

Outpatients - North Devon District Hospital - Friends and Family Test - Jan-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 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 %
Jan-17	333	97.0	1.2	1.8

Qualitative Feedback - Jan-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	I have had wonderful treatment in NDDH ever since I have lived in this area and would definitely recommend it to anyone.		Female	Over 65	White British	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very happy, friendly, caring and informative staff. S. was very reassuring and had a truly lovely manner and S. who did blood test too!	No! Perfect.	Female	Over 65	White British	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	I have had excellent treatment from this department and from everyone involved with my heart treatment.		Male	Over 65	White British	

4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	All staff were helpful, friendly, very thorough, calm and extremely competent. Very reassuring.	No.	Female	46-55	White British	
5	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
6	Audiology/ENT (NDDH Outpatients)	Extremely Likely	B. is excellent. A lovely lady.		Female	46-55	White British	
7	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very friendly, efficient service.		Male	56-65	White British	
8	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Came without an appointment for repair to hearing aid and was seen within 30mins.	Inform us of waiting time if over-running.	Male	Over 65	White British	
9	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always had good service & help at this convenient clinic.		Female	Over 65	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely	The drop in for repairs/problems is an excellent service - very convenient. Staff pleasant and helpful.		Female	56-65	White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always been happy with my treatment. I haven't had to wait very long. Staff all helpful and friendly.	No.	Female	Over 65	White British	
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Regular visits for attention to our hearing aid - very helpful people sort out the problems each time.	No - it is already first class.	Male	Over 65	White British	
14	Audiology/ENT	Extremely Likely	Excellent & professional	Just keep up your	Male	Over 65	White British	

	(NDDH Outpatients)		staff both in audiology & A&E (my wife broke her wrist last week).	standards (with all the pressures upon staff & resources).				
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Caring & responsive nurses always on end of phone.		Male	Over 65	White British	
16	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Really nice and kind doctor.		Female	46-55	White British	
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Since you have got rid of certain doctors the quality of treatment & general attitude towards patients has increased significantly. Love your ENT team. Bless 'em.	None.	Male	56-65	White British	
18	Audiology/ENT (NDDH Outpatients)	Likely	Good service.		Male	36-45	White British	
19	Audiology/ENT (NDDH Outpatients)	Likely	Very happy with all my visits.		Male	Over 65	White British	
20	Audiology/ENT (NDDH Outpatients)	Likely	Not too long to wait. Staff very helpful & friendly.		Female	56-65	White British	
21	Audiology/ENT (NDDH Outpatients)	Likely	Once when I came I saw a student and, whilst everyone has to learn, she bless her was useless. In the end I suggested that the qualified lady did the job. Not very reassuring. Most times good, apart from long wait when there seems to be no one waiting.	Shorter waiting times. People who know what they are doing.	Female	Over 65	White British	
22	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely			Male	Over 65	White British	

23	Audiology/ENT (NDDH Outpatients)	Not entered			Female	Over 65	White British	Do not publish
24	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Lovely & kind staff. Swift check-in & not very long wait to go in for appointment.		Female	26-35	White British	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick response to my problem appointment within 2 weeks.		Female	Over 65	White British	
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Looked after very well. Everything thoroughly explained. Staff excellent.		Female	36-45	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent throughout, quick appointments, very low waiting times, friendly staff - couldn't ask for a better experience.	Better wifi connection.	Female	36-45	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	Doctors are friendly & caring, put your mind at ease. Nurses are helpful and reassuring. Both do jobs brilliantly.			46-55	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very helpful at reception. Not long to wait. Everyone kind & professional. Waiting area warm.		Female	Over 65	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely	Since I moved to Barnstaple a year ago, both my wife and I have been to the hospital several times. Service		Male	Over 65	White British	

			has always been very good.					
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	I found the staff very courteous and helpful. Very understanding. Excellent!	All seems to be working very well!	Female	Over 65	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have been seen many occasions - every time is fantastic. Happy patient here.		Female	46-55	White British	
34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service. Caring, kind and professional staff. Fabulous. Keep it up. Thank you!	Don't close any North Devon services. Exeter is too far to travel for an appointment.	Female	46-55	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	All members of staff were professional, caring and helpful. With many thanks and appreciation.			Over 65	White British	
36	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have felt exceptionally well looked after at all stages of my care since referral by my GP in the autumn. On the day of my surgery I was particularly impressed with the quality of care I received & the consideration afforded me.	Having a more gender neutral (or male version) of your post-surgery advice leaflet that didn't assume I was a woman just because I had attended a clinic for breast surgery.	Male	46-55	White British	
37	Breast Clinic (NDDH Outpatients)	Extremely Likely	I attend eye clinic and today breast clinic. Everywhere I have met with kindness, understanding and I cannot have [illegible] said almost this hospital,		Female	Over 65	White British	

			there's nowhere one would get such friendly, excellent service.					
38	Breast Clinic (NDDH Outpatients)	Extremely Likely	1st class care and treatment, very kind and caring.		Female	56-65	White British	
39	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very kind.		Female	Over 65	White British	
40	Breast Clinic (NDDH Outpatients)	Extremely Likely	Appointments are usually on time. Pleasant surroundings. Very helpful staff.	No, everything is satisfactory.	Female	56-65	White British	
41	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
42	Breast Clinic (NDDH Outpatients)	Likely			Female	36-45	White British	
43	Breast Clinic (NDDH Outpatients)	Likely	Personal introductions and being guided to various departments personally.	Inexpensive vending machine.	Female	Over 65	White British	
44	Breast Clinic (NDDH Outpatients)	Likely	No particular reason.	First outpatient appt. was to go to Ilfracombe. At my age it is difficult to get there. It was eventually changed to Barnstaple but age should be taken into consideration.	Female	Over 65	White British	
45	Breast Clinic (NDDH Outpatients)	Unlikely	More than 1 hour waiting for ultrasound - I am a wheelchair user with degenerative spine problems & sitting is painful. No-one seemed to care.					
46	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Open & trusting atmosphere - I was able		Male	Over 65	White British	

			to ask any question.					
47	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely				Over 65	White British	
48	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very helpful service with good advice delivered with compassion.	No.	Male	Over 65	White British	
49	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Well-handled interview & explanations of my condition.		Male		White British	
50	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely				56-65	White British	
51	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Good treatment at Exeter & Barnstaple.	None.		Over 65	White British	
52	Cardiology (NDDH Outpatients)	Extremely Likely	Kind, friendly staff. Reassuring.		Male	56-65	White British	
53	Cardiology (NDDH Outpatients)	Likely	No problems & excellent, thorough treatment - easy discussion re: diagnosis.	No.	Male	Over 65	White British	
54	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	A very good and efficient service.		Male	Over 65	White British	
55	Care of the Elderly (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
56	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Staff helpful. Dr L. very good.		Female	Over 65	White British	
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always polite and helpful. Very clean and accommodating.		Male	Over 65	White British	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Arthritis check-up.	No.	Male	Over 65	White British	

	Outpatients)							
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Efficient service.	No.	Male	16-25	White British	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The service works very well. No change.		Male	Over 65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt, courteous service.	An indication on arrival of approximately how long the wait is likely to be before you are seen.	Male	Over 65	White British	
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good [illegible] hospital.		Female	56-65	White British	
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always helpful.					
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Service is very good. Whenever I need an appointment there's no problem.			56-65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We (my mum) saw A. - he was so clear and patient. Thank you.		Female	46-55	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good care.		Female	Over 65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	A big thank you to C. and M. (stenographers) in Ladywell Unit for their professionalism and warm and caring approach and time spent with them. They made me and my partner feel at ease and are a credit to the NHS.		Female	26-35	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always have been very pleased with service and treatment provided.	No, very efficient.	Female	Over 65	White British	
75	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly staff, clean waiting room.		Female	16-25	White British	
76	Clinic / department not entered (NDDH Outpatients)	Likely	Very good service.	None.		Over 65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
78	Clinic / department not entered (NDDH Outpatients)	Likely	Very prompt. Examination very unpleasant but necessary. Nurse supportive.			56-65	White British	
79	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
80	Clinic / department not entered (NDDH Outpatients)	Unlikely	As there seem very few people sat in waiting area, can't understand		Male	56-65	White British	

			why I am 35mins late.					
81	Clinic / department not entered (NDDH Outpatients)	Not entered	This is the NHS. What choice is there?					
82	Clinic / department not entered (NDDH Outpatients)	Not entered	In N. Devon there is no choice.		Female	Over 65	White British	
83	Colorectal (NDDH Outpatients)	Extremely Likely	Attended to immediately.		Female	Over 65	White British	
84	Colorectal (NDDH Outpatients)	Extremely Likely	I have previously visited the nurses at this department and spoken to them on the phone and found them very helpful and supportive. Also, I think the hospital in general is a lovely, clean, tidy & welcoming place to be in.		Male	Over 65	White British	
85	Colorectal (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
86	Colorectal (NDDH Outpatients)	Likely			Female	Over 65	White British	
87	Colposcopy (NDDH Outpatients)	Not entered	I was treated extremely well.		Female	Over 65	White British	
88	Diabetes (NDDH Outpatients)	Extremely Likely	Everyone very polite and willing to help. We all need our NHS!	None. Patients need to be more patient and attend appointments. Wonderful service.		Over 65	White British	
89	Diabetes (NDDH Outpatients)	Extremely Likely	The staff are always welcoming, efficient & helpful. The clinician is excellent, very knowledgeable and keen to be helpful. Overall, very good.		Female	46-55	White British	

90	Dietetics (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
91	Dietetics (NDDH Outpatients)	Extremely Likely	Specialists very friendly & helpful. All questions answered or checked up on. Keeping me calm throughout appointment.	Only complaint is that some (not many) receptionists could be more helpful and not so abrupt.	Female	Over 65	White British	
92	Dietetics (NDDH Outpatients)	Extremely Likely	Impressed with the follow-up actions and how caring they were when in hospital and had to miss an appointment. Couldn't ask for better.	None.	Female	56-65	White British	
93	Dietetics (NDDH Outpatients)	Extremely Likely	As they are helping me with my weight & diabetic issues & it's working.	Excellent service.	Female	Over 65	White British	
94	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
95	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	To save the hospital services from being moved to Exeter or Plymouth.	No - it's very good.	Male	Over 65	White British	
96	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Because it is the truth.	Less waiting.	Male	Over 65	White British	
97	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Charming staff!		Male	Over 65	White British	
98	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Staff were very friendly.		Male	46-55	White British	
99	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish

	Outpatients)							
100	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely	I have always been treated well.		Male	56-65	White British	
101	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely	Appointment made for 9am for full lung function test & X-ray & then 9.15am to see Dr R. Of course the test took much longer than 15mins for 9.15am went to 10.15am. I had both letters for lung function etc. & to see Dr R. on the same day & same envelope. Could there not be some liaison between the two clinics. I'm concerned what my car parking fee will cost me!!	See comments made in box overleaf.	Female	Over 65	White British	
102	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very professional treatment. Thank you for being so kind and understanding.	No.	Female	Over 65	White British	
103	EEG / EMG (NDDH Outpatients)	Extremely Likely	Always helpful, friendly and kind service and explanation of what will happen next.	None. Everyone is very helpful.	Female	36-45	White British	
104	EEG / EMG (NDDH Outpatients)	Extremely Likely	The nurse/technician was thoughtful, reassuring & professional throughout the procedure.		Female	Over 65	White British	
105	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very lovely EEG lady - puts your mind at rest.		Female	36-45	White British	

106	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very pleasant and understanding nurse/technician. Made very comfortable.		Male	Over 65	White British	
107	EEG / EMG (NDDH Outpatients)	Extremely Likely	All staff treat you with such care.					
108	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, organised, welcoming.		Female	16-25	White British	
109	EEG / EMG (NDDH Outpatients)	Not entered	The nearest to me - 25 miles to travel.		Female	56-65	White British	
110	Exmoor Unit (NDDH Outpatients)	Extremely Likely	In all my visits to this dept. I have been extremely pleased with the care & attention I have received.	It there should be a delay please let the patient know.	Female	Over 65	White British	
111	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Doctor very gentle & efficient. Very good.		Male	Over 65	White British	
112	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly nurses, good doctors. Seen as often as required (sometimes every day). Very happy with the service here.		Male	26-35	White British	
113	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have visited eye clinic and Exmoor Unit many times and have always been well looked after from the receptionist right up to the consultant.		Female	46-55	White British	
114	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always found the staff to be very pleasant and helpful and have never had to wait long after my appointment time.	Just keep the hospital and all departments fully operational. We need a bigger hospital, not one reduced in services!	Female	Over 65	White British	
115	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent level of care.		Female	26-35	White British	

	Outpatients)							
116	Eye Clinic (NDDH Outpatients)	Extremely Likely	Efficient, friendly, informative, best appointment I have ever experienced. Many thanks to the dept.		Female	46-55	White British	
117	Eye Clinic (NDDH Outpatients)	Extremely Likely	Lots of treatment - just check-up.	All very good.	Female	Over 65	White British	
118	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent staff - caring and understanding, and very busy.	We were kept informed of the waiting times which makes the wait a lot better.				
119	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
120	Eye Clinic (NDDH Outpatients)	Extremely Likely	Much needed.	Waiting time.	Female	Over 65	White British	
121	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment received.		Female	Over 65	White British	
122	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very polite and timely service. Very caring staff.		Male	Over 65	White British	
123	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treated well & good examination and explanation from doctor. Didn't feel rushed.		Female	56-65	White British	
124	Eye Clinic (NDDH Outpatients)	Extremely Likely	I am extremely myopic and have been attending the clinic for the last 14yrs for contact lenses & any other eye complications. Today, I'm having an ingrowing eye lash removed I would be totally lost without this facility.	No.	Female	56-65	White British	
125	Eye Clinic (NDDH Outpatients)	Extremely Likely	Satisfied with treatment I have received.		Female	Over 65	White British	

126	Eye Clinic (NDDH Outpatients)	Extremely Likely	No problems today.		Female	Over 65	White British	
127	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
128	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have always had no problem with any department. Fantastic hospital.			Over 65	White British	
129	Eye Clinic (NDDH Outpatients)	Extremely Likely	Need to keep service local. Excellent service.	Keep it local in North Devon District Hospital.	Female	Over 65	White British	
130	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
131	Eye Clinic (NDDH Outpatients)	Extremely Likely	Well looked after.		Female	Over 65	White British	
132	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very successful.			Over 65	White British	
133	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.	Nothing, very good service.		Over 65	White British	
134	Eye Clinic (NDDH Outpatients)	Extremely Likely	The eye clinic is always very busy & appointments are long-winded. However outcome matters most!		Male	Over 65	White British	
135	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful and kind staff. Considerate. Explanation good so I could understand what was going to happen.		Female	Over 65	White British	
136	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good and caring service. Always good here!	Sort car parking out.		46-55	White British	
137	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly nursing staff. When I attended here a few years ago I could not understand the doctor. His English	The car park is very expensive. I would also like to pay for the time I am here and not the time (2hrs) I am not here.	Female	56-65	White British	

			was very poor (spoken English). This visit the doctor was easier to understand.					
138	Eye Clinic (NDDH Outpatients)	Likely	Treated well.	No.	Female	Over 65	White British	
139	Eye Clinic (NDDH Outpatients)	Likely	Consultant Mr R. very helpful. Came with one problem, found another - he did all the tests etc. that day.		Female	56-65	White British	
140	Eye Clinic (NDDH Outpatients)	Likely				Over 65	White British	Do not publish
141	Eye Clinic (NDDH Outpatients)	Likely			Female	26-35	White British	
142	Eye Clinic (NDDH Outpatients)	Likely	Been seen to quickly so far.		Female	16-25	White British	
143	Eye Clinic (NDDH Outpatients)	Likely	Good treatment. Shocking wait between appointments - because of not relaying if had finished one test.	Be more attentive of care of notes & how long people are waiting unnecessarily.	Female	Over 65	White British	
144	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
145	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	The doctor was quite incommunicative.	It would be easier to build up a rapport with the doctor if one saw one or two.	Female	Over 65	White British	
146	Eye Clinic (NDDH Outpatients)	Not entered	Why would I recommend it when you get sent here?	Keep appointment times on time.	Male	Over 65	White British	
147	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very friendly staff, efficient but un-rushing.		Female	56-65	White British	
148	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent service, friendly staff & doctors couldn't be better!		Female	Over 65	White British	

			Thank you.					
149	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Positive and effective staff. Was seen on time. Cheerful and helpful service.	[Illegible] don't close this vital service like so many others here at NDDH. People like myself cannot make trips to Exeter.	Female	Over 65	White British	
150	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always helpful and attentive. Luckily never had to wait long to be seen.	Keep it all open!	Female	56-65	White British	
151	Fracture Clinic (NDDH Outpatients)	Extremely Likely	All the staff are so kind & helpful. H. (senior orthopaedic practitioner) is amazing - very professional whilst caring & kind. Thank you all so much.		Female	Over 65	White British	
152	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Transport, care, suggestions on how to manage my care, was good and extremely informative. Staff fantastic.	None.	Male	56-65	White British	
153	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Short wait, efficient & concise response & treatment, good explanation.		Male	Over 65	White British	
154	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very helpful.		Female	26-35	White British	
155	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Been to clinic twice - seen quickly both times. Staff lovely, kind and helpful.		Female	56-65	White British	
156	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Because it is the nearest hospital to us and the service and everybody		Female	Over 65	White British	

			included in my care have been very good.					
157	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Superb. Careful treatment with no pain. Thank you so much.	No.	Male	Over 65	White British	
158	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I found everything fine.			Over 65	White British	
159	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
160	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
161	Fracture Clinic (NDDH Outpatients)	Likely				56-65	White British	
162	Fracture Clinic (NDDH Outpatients)	Likely	So far so good.		Male	Over 65	White British	
163	Fracture Clinic (NDDH Outpatients)	Likely	The text reminder and appointment confirmation response is a great idea to avoid missed apts.		Male	36-45	White British	
164	Fracture Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
165	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Male	46-55	White British	
166	Fracture Clinic (NDDH Outpatients)	Not entered	Very helpful.	None. Very good - so helpful.		56-65	White British	
167	Fracture Clinic (NDDH Outpatients)	Not entered	Fractured wrist - was told by A&E to come here.	Keep appointment times that been given out.	Male	46-55	White British	
168	Fracture Clinic (NDDH Outpatients)	Not entered	I would only attend the clinics if I fractured a bone.	Have a receptionist on the desk at all times. We waited 15 minutes before being attended to.	Female	Over 65	White British	
169	Fracture Clinic (NDDH Outpatients)	Not entered			Female	36-45	White British	Do not publish
170	General Medicine	Extremely Likely			Male	Over 65	White British	

	(NDDH Outpatients)							
171	General Medicine (NDDH Outpatients)	Extremely Likely	I have always found NDDH to be friendly, responsive and caring.	Don't make appointments for several people at the same time!	Female	56-65	White British	
172	General Surgery (NDDH Outpatients)	Extremely Likely	Quick referral, very good staff & doctors, department easy to find.	No.	Male	56-65	White British	
173	General Surgery (NDDH Outpatients)	Extremely Likely	Clean, helpful, on time. Superb hospital.	Parking £1.80 - change 20p. Would most people miss 20p? No! Put box by pay stations with specific cause to help hospital. If everyone put 20p in box much needed funds would accrue very quickly.	Female	56-65	White British	
174	General Surgery (NDDH Outpatients)	Extremely Likely	The staff are all very friendly, kind, caring, considerate & professional.		Female	56-65	White British	
175	Gynaecology (NDDH Outpatients)	Extremely Likely	Staff very understanding & helpful.		Female	Over 65	White British	
176	Gynaecology (NDDH Outpatients)	Extremely Likely	I have always been treated extremely well - no complaints at all.	No improvement needed.	Female	Over 65	White British	
177	Gynaecology (NDDH Outpatients)	Neither Likely nor Unlikely	I don't think we are given much choice. However, very grateful for the services I do receive.	Timekeeping!	Female	Over 65	White British	
178	Gynaecology (NDDH Outpatients)	Not entered	Nearest hospital to me - but 25 miles to go.		Female	56-65	White British	
179	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Staff friendly & informative - really seem to care, offer sound & realistic advice & guidance.	No.	Male	Over 65	White British	

180	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
181	Lower Limb (NDDH Outpatients)	Likely	They have looked after me really well.		Male	46-55	White British	
182	Maxillofacial (NDDH Outpatients)	Extremely Likely	Arranged to see ENT doctor even though I didn't have appointment.		Male	36-45	White British	
183	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent service delivered by professional, polite and caring staff. An excellent hospital. I hold it in high regard.		Male	56-65	White British	
184	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everything went well.		Female	56-65	White British	
185	Maxillofacial (NDDH Outpatients)	Extremely Likely	Talked through the procedure by a professional team.		Male	46-55	White British	
186	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
187	Maxillofacial (NDDH Outpatients)	Extremely Likely	From previous experiences with family and friends NDDH has saved two dear friends, my daughter and granddaughter when time wasn't on their side. Today's consultation was informative, allowing me options. I felt at ease and confident in the proposed treatment.	The waiting time is always a problem, but in view of the demand for treatment patience is essential.	Female	Over 65	White British	
188	Maxillofacial (NDDH Outpatients)	Extremely Likely	Apart from the odd delay the service has		Male	Over 65	White British	

			been first class.					
189	Maxillofacial (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
190	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely		Tea or coffee machine.	Male	16-25	White British	
191	Neurology (NDDH Outpatients)	Extremely Likely	Treatment and service have been second to none.		Female	46-55	White British	
192	Occupational Therapy (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
193	Ophthalmology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
194	Ophthalmology (NDDH Outpatients)	Extremely Likely	Minimum waiting. friendly, helpful, patient-reassuring. Garden mag.		Female	Over 65	White British	
195	Ophthalmology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
196	Ophthalmology (NDDH Outpatients)	Extremely Likely	For kindness & care given.	No. Doing a grand job in your very busy clinic.	Female	Over 65	White British	
197	Ophthalmology (NDDH Outpatients)	Extremely Likely	Everyone was helpful & polite. I was seen in a timely manner. The eye surgeon explained everything in a clear & concise manner.		Female	56-65	White British	
198	Ophthalmology (NDDH Outpatients)	Extremely Likely	Because my experience is always very friendly, efficient & excellent in all areas.		Female	Over 65	White British	
199	Ophthalmology (NDDH Outpatients)	Extremely Likely	Thorough care, deals with all aspects of my care. My husband comes and is happy with care & grateful.	Can be overcrowded.	Female	Over 65	White British	

200	Ophthalmology (NDDH Outpatients)	Extremely Likely	I feel we are very lucky with the health service and hospital in North Devon compared to others.		Female	56-65	White British	
201	Ophthalmology (NDDH Outpatients)	Extremely Likely	Excellent treatment. 10/10 for courtesy.		Female	56-65	White British	
202	Ophthalmology (NDDH Outpatients)	Extremely Likely	Need for operation to remove cataract.	Your letter should have shown clearly what the appointment was for - I thought I was here for a cataract removal.	Female	Over 65	White British	
203	Ophthalmology (NDDH Outpatients)	Extremely Likely	First class advice and clear prognosis from consultant. Options given.	Keep on keeping on.	Male	Over 65	White British	
204	Ophthalmology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
205	Ophthalmology (NDDH Outpatients)	Likely	Efficient, professional service, very grateful to NHS. Thank you!		Female	Over 65	White British	
206	Ophthalmology (NDDH Outpatients)	Likely	Busy but caring and good service given to patients. Thank you everyone.		Female	Over 65	White British	
207	Ophthalmology (NDDH Outpatients)	Likely			Female	36-45	White British	Do not publish
208	Ophthalmology (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
209	Ophthalmology (NDDH Outpatients)	Likely	It is good to have people's opinions.	Bigger seating area. Staff absolutely brilliant. Major improvement needed regarding car parking - it took 25mins to park, making me late.	Female	16-25	White British	
210	Ophthalmology (NDDH Outpatients)	Not entered	Hobson's choice.	Some indication of how waiting time is changing,	Male	Over 65	White British	

				other than just saying '45mins' for a particular consultant.				
211	Ophthalmology (NDDH Outpatients)	Not entered	The service was good but a misleading question as you don't recommend people - they get referred from other services i.e. opticians/doctors.		Male	46-55	White British	
212	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	
213	Orthopaedic / Trauma (NDDH Outpatients)	Likely	Felt the whole process very efficient.		Female	46-55	White British	
214	Orthopaedics (NDDH Outpatients)	Extremely Likely	Kept well informed throughout. Knowledgeable & friendly staff.		Female	56-65	White British	
215	Orthopaedics (NDDH Outpatients)	Extremely Likely	Always caring.		Male	Over 65	White British	
216	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
217	Orthopaedics (NDDH Outpatients)	Extremely Likely	Information was given clearly & helpfully.	Find everything ok.	Male	46-55	White British	
218	Orthopaedics (NDDH Outpatients)	Extremely Likely	My consultant was so very informative & his recommendations have filled me with confidence.	I live 16 miles away. If any of the North Devon District Hospital goes to Exeter I don't know how it would be possible for me to travel 50 miles!! Also, I know there are 4000 new homes planned for Torridge. Please do not close any of our services.	Female	56-65	White British	

219	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
220	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very happy with all clinics I have visited in NDDH. Excellent!		Male	56-65	White British	
221	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
222	Orthopaedics (NDDH Outpatients)	Extremely Likely	Brilliant and caring. Thank you.		Male	56-65	White British	
223	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very helpful, friendly staff. Friendly atmosphere throughout hospital. (Moved recently to Devon).		Female	56-65	White British	
224	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
225	Orthopaedics (NDDH Outpatients)	Likely	Friendly staff.	Have a system to let you know how long your appointment will be.	Female	26-35	White British	
226	Orthopaedics (NDDH Outpatients)	Likely	Did not get any letter from hospital about my appointment - had to come to hospital early to find out who and where I had to go.		Female	Over 65	White British	
227	Orthopaedics (NDDH Outpatients)	Not entered	Is the local hospital.	N/A.	Male	26-35	White British	
228	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
229	Physiotherapy (NDDH Outpatients)	Extremely Likely	Whilst the results aren't always as expected the experience is very positive. Nothing ignored.	Better timekeeping - impossible I know but...	Male	Over 65	White British	
230	Physiotherapy (NDDH Outpatients)	Extremely Likely	Because I have found everyone very helpful		Female	Over 65	White British	

			and pleasant.					
231	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very kind & caring. Good advice. Very professional.		Female	Over 65	White British	
232	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, professional, knowledgeable staff. Good communication regarding appointments.	No!	Female	36-45	White British	
233	Physiotherapy (NDDH Outpatients)	Extremely Likely	Seeing me promptly saved me having another hip replacement - very pleased with service.	No - works well.	Female	Over 65	White British	
234	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent advice given. Very helpful! Thank you.		Female	36-45	White British	
235	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful advice given on first appointment and the follow-up was very good and I have been put in the care of the OT department now. Thank you.		Female	Over 65	White British	
236	Physiotherapy (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	
237	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent care and support with compassion.		Female	26-35	White British	
238	Physiotherapy (NDDH Outpatients)	Extremely Likely	Great service. Very friendly and helpful. I saw C.		Female	36-45	White British	
239	Physiotherapy (NDDH Outpatients)	Extremely Likely	I am a nurse working in Endoscopy and can't speak highly enough of my colleagues.					
240	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very good service, very friendly.	No.	Female	36-45	White British	

241	Physiotherapy (NDDH Outpatients)	Likely				Over 65	White British	
242	Physiotherapy (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
243	Physiotherapy (NDDH Outpatients)	Likely	I am pleased with my care.	I think it would be useful to let people know the distances they may have to cover. My husband would not have been able to walk the route to the clinic.	Female	56-65	White British	
244	Physiotherapy (NDDH Outpatients)	Likely	No.	None.	Female	56-65	White British	
245	Physiotherapy (NDDH Outpatients)	Likely	Quick & pleasant response.		Female	46-55	White British	
246	Physiotherapy (NDDH Outpatients)	Likely			Female	56-65	White British	
247	Physiotherapy (NDDH Outpatients)	Likely	Friendly.		Female	16-25	White British	
248	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
249	Radiology - CT scan	Extremely Likely	I have always received first class treatment.		Male	Over 65	White British	
250	Radiology - CT scan	Extremely Likely			Female	Over 65	White British	
251	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
252	Radiology - CT scan	Extremely Likely	Prompt, efficient and friendly service.		Male	Over 65	White British	
253	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
254	Radiology - CT scan	Extremely Likely	C. & E. - excellent customer contact skills. Time was taken to explain all in great detail. Top marks to the team of Barnstaple.					

255	Radiology - CT scan	Extremely Likely	The staff were amazing! Thank you so much!					
256	Radiology - CT scan	Extremely Likely	This hospital is extremely good - always. Friendly staff, helpful and a vital service to our community.		Female	56-65	White British	
257	Radiology - CT scan	Extremely Likely	Very friendly, take the time to explain what's going on.		Female	56-65	White British	
258	Radiology - CT scan	Extremely Likely	Excellent service.	None.	Male	Over 65	White British	
259	Radiology - CT scan	Extremely Likely	C. was so good. I have learning disability and autism.		Female	46-55		
260	Radiology - CT scan	Extremely Likely	Staff always considerate & helpful. Pleasant waiting area - though a long walk from main entrance.	Coffee machine.	Female	Over 65	White British	
261	Radiology - CT scan	Extremely Likely			Female	46-55	White British	
262	Radiology - CT scan	Extremely Likely	Pleasant, helpful, caring members of staff. Thank you V. You made me feel at ease!		Female	Over 65	White British	
263	Radiology - CT scan	Extremely Likely	Receptionists are helpful & respond promptly & politely. The radiographer for CT scan is skilled, polite, helpful, patient-focused. They are a great team.		Female	56-65	Other ethnic group	
264	Radiology - CT scan	Extremely Likely	Excellent service & civility. Well done!			Over 65	White British	
265	Radiology - CT scan	Extremely Likely	Very pleasant staff.		Female	Over 65	White British	
266	Radiology - CT scan	Extremely Likely	Everyone was very		Male	56-65	White British	

			helpful and professional and friendly.					
267	Radiology - CT scan	Extremely Likely	A. was brilliant. Well done. Many thanks		Male	Over 65	White British	
268	Radiology - CT scan	Extremely Likely	Excellent service. Been seen on time and a very courteous way my appointment was dealt with.		Female	Over 65	White British	
269	Radiology - CT scan	Extremely Likely	Friendly and considerate.		Male	Over 65	White British	
270	Radiology - CT scan	Extremely Likely	All the staff were very kind & considerate. The level of care for me as an individual felt very personable. Thank you. I think that all the staff realise that patients are nervous & respond empathetically. Again, many thanks.	I had to drink a certain amount of fluid which I did quite quickly. It would have been better if someone had checked so that I didn't have to wait so long.	Female	56-65	White British	
271	Radiology - CT scan	Extremely Likely	All staff very, very, very good.		Female	56-65	White British	
272	Radiology - CT scan	Likely			Male	Over 65	White British	
273	Radiology - CT scan	Unlikely	8.30am. Receptionist on arrival completely ignored our twice 'good morning' - just uttered 'name, date of birth, sit round the corner'. However, before this have found the staff to be very helpful and friendly - even when lost in a corridor!	Receptionist on arrival could be more welcoming. Customer/patient training maybe?				
274	Radiology - MRI scan	Extremely Likely	Staff are very caring and					

			helpful.					
275	Radiology - MRI scan	Extremely Likely	Treated extremely well.		Female	Over 65	White British	
276	Radiology - MRI scan	Likely	Efficient.	Water cooler.	Female	56-65	White British	
277	Radiology - Ultrasound	Extremely Likely	Fantastic nurses. Got here early and was seen before my time. Really impressed.			56-65	White British	
278	Radiology - Ultrasound	Extremely Likely	Fast and understanding staff and screening.		Male	26-35	White British	
279	Radiology - Ultrasound	Extremely Likely	Staff were all lovely.			Over 65	White British	
280	Radiology - X-ray	Extremely Likely	Made to feel welcome and given a full explanation of what the procedure entails.	None.	Male	Over 65	White British	
281	Radiology - X-ray	Extremely Likely	Excellent care & attention. A+++.	Nothing. Everything perfect.		36-45	White British	
282	Radiology - X-ray	Extremely Likely	Very efficient, friendly & quick. Areas & gowns very clean.		Female	Over 65	White British	
283	Radiology - X-ray	Extremely Likely	Always quick and friendly.			46-55	White British	
284	Radiology - X-ray	Extremely Likely	Staff are caring and helped when I was anxious about having this X-ray as I wasn't sure about the outcome. They made me feel at ease.	Just a water fountain would be nice when waiting for the X-ray to be done.	Female	36-45	White British	
285	Radiology - X-ray	Extremely Likely	I have attended the X-ray dept. recently for MRI, CT, bone density & chest X-rays and always been well cared for and on time for		Female	Over 65	White British	

			appointments. Thank you.					
286	Radiology - X-ray	Extremely Likely	Very quick & thorough. Excellent service for free?? Injections hurt though.	N/A.	Female	26-35	White British	
287	Radiology - X-ray	Extremely Likely	Clean. Efficient. Quick & polite.	Slightly more improved direction signs.	Male	46-55	White British	
288	Radiology - X-ray	Extremely Likely	Quick, friendly, convenient.		Female	56-65	White British	
289	Radiology - X-ray	Extremely Likely	Pleasant, polite, efficient and convenient.		Female	46-55	White British	
290	Radiology - X-ray	Extremely Likely	Very friendly and helpful.	None.	Male	56-65	White British	
291	Radiology - X-ray	Extremely Likely	Fast & efficient.		Female	46-55	White British	
292	Radiology - X-ray	Likely			Male	16-25	White British	
293	Radiology - X-ray	Not entered	Nearest to me 25 miles away.		Female	56-65	White British	
294	Radiology - X-ray	Not entered	Not something you can advise. Down to clinicians.	Fine - we need to keep all services at NDDH - not Exeter or Plymouth!!	Female	Over 65	White British	
295	Respiratory (NDDH Outpatients)	Extremely Likely	Good service and quick. Friendly reception. Excellent doctor's consultation.		Female	56-65	White British	
296	Respiratory (NDDH Outpatients)	Extremely Likely	Great care on all aspects from all staff from cleaners to specialists.		Female	56-65	White British	
297	Respiratory (NDDH Outpatients)	Extremely Likely	Pleased with care.	More information about delays in appointment time. I was 45 minutes after appointment time - could have gone for cup of tea if informed of waiting time.	Male	Over 65	White British	

298	Respiratory (NDDH Outpatients)	Extremely Likely	Good experience.					
299	Respiratory (NDDH Outpatients)	Extremely Likely	Good service.		Male	36-45	White British	
300	Respiratory (NDDH Outpatients)	Likely		Advice on waiting time.	Female	56-65	White British	
301	Respiratory (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
302	Respiratory (NDDH Outpatients)	Extremely Unlikely	Keep booking me in for the wrong team. Not happy with this at all - feels like NDDH is going downhill fast.		Female		White British	
303	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Very good.		Female	26-35	White British	
304	Respiratory Nurse (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
305	Rheumatology (NDDH Outpatients)	Extremely Likely	As a long term patient I am treated with respect and my illness is treated seriously.		Female	16-25	Other ethnic group	
306	Rheumatology (NDDH Outpatients)	Extremely Likely	Thorough examination of the problem & diagnosis and next steps.	I thought the service & attention I received was excellent. Parking awful.	Male	36-45	White British	
307	Rheumatology (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
308	Urology (NDDH Outpatients)	Extremely Likely	Excellent service.		Male	Over 65	White British	
309	Urology (NDDH Outpatients)	Extremely Likely	Very friendly & professional service.	No.	Male	56-65	White British	
310	Urology (NDDH Outpatients)	Extremely Likely	Great service.		Male	Over 65	White British	
311	Urology (NDDH Outpatients)	Extremely Likely	T. has been very supportive throughout my illness.	No - maybe coffee machine.	Male	56-65	White British	
312	Urology (NDDH Outpatients)	Extremely Likely	Interesting service.	No.	Male	Over 65	White British	

	Outpatients)							
313	Urology (NDDH Outpatients)	Extremely Likely	It is difficult to judge hospitals when the next nearest is 63 miles from my home. This is a good hospital, staffed with good, caring & overworked clinical staff. This hospital is a vital element of NHS care for this large area.	Possibly better co-ordination between outpatient waiting areas. The waiting area by the main entrance reception is large and often has empty seats while the urology area is smaller and often full.	Male	Over 65	White British	
314	Urology (NDDH Outpatients)	Extremely Likely	Always well looked after.		Female	Over 65	White British	
315	Urology (NDDH Outpatients)	Extremely Likely	Simply the best.		Male	Over 65	White British	
316	Urology (NDDH Outpatients)	Extremely Likely	Because I am a satisfied patient.		Male	Over 65	White British	
317	Urology (NDDH Outpatients)	Extremely Likely	Efficient, professional care and kindness.	Good now.	Male	Over 65	White British	
318	Urology (NDDH Outpatients)	Extremely Likely	All good. Service excellent. Staff friendly & helpful.	Yes - keep them in Barnstaple.	Female	Over 65	White British	
319	Urology (NDDH Outpatients)	Likely			Male	46-55	White British	Do not publish
320	Urology (NDDH Outpatients)	Likely	Running on time. Helpful.		Male	16-25	White British	
321	Urology (NDDH Outpatients)	Likely	Very friendly, waiting times not too long.		Male	56-65	White British	
322	Urology (NDDH Outpatients)	Likely	I believe improvements are being made overall and this survey is a welcome step in the right direction. First, the general feeling is very 'Devon' - staff exceptionally warm and	Checklists as at Royal Devon & Exeter Hospital [illegible] way of assuring communication and avoiding mistakes. Automated appointment confirmation - recently added, possibly - I've	Female	Over 65	White British	

			approachable. However, when it came to a recent surgical intervention, I chose Exeter (Royal Devon & Exeter Hospital). This was because there was a surgical level of care. While much of that could not be replaced, the teamwork esp. checklist approach could.	missed appointments occasionally when no letter reached me w/dates.				
323	Urology (NDDH Outpatients)	Likely			Male	26-35	White British	Do not publish
324	Urology (NDDH Outpatients)	Likely			Male	56-65	White British	
325	Vascular (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
326	Vascular (NDDH Outpatients)	Extremely Likely	Fantastic. Give Mr W. an OBE - great chap. Good all round service.		Male	46-55	White British	

Qualitative Feedback - Jan-17 - Children and young person's FFT card responses

	Clinic / department attended	FFT card completed by:	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Audiology/ENT (NDDH Outpatients)	Patient	Yes	Because they always run on time.			Female	6-8	White British	

2	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always seen quickly. Excellent service.	Minimal waiting time. Friendly staff, reassuring. Good explanations.	Nothing.	Male	6-8	White British	
3	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	9-11	White British	Do not publish
4	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	We have been seen very quick and everyone is very friendly.	Very helpful and a very good waiting area for children.	Not a lot.	Male	6-8	White British	
5	Audiology/ENT (NDDH Outpatients)			Because it's the nearest ENT clinic.			Male	12-15	White British	
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Lovely lady - lots of patience!			Male	6-8	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Good service, made you feel calm & talked to you at all times what was happening.	Staff made you feel at ease.	None.	Male	12-15	White British	
8	EEG / EMG (NDDH Outpatients)		Yes	Very professional. Very quick. Friendly.	Got in quick and was dealt with quickly.	Nothing. Maybe tea & biscuits! It's a great dept.	Male	12-15	White British	
9	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Really friendly & helpful & reassuring.	Very efficient & friendly.	Nothing.	Female	Under 6	White British	
10	EEG / EMG (NDDH Outpatients)		Yes	They were really lovely at looking after my daughter.	They kept S. occupied whilst I had to stand outside due to medical grounds.	N/A.	Female	Under 6	White British	
11	EEG / EMG	Parent/	Yes	Friendly and	Everything done	Nothing.	Female	6-8	White	

	(NDDH Outpatients)	Guardian/ Carer		helpful.	on time.				British	
12	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff. Reassuring staff. Did not have to wait long for appointment.	See last box.		Male	Under 6	White British	
13	EEG / EMG (NDDH Outpatients)		Yes	Very friendly. Kept us informed and explained the process. Very comfortable surroundings and atmosphere.	Interaction was great. Lovely and approachable. Explained everything brilliantly.		Female	6-8	White British	
14	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very efficient and friendly service.		Wasn't easy to find.	Male	9-11	White British	
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very happy!! Staff very helpful and kind.	Happy place with toys.	Waiting was a bit difficult with a 2yr old.	Female	Under 6	White British	
16	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Staff were extremely good with my son. Kept him happy and comfortable. Gave him a sticker for being brave when he had drops.	We were seen promptly.		Male	Under 6	White British	
17	Eye Clinic (NDDH Outpatients)			I like all the toys but did not like the eye drops.	The lady was kind.	Please make the eye drops less painful.	Male	6-8	White British	
18	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	All staff are super friendly and caring. The clinic is super clean,	We were dealt with promptly and efficiently. We were given	It was all good.	Male	Under 6	White British	

				tidy and organised. 10/10.	great care and good advice.					
19	Maxillofacial (NDDH Outpatients)		Yes	All good, informative, courteous & looked after my 6 year old.	Made you feel calm and at ease.		Male	6-8	White British	
20	Maxillofacial (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Staff lovely.				9-11	White British	
21	Ophthalmology (NDDH Outpatients)		Yes	Very friendly staff. Made my daughter feel relaxed and she enjoyed the eye tests.			Female	Under 6	White British	
22	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes			Less waiting time.	Male	Under 6	White British	
23	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Appt. at 10.30am - still waiting at 10.55am.			Female	Under 6	White British	
24	Radiology - Ultrasound	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
25	Radiology - X-ray	Patient	Yes	Because all the doctors are very happy and they give you notice.						
26	Radiology - X-ray	Parent/ Guardian/ Carer	Not entered		Staff polite & friendly. Scan went well & quick.	Everything went as I had hoped - wouldn't have changed a thing.	Male	Under 6	White British	