mar	Badder & Bowel Care Service	Likely	She was helpful and reassuring.		Female	56-65	White British	No tick
9	Mar	EEG / EMG	Extremely likely	Made to feel listened to and interested in what I've said. Many thanks.		Female	36-45	White British	No tick
10	Mar	EEG / EMG	Extremely likely	Whole experience was friendly, relaxed and informative.		Male	36-45	White British	No tick
11	Mar	EEG / EMG	Extremely likely	J was extremely professional and understanding. Thank you!			56-65	White British	No tick
12	Mar	EEG / EMG	Extremely likely			Male	46-55	White British	No tick
13	Mar	EEG / EMG	Extremely likely						No tick
14	Mar	EEG / EMG	Extremely likely						No tick
15	Mar	EEG / EMG	Extremely likely	Very kind and friendly. Put at ease.		Female	56-65	White British	No tick
16	Mar	EEG / EMG	Extremely likely	Very friendly, helpful and we felt comfortable.		Female	56-65	White British	No tick
17	Mar	EEG / EMG	Extremely likely	Happy with the service received.	No.	Female	36-45	White British	No tick
18	Mar	EEG / EMG	Extremely likely	Thoughtful, helpful.		Male	46-55	White British	No tick
19	Mar	EEG / EMG	Extremely likely	We were made to feel welcome and not an inconvenience and kept in the loop all the time.	Maybe a water machine.	Female	26-35	White British	No tick
20	Mar	EEG / EMG	Extremely likely	Very friendly and		Male	56-65	White British	No tick

				professional.					
21	Mar	EEG / EMG	Extremely likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
22	Mar	EEG / EMG	Extremely likely	Very pleasant and helpful experience.		Female	46-55	White British	No tick
23	Mar	EEG / EMG	Extremely likely	Very good.	No.	Female	26-35	White British	No tick
24	Mar	EEG / EMG	Extremely likely	Very pleased with the care and service given the fact moved from York and service here is so much better.					No tick
25	Mar	EEG / EMG	Extremely likely	Very helpful for young children to help stay relaxed and calm.					No tick
26	Mar	EEG / EMG	Extremely likely						No tick
27	Mar	EEG / EMG	Extremely likely	Was seen on time, was told things clearly.					No tick
28	Mar	EEG / EMG	Extremely likely	Friendly, got an appointment quickly.		Female	26-35	White British	No tick
29	Mar	EEG / EMG	Extremely likely	The person who took care of me was very helpful and very nice, would recommend!		Male	16-25	White British	No tick
30	Mar	EEG / EMG	Likely			Female	26-35	White British	No tick
31	Mar	EEG / EMG	Likely	If they needed the same treatment as me, I found it quite acceptable.		Female	over 65	White British	No tick

32	Mar	EEG / EMG	Likely	If they need the same nerve tests fine.		Female	46-55	White British	No tick
33	Mar	EEG / EMG	Likely	Good service and explanations.					No tick
34	Mar	Exmoor Unit	Extremely likely	The nurse H and the receptionist K have been just wonderful dealing with my grandmother. The nurse explained everything to her clearly and was so friendly - helped keep my grandmother at ease and understand everything happening. Thank you.		Female	26-35	White British	No tick
35	Mar	Eye Clinic	Extremely likely	All smiling and tell you what happens next and if they need to see you again.	All friendly.	Female	46-55	White British	No tick
36	Mar	Gynaecology	Extremely likely	Excellent service. Flexible and professional approachable.	Ward area - confidentiality restricted. New Hospital - due to layout but staff were aware.	Female	46-55	White British	No tick
37	Mar	Gynaecology	Extremely likely	100% excellent treatment. All staff extremely courteous and helpful. Couldn't be	No.	Female	over 65	White British	No tick

				bettered!					
38	Mar	Gynaecology	Extremely likely	I have been attending this clinic for some time and have always been treated with courtesy. Most especially is the on-going care I have received from Mr E, a pure professional.		Female	over 65	White British	No tick
39	Mar	Occupational Therapy	Extremely likely	Attention to my problems, definitely very caring and listening! I have received excellent care, empathy, knowledge and encouragement throughout. Our NHS is 'Gold Standard'.	None in this department.	Male	over 65	White British	No tick
40	Mar	Physiotherapy	Extremely likely	Listened and discussed problems (I am not just another old person). Explained treatment and what it did, how far I could go, pain etc. Overall excellent,		Female	over 65	White British	No tick
41	Mar	Urology	Likely		Need to speak up, when calling names out.	Male	over 65	White British	No tick
42	Mar	Not Entered	Extremely likely	Everyone is human and 'smiley'.	Wifi would be wonderful.	Male	over 65	White British	No tick
43	Mar	Not Entered	Extremely likely	Amazing quick treatment. Thank					No tick

				you.					
44	Mar	Not Entered	Unlikely	Such a long wait. Seen promptly by Dr but long delay (2.5hrs) for a scan.	Better partnership working with x-ray/scanning department.	Female	16-25	White British	No tick