

## Outpatients - North Devon District Hospital - Friends and Family Test - Jul-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 %
Jul-17	376	92.8	0.3	6.9

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

	Clinic / department attended	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Wonderfully friendly & helpful staff quick & positive response, very reassuring.	Keep up the fantastic work.	Female	56-65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The staff at the Seamoor Unit and throughout my treatment schedule have been extremely professional and friendly.	Not really.	Male	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I'm very pleased with the service I'm having - couldn't ask for anything better. Nurses and doctors are all superb.	I don't think you can. All ok.				
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	When ringing Seamoor Unit the service I received was excellent. Their nurses were very kind, helpful		Female	Over 65	White British	

			and caring and all the staff.					
5	Acute Oncology Service (NDDH Outpatients)	Likely	A caring environment where one is treated caringly and as an individual.	If patients are likely to be in for as long as six hours to get them in before the patients undergoing two / three hour treatments.	Female	Over 65	White British	
6	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very caring, friendly unit. Thanks.		Male	Over 65	White British	
7	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
8	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Take no chances with your heart.					
9	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The treatment I have received has been first class. Everybody have been very professional and kind.		Male	Over 65	White British	
10	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Always been extremely grateful for the good service I have received.		Male	Over 65	White British	
11	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent staff & service.		Female	Over 65	White British	
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Extremely helpful and attentive staff. Excellent result and expected follow ups.		Male	Over 65	White British	
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	Do not publish
14	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Staff kind.			46-55	White British	
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always very helpful.		Male	56-65	White British	
16	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Excellent service - very prompt and caring.	None - leave as it is. It's not broken.	Male	46-55	White British	

17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Professional care, treatment well explained. Friendly staff.		Male	46-55	White British	
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I came last time - my appointment was cancelled - I didn't get letter.		Male	Over 65	Asian / Asian British	
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Because they care, work hard to make us better!		Male	26-35	White British	
20	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Treated with respect & kindness & efficiently. Very professional.		Female	Over 65	White British	
21	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
22	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly staff. Clean. Nice children's area.		Female	26-35	White British	
23	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always friendly & polite staff.		Female	36-45	White British	
24	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
25	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very good service, very helpful Thanks for all you do.		Female	Over 65	White British	
26	Audiology/ENT (NDDH Outpatients)	Extremely Likely		No.	Male	Over 65	White British	
27	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have received excellent care & treatment.		Male	Over 65	White British	
28	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Because this is the main centre for hearing and hearing aid repair and can attend as a drop-in facility which is very helpful.	None at present.	Male	Over 65	White British	
29	Audiology/ENT (NDDH Outpatients)	Likely	Audiology staff - brill! ENT consultant not good!	ENT consultant. Not rushed and explain things better.		56-65	White British	
30	Audiology/ENT	Likely	On time. All ok.		Male	Over 65	White British	

	(NDDH Outpatients)							
31	Audiology/ENT (NDDH Outpatients)	Likely	Always friendly & helpful.		Female	56-65	White British	
32	Audiology/ENT (NDDH Outpatients)	Likely	Waiting time minimal. Staff efficient and friendly.	None that I can think of.	Female	Over 65	White British	
33	Audiology/ENT (NDDH Outpatients)	Likely	Quick, friendly service. Close to home.	Just keep things local.	Female	16-25	White British	
34	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely			Female	16-25	White British	
35	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely			Female	56-65	White British	
36	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely	I would warn them it's very noisy otherwise the staff were nice.	The reception staff were very loud in chatting. I heard every conversation including [illegible] conversation, decking - gardening - prices of gardeners - DIY. The staff were so noisy and loud, us patients couldn't hear each other.	Male	Over 65	White British	
37	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff were informative and quick.		Male	26-35	White British	
38	Breast Clinic (NDDH Outpatients)	Extremely Likely	Prompt, reassuring consultation.		Female	46-55	White British	
39	Breast Clinic (NDDH Outpatients)	Extremely Likely	My appointment was dealt with quickly. The staff were kind, patient, helpful & courteous. Highly recommend the service.		Female	46-55	White British	
40	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and easily found.	No.	Female	46-55	White British	
41	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service - breast care nurses particularly.	Nae.	Female	Over 65	White British	
42	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

43	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
44	Breast Clinic (NDDH Outpatients)	Extremely Likely	Good patient experience.	N/A.	Female	26-35	White British	
45	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff were very caring and kept me informed about all procedures.		Female	26-35	White British	
46	Breast Clinic (NDDH Outpatients)	Extremely Likely	Used service in past as well as today and other members of family have used service.		Female	56-65	White British	
47	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kind, considerate, friendly staff.		Female	56-65	White British	
48	Breast Clinic (NDDH Outpatients)	Extremely Likely	Efficient, friendly and informative.		Female	56-65	White British	
49	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
50	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
51	Breast Clinic (NDDH Outpatients)	Extremely Likely	Informative, supportive. Thorough and fast service, very friendly.	The outpatients area says area A level 2 on the referral. Confusion as it's the ground floor.	Female	46-55	White British	
52	Breast Clinic (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
53	Breast Clinic (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
54	Breast Clinic (NDDH Outpatients)	Likely	Clean, fresh & cool as it's 30 degrees outside! Lots of space, peaceful. Friendly, helpful receptionist.					
55	Breast Clinic (NDDH Outpatients)	Likely			Female	16-25	White British	
56	Breast Clinic (NDDH Outpatients)	Likely	Fast referral from GP.		Female	36-45	Other ethnic group	

57	Breast Clinic (NDDH Outpatients)	Likely	Polite and friendly though a bit brisk.		Female	56-65	White British	
58	Breast Clinic (NDDH Outpatients)	Likely			Female	46-55	White British	
59	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	46-55	Other ethnic group	
60	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	36-45	White British	Do not publish
61	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	I don't feel I should have been sent here in the first place but have been treated well. Waited over 2.5 hours for an ultrasound - no-one said it would be so long. I was wondering if I had been forgotten.		Female	26-35	White British	
62	Breast Clinic (NDDH Outpatients)	<i>Not entered</i>	It's our local hospital and important to North Devon.	Air-conditioning.		Over 65	White British	
63	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	I felt that the course was very worthwhile and enjoyable.		Male	56-65	White British	
64	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Excellent care, adapted sensitively to my limitations due to other factors.					
65	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	I found it very useful.		Male	56-65	White British	
66	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	These classes have been tremendously beneficial to me following an M.I.: in fitness, confidence and knowing how to pace myself.		Female	46-55	White British	
67	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	

68	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
69	Cardiology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
70	Cardiology (NDDH Outpatients)	Likely	Good service.		Male	Over 65	White British	
71	Cardiology (NDDH Outpatients)	Likely						
72	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very pleasant staff to deal with and very much on time. Thank you.		Male	Over 65	White British	
73	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly, caring staff.		Male	Over 65	White British	
74	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Everyone is so friendly & helpful.	Would be very helpful if both areas were put together as one. Very confusing on arrival.	Female	Over 65	White British	
75	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The staff were very friendly and made me feel at ease.		Female	46-55	White British	
76	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Very impressed by the time and care given to me. Also, the amount of tests recommended to try to find the cause of my problems.		Female	Over 65	White British	
77	Care of the Elderly (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				46-55	White British	Do not publish
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because everyone is always kind and helpful.		Female	Over 65	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had good service.					



	Outpatients)							
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Don't have to travel very far (close to home). Staff friendly.		Male	56-65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always very good care and treatment.		Female	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have had very good treatment - very satisfied.		Male		White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff friendly & helpful.		Female	46-55	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Think they all do a very good job.		Male	Over 65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very friendly and considerate.		Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff friendly & professional. Nothing is too much trouble.		Female	56-65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always friendly. Feels very professional in the way I'm treated.	Nice cup of coffee!!	Female	46-55	White British	
92	Clinic / department not entered (NDDH	Extremely Likely	Wonderful treatment.					

	Outpatients)							
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	As would like to thank all staff for their excellent care.		Female			
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I have lots of problems and need the help of this hospital. I can't fault them at all.			Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff know their job well.		Male	Over 65	White British	
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always friendly staff.		Female	Over 65	White British	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Been dealt with professionally, swiftly and with care.	No.				
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have always had satisfactory treatment.					
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very polite and friendly. Lady at reception informed me of the delay when I got here.	I know it can't be helped, but it would be nice not having to wait so long to be seen!		Over 65	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Bright, clean surroundings. Lovely, smiley, welcoming staff.	Excellent as it is.		56-65	White British	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Local. Easily accessible for transport. Friendly, efficient staff (all). Good	Thank you for a smooth running clinic.	Female	Over 65	White British	

			timekeeping. Doctor explanation very clear and informative.					
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have been to outpatients a few days lately and have always been happy with the service given.		Male	36-45	White British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Respectful, caring attitude of staff. Good, clear information. Apologies & reasons if clinic is running late.		Female	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff kind, caring & friendly. Consultants always clear & concise when delivering results.		Female	36-45	White British	
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fast response to referral from GP. Very quick wait for treatment and excellent follow up in clinic - short wait every time.		Female	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	No issues - clean reception, friendly staff.		Female	36-45	Other ethnic group	
109	Clinic / department not entered (NDDH Outpatients)	Likely	Very friendly and very helpful.	No.	Female	36-45	White British	
110	Clinic / department not entered (NDDH Outpatients)	Likely	Lots of o/p appointments and inpatient stays.	Have a job to hear name called by doctor or nurse.	Male	Over 65	White British	
111	Clinic / department not entered (NDDH Outpatients)	Likely	Quick service, very little waiting.		Male	Over 65	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely	Because we have always received good treatment in the past.		Female	Over 65	White British	

113	Clinic / department not entered (NDDH Outpatients)	Likely			Female	46-55	White British	Do not publish
114	Clinic / department not entered (NDDH Outpatients)	Likely			Male	26-35	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely	Wonderful staff.		Male	56-65	White British	
116	Clinic / department not entered (NDDH Outpatients)	Likely	No problems at all.		Female	Over 65	White British	
117	Clinic / department not entered (NDDH Outpatients)	Likely			Female	56-65	White British	
118	Clinic / department not entered (NDDH Outpatients)	Likely			Male	46-55	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely	Good level of care.		Male	Over 65	White British	
120	Clinic / department not entered (NDDH Outpatients)	Likely	Very friendly & informative staff.	No.				
121	Clinic / department not entered (NDDH Outpatients)	Likely			Female	46-55	Mixed / Multiple ethnic groups	
122	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Clinics generally run behind but due to funding I expect this will always be the case!	More investment in NHS from government - unlikely to happen!	Female	46-55	White British	
123	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Appointment 9:25am. Saw consultant at 10:10am. Dr [name withheld] was meant discuss MDT my father's cancer and today	Microphone for calling out patients names in waiting area or number system or shout.	Male	Over 65	White British	

			was to find out prognosis etc. MDT discussion didn't happen & so this was a wasted visit. Dr [name withheld] very good & understanding but there has been a breakdown somewhere - very distressing for Mr [name withheld]'s wife.					
124	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	It is a long drive for us to go. Parking today was great! Spare part for a machine isn't very good.	Think before you say things - can come across rude at times.	Female	26-35	White British	
125	Clinic / department not entered (NDDH Outpatients)	Don't Know			Male	26-35	Other ethnic group	
126	Clinic / department not entered (NDDH Outpatients)	Don't Know			Female	26-35	White British	
127	Clinic / department not entered (NDDH Outpatients)	Don't Know	Good service.		Male	46-55	White British	
128	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>		Cut down waiting times for appointments.	Male	Over 65	White British	
129	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Because I have been using this hospital since I was born.					
130	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Where else would they go?	When the appointment is for 11 o'clock be seen at 11 o'clock.	Male	Over 65	White British	
131	Colorectal (NDDH Outpatients)	Extremely Likely	Never had cause to complain. Everything runs smoothly.	No. Everything fine.	Female	Over 65	White British	
132	Colorectal (NDDH	Extremely Likely	The [illegible] we saw was	Label the wheelchairs	Male	Over 65	White British	

	Outpatients)		very pleasant & thorough in his explanation after examination.	that need pulling, as the instinct is to push.				
133	Colorectal (NDDH Outpatients)	Extremely Likely		Phone call conversations save coming into hospital.	Male	Over 65	White British	
134	Colorectal (NDDH Outpatients)	Extremely Likely	Good service, polite.					
135	Colorectal (NDDH Outpatients)	Extremely Likely	I have been in this hospital as a patient over all my life & always find it exceptional.	N/A.	Female	56-65	White British	
136	Colorectal (NDDH Outpatients)	<i>Not entered</i>	Only been here for 5mins. Not have to wait yet for ages.	No.	Male	56-65	White British	
137	Dermatology (NDDH Outpatients)	Extremely Likely	Caring & thorough.		Male	Over 65	White British	
138	Dietetics (NDDH Outpatients)	Likely	Very helpful & informative.	Keep hospital open!	Male	Over 65	White British	
139	EEG / EMG (NDDH Outpatients)	Extremely Likely	Lovely, friendly, informative service.		Female	46-55	White British	
140	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, knowledgeable staff. Went in before my appointment time.	No.	Female	36-45	White British	
141	EEG / EMG (NDDH Outpatients)	Likely	Everyone has been very friendly and helpful. Everything has been explained to me. I don't think that I would ever be in a position to recommend the test to anyone but if they were unsure about attending I would definitely recommend they come.	No - although faster results would be nice.	Female	36-45	White British	
142	Endocrinology (NDDH	Likely			Female	46-55	White British	Do not publish

	Outpatients)							
143	Endocrinology (NDDH Outpatients)	Likely	Always very happy with care and service received.		Female	26-35	White British	
144	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
145	Eye Clinic (NDDH Outpatients)	Extremely Likely		Too long wait between different procedures.	Female	Over 65	White British	
146	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
147	Eye Clinic (NDDH Outpatients)	Extremely Likely	Same doctor insisted on seeing at each appointment.		Female	56-65	White British	
148	Eye Clinic (NDDH Outpatients)	Extremely Likely	Speaks for itself.		Female	Over 65	White British	
149	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
150	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service.			Over 65	White British	
151	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment exceptional. Appointment on time.		Male	Over 65	White British	
152	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
153	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind, caring staff, greeted with a smile. Nothing is never a trouble, always willing to help.		Female	16-25	White British	
154	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone very friendly and helpful. Appointments running on time. Very pleased. Thank you.		Male	Over 65	White British	
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	Operation seems to have been a success.	Check records - mine were lost.	Male	Over 65	White British	
157	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very busy clinic but well-managed in every way.	Unfortunately, I've never been seen by the	Female	Over 65	White British	

			Friendly and helpful.	specialist listed on my letter. Maybe one consultation with him / her if possible.				
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	Since our move to N.Devon in 2016 the service received and the kindness of staff is simply excellent.	Not really.	Female	Over 65	White British	
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	No problems.		Male	Over 65	White British	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely	A 100 mile round trip for an alternative!!	More comfortable chairs please.		Over 65	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Accident at work. Acid in face.		Male	Over 65	White British	
162	Eye Clinic (NDDH Outpatients)	Likely	Prompt action.		Male	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
164	Eye Clinic (NDDH Outpatients)	Likely	My appointment was 6 months late but on arrival I found a friendly attention.	The appointment system needs attention. I was once sent a letter saying sorry you could not attend. I never had an appointment in the first place.	Male	Over 65	White British	
165	Eye Clinic (NDDH Outpatients)	Likely	Always good care.		Male	Over 65	White British	
166	Eye Clinic (NDDH Outpatients)	Likely		It's very frustrating not to be able to speak to a human. I have phoned many times, always answerphone!!	Female	56-65	White British	
167	Eye Clinic (NDDH Outpatients)	Likely	No other choice for N.Devon.	Shorter waiting times.	Female	46-55	White British	
168	Eye Clinic (NDDH Outpatients)	Likely	Staff good. Quick &		Female	Over 65	White British	



	Outpatients)		efficient service at reception.					
169	Eye Clinic (NDDH Outpatients)	Likely	Felt like at times I was unsure what was going on / left out of the loop with waiting times. Helpfulness of colleagues was great though all friendly and easy to talk to.		Male	26-35	White British	
170	Eye Clinic (NDDH Outpatients)	Likely			Female	16-25	White British	Do not publish
171	Eye Clinic (NDDH Outpatients)	Likely	Friendly, good service.		Female	36-45	White British	
172	Eye Clinic (NDDH Outpatients)	Likely	Polite, helpful and friendly.		Female	16-25	White British	
173	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely		The clinic always seems to be overstaffed, many standing around, but each time I come there seems to be a really long wait before being seen.	Male	Over 65	White British	
174	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	ND Hospital is closest but choice is limited given transport costs/availability. Dept. is consistently under pressure given demand.	Ensure information booklet/sheet is sent out prior to apt. with letter, thus saving much frustration/time.		Over 65	White British	
175	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Broken ankle.		Male	Over 65	White British	
176	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Helpful staff on reception & in treatment room.		Female	46-55	White British	
177	Fracture Clinic (NDDH Outpatients)	Extremely Likely				Over 65	White British	
178	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone so friendly, makes you feel welcome & safe in their hands.	No - keep up the good work.	Female	56-65	White British	

179	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	Do not publish
180	Fracture Clinic (NDDH Outpatients)	Extremely Likely	As new arrivals in the area, we are most impressed with the medical services that we have received - no more so than this department. Well done everyone.		Male	Over 65	White British	
181	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff very helpful & friendly.		Male	Over 65	White British	
182	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Great advice, staff have been brilliant and have helped extremely.	Air-con would be so beneficial in my recovery.	Male	26-35	White British	
183	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have had a very good experience here. Polite, friendly & well ordered.	A free coffee machine!	Female	Over 65	White British	
184	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff very friendly. Not a long time to wait to be seen. Positive and reassuring.	Air-con - it was a very hot day!	Male	16-25	White British	
185	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
186	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
187	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Barnstaple hospital has a good and caring atmosphere, staff are caring and willing to help at all times, we've been very impressed with the care we have been given.		Male	56-65	White British	
188	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly, efficient and quite prompt.		Male	Over 65	White British	
189	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	Do not publish

190	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Skill, kindly help by all the staff.		Female	Over 65	White British	
191	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
192	Fracture Clinic (NDDH Outpatients)	Extremely Likely	It's good.		Male	56-65	White British	
193	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very kind and attentive staff. Treatment excellent. Appointments on time.	No, it all seems fine to me.	Female	56-65	White British	
194	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very informative & well done.		Female	Over 65	White British	
195	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very pleased with care.		Female	Over 65	White British	
196	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very prompt with appointment. Very pleasant, helpful nurses and doctor.	For this clinic all is very well organised. Thank you.	Male	Over 65	White British	
197	Fracture Clinic (NDDH Outpatients)	Likely	Friendly staff - good attention.	Please try to keep to appointment times. Very frustrating when see several people come after you and go in before you.	Male	Over 65	White British	
198	Fracture Clinic (NDDH Outpatients)	Likely	Everyone is very friendly and helpful. The clinic and other depts we have visited are always clean and all staff are friendly. P.S. the only drawback - this clinic is quite a trek from the main entrance.		Male	Over 65	White British	
199	Fracture Clinic (NDDH Outpatients)	Likely	I feel that it is a long way to come from Bude. However, everyone are helpful and understanding.	I feel that there should be outpatient clinic nearer to Bude, as it is a long way for a 84-year old to come.	Female	Over 65	White British	

200	Fracture Clinic (NDDH Outpatients)	Likely	Never had a problem while visiting for appointments, or they were dealt with quickly & efficiently.	No.	Female	Over 65	White British	
201	Fracture Clinic (NDDH Outpatients)	Likely	Receptionist extremely rude. I know there was an emergency but patients could have been informed what was the hold up.	Inform patients when there is a hold up.	Female	Over 65	White British	
202	Fracture Clinic (NDDH Outpatients)	Likely	Helpful staff. Good, clean environment.	All good.	Female	Over 65	White British	
203	Fracture Clinic (NDDH Outpatients)	Likely	Nurses & doctors very understanding.	No.	Male	Over 65	White British	
204	Fracture Clinic (NDDH Outpatients)	Likely	Felt like there was a lack of compassion when told how injury occurred.		Male	16-25	White British	
205	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	The amount of time between my appointment and when I actually get seen is not good. Although everyone is always helpful, friendly and very personal.	Try to estimate appointment times a tad better.	Male	26-35	White British	
206	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	It's not sort of thing I'd recommend. [Illegible] 30mins late being seen and they weren't sure what needed.	Prompter.	Male	46-55	White British	
207	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	You kind of have to when you have a broken bone. Would be silly not to. Staff friendly.	Space for wheelchairs.	Female	16-25	White British	
208	Gastroenterology (NDDH Outpatients)	Likely	Very good staff, friendly & professional.		Female	46-55	White British	
209	General Surgery (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	

210	General Surgery (NDDH Outpatients)	Extremely Likely	Pleased with the care I have had.		Female	56-65	White British	
211	Glaucoma Clinic (NDDH Outpatients)	Don't Know			Male	Over 65	White British	Do not publish
212	Gynaecology (NDDH Outpatients)	Extremely Likely	I think Mr [name withheld] is a very professional and friendly gynaecologist who puts me at my ease.	I don't think there need to be any improvements.	Female	56-65	White British	
213	Gynaecology (NDDH Outpatients)	Extremely Likely	The staff are always friendly and attentive no matter how busy they are. Always make me feel at ease.		Female	56-65	White British	
214	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Really good advice and felt more confident.		Male	Over 65	White British	
215	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Everyone who have looked after me have been brilliant.					
216	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very professional support.	No.	Male	46-55	White British	
217	Maxillofacial (NDDH Outpatients)	Extremely Likely	The consultant was very pleasant and reassuring. The clinic waiting time was not too long and was a pleasant environment. I was pleased with the planned following actions.		Female	36-45	White British	
218	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent service.		Male	46-55	White British	
219	Maxillofacial (NDDH Outpatients)	Extremely Likely	Really efficient!		Male	56-65	White British	
220	Maxillofacial (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
221	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	Very informative. Answered all my questions.		Male	Over 65	White British	

222	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
223	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	[Name withheld] is and has always been very professional & supportive & approachable.	I wasn't sure where to go so I asked at the information desk but he said he had no idea where the clinic was. Couldn't they have a list of all clinics?	Female	56-65	White British	
224	Neurology (NDDH Outpatients)	Extremely Likely	Very thorough & polite.		Male	46-55	White British	
225	Neurology (NDDH Outpatients)	Extremely Likely	Friendly and very helpful, very pleasant.		Female	46-55	White British	
226	Neurology (NDDH Outpatients)	Extremely Likely	Waited only 10mins.	Can't be bettered!	Female	Over 65	White British	
227	Neurology (NDDH Outpatients)	Likely	Friendly staff, appointment on time.		Female	26-35	Other ethnic group	
228	Neurology (NDDH Outpatients)	Likely	Happy with the care I receive.		Female	56-65	White British	
229	Oncology (NDDH Outpatients)	Extremely Likely	Always very friendly reassuring but also professional. Thank you.		Female	Over 65	White British	
230	Oncology (NDDH Outpatients)	Extremely Likely	The care I have when here for an appointment is always very good.		Female	56-65	White British	
231	Oncology (NDDH Outpatients)	Extremely Likely	Very helpful.		Female	Over 65	White British	
232	Oncology (NDDH Outpatients)	Extremely Likely	All very helpful and friendly, making me feel at ease.		Female	Over 65	White British	
233	Oncology (NDDH Outpatients)	Extremely Likely	I would recommend this clinic. I have been to 2/3 other hospitals. Doctor very very confident & staff friendly & helpful.		Female	Over 65	White British	

234	Oncology (NDDH Outpatients)	Extremely Likely	Prompt appointments & pleasant staff.		Female	56-65	White British	
235	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Always treated very kindly & well. Thank you.		Female	Over 65	White British	
236	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
237	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	All positive.		Male	Over 65	White British	
238	Orthopaedics (NDDH Outpatients)	Extremely Likely		No.		Over 65	White British	
239	Orthopaedics (NDDH Outpatients)	Extremely Likely	We are old people and find we get first class care.	None.				
240	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	Over 65		
241	Orthopaedics (NDDH Outpatients)	Extremely Likely	Excellent treatment, as usual.	Tea & buns.		Over 65	White British	
242	Orthopaedics (NDDH Outpatients)	Extremely Likely	Great service.		Female	16-25	White British	
243	Orthopaedics (NDDH Outpatients)	Likely	Pretty good really.		Male		White British	
244	Orthopaedics (NDDH Outpatients)	Likely	Can be positive about the treatment. Waiting for tests.		Female	Over 65	White British	
245	Orthopaedics (NDDH Outpatients)	Likely	All ok.		Male	Over 65	White British	
246	Orthopaedics (NDDH Outpatients)	Likely	No problems - so far!	None.	Male	Over 65	White British	
247	Orthopaedics (NDDH Outpatients)	Likely	In and out quite quickly.	No.	Male	Over 65	White British	
248	Orthopaedics (NDDH Outpatients)	Likely	Always happy with appts I have had in the past.	Staff friendly.	Female	Over 65	White British	
249	Orthopaedics (NDDH Outpatients)	Likely	It's the only hospital in the area.	No.	Female	56-65	White British	

250	Orthopaedics (NDDH Outpatients)	Likely	I was asked to fill out.	It is important to be on time also for hospital staff.		Over 65	White British	
251	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	I would suggest that they got info on all aspects of the operation / procedure being recommended - why / what if not done / whether there were other problems that may be causing the problem under scrutiny. Although I can't complain about any aspect of my procedure I still wish I hadn't had it done.	Seems pretty smoothly run to me.	Female	56-65	White British	
252	Orthopaedics (NDDH Outpatients)	<i>Not entered</i>	I thought the doctor did this.	The money spent on this would be better spent elsewhere.		56-65	White British	
253	Orthoptist (NDDH Outpatients)	Extremely Likely	Prompt & pleasant service.		Male	Over 65	White British	
254	Orthoptist (NDDH Outpatients)	Extremely Likely	Have always had excellent care here.		Male	Over 65	White British	
255	Orthoptist (NDDH Outpatients)	Likely	Good experience.		Female	56-65	White British	
256	Orthotics (NDDH Outpatients)	Neither Likely nor Unlikely	I've worn prescribed orthotics for 15-20 years and simply wanted a replacement pair for those prescribed last time that were an off the shelf product. But because you can't access my NHS notes from when I lived in Manchester it's now over 12 months since this request and I've seen my	Efficiency. Existing orthotic wearers shouldn't have to waste GP time for a referral.	Female	36-45	White British	



			GP and this is my 3rd visit to the orthotics department which seems a disproportionately slow and expensive service. The department and staff have been lovely and professional however.					
257	Physiotherapy (NDDH Outpatients)	Extremely Likely	Everyone very helpful.		Female	Over 65	White British	
258	Physiotherapy (NDDH Outpatients)	Extremely Likely	I had been attending physiotherapy for a number of months and the treatment I had from [name withheld] was second to none. She gave me the reassurance I needed which eventually meant my condition improved dramatically. I was so grateful for the time that I was given and can't speak more highly of [name withheld].		Female	Over 65	White British	
259	Physiotherapy (NDDH Outpatients)	Extremely Likely	Ongoing treatment.	It works fine - don't alter anything.	Male	46-55	White British	
260	Physiotherapy (NDDH Outpatients)	Extremely Likely	Always helpful and very friendly.		Female	56-65	White British	
261	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service, polite reception and administration staff. Brilliant physio. Patient and listens to my symptoms. Thank you.					
262	Physiotherapy (NDDH Outpatients)	Extremely Likely	Superb care from the telephone call to reception	None.	Female	Over 65	White British	

			- to the care received by [name withheld]. Impressive care!					
263	Physiotherapy (NDDH Outpatients)	Extremely Likely	Happy & satisfied with the treatment I have received. Thanks.		Male	Over 65	White British	
264	Physiotherapy (NDDH Outpatients)	Likely	Outpatients have always been excellent.	Extra staff.	Female	Over 65	White British	
265	Physiotherapy (NDDH Outpatients)	Likely	Friendly & flexible [illegible]. Good consultation length.	Have a toilet within the dept.	Female	46-55	White British	
266	Physiotherapy (NDDH Outpatients)	Likely	Responsive supportive.	So far good.	Female	56-65	Black / African / Caribbean / Black British	
267	Physiotherapy (NDDH Outpatients)	<i>Not entered</i>	Everybody reacts differently to similar situations and what works for me may not work for others. Each person needs to make their own choices for their particular need.	No.	Female	46-55	White British	
268	Radiology - CT scan	Extremely Likely	A quick response to be seen & very polite & helpful hospital staff.	No.	Female	56-65	White British	
269	Radiology - CT scan	Extremely Likely	Staff friendly.		Male	Over 65	White British	
270	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
271	Radiology - CT scan	Extremely Likely	Brilliant service. Thank you!	Better seating in waiting area CT scans.	Female	Over 65	White British	
272	Radiology - CT scan	Extremely Likely			Female	56-65	White British	
273	Radiology - CT scan	Extremely Likely	Very friendly staff made it so much better experience.		Female	56-65	White British	
274	Radiology - CT scan	Extremely Likely	Staff are cheery & efficient. I have always been made to feel	Not at all. Was seen quickly & efficiently.	Female	56-65	White British	

			confident in the way I have been treated.					
275	Radiology - CT scan	Extremely Likely	Friendly well-informed staff - punctual operation. Clear explanation of the procedure & what to expect. Excellent.	Give the leaflet explaining what was going to happen before the scan giving the chance to the patient to bring up any worries before the procedure.	Male	56-65	White British	
276	Radiology - CT scan	Extremely Likely	Everyone was professional & friendly.			46-55	White British	
277	Radiology - CT scan	Extremely Likely	Staff were absolutely brilliant & reassuring.		Male	Over 65	White British	
278	Radiology - CT scan	Extremely Likely	They made you feel welcome and at ease and comfortable. Very thorough.	None whatsoever.	Male	46-55	White British	
279	Radiology - CT scan	Extremely Likely	Very nice and competent.	Nothing.	Female			
280	Radiology - CT scan	Extremely Likely	Was taken on time and [name withheld] and [name withheld] were very professional as well as being friendly and creating a calming experience during treatment.	I had to drink a jug of water for 1hr - thought the CT scanner could be used for other people during that time? Otherwise extremely efficient.	Female	46-55	White British	
281	Radiology - CT scan	Extremely Likely			Male	56-65	White British	
282	Radiology - CT scan	Extremely Likely	Very knowledgeable and friendly staff.		Female	56-65		
283	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
284	Radiology - CT scan	Extremely Likely	Very friendly staff and calm relaxed atmosphere.		Male	56-65	White British	
285	Radiology - CT scan	Extremely Likely	Friendly staff - attention to detail - all very relaxed.	N/A.	Male	Over 65	White British	
286	Radiology - CT scan	Extremely Likely	The girls were polite &	No - it was quick,	Female	Over 65	White British	

			helpful in explaining what was happening. They were good in their instructions. It was all over very quickly.	efficient & helpful.				
287	Radiology - CT scan	Extremely Likely	Staff kind & friendly.	Long waiting time due to only one scanner.	Female	Over 65	White British	
288	Radiology - CT scan	Extremely Likely	Friendly, chatty, cheerful staff. Nice atmosphere in scanner room.	Please update your letter of instructions regarding having to drink several cups of liquid. I didn't need this and was out in 45 minutes.	Male	Over 65	White British	
289	Radiology - CT scan	Extremely Likely	Very friendly, quick service. Every process was explained.		Female	46-55	White British	
290	Radiology - CT scan	Extremely Likely	The nurse that did the scan was very good.		Female	Over 65	White British	
291	Radiology - CT scan	Extremely Likely	Very friendly, which makes a difference. Thanks.		Female	36-45	White British	
292	Radiology - CT scan	Extremely Likely	Extremely kind & caring staff.		Female	56-65	White British	
293	Radiology - CT scan	Likely	Nurse talked me through my procedure - very kind and helpful.	None.	Female	Over 65	White British	
294	Radiology - CT scan	Likely			Female	Over 65	White British	
295	Radiology - CT scan	<i>Not entered</i>			Male	Over 65	White British	Do not publish
296	Radiology - MRI scan	Extremely Likely	Very friendly staff. Even the music was good!		Female	Over 65	White British	
297	Radiology - MRI scan	Extremely Likely	Quick, well-organised and professional service.		Male	46-55	White British	
298	Radiology - MRI scan	Extremely Likely	No comments. On time and clear and courteous handling by all staff.		Male	46-55	White British	
299	Radiology - MRI scan	Likely			Male	26-35	White British	Do not publish
300	Radiology - MRI scan	Likely	Good, professional		Female	Over 65	White British	

			service.					
301	Radiology - Ultrasound	Likely	Good service - prompt. Great staff.		Female	36-45	White British	
302	Radiology - Ultrasound	<i>Not entered</i>	Because I was asked to.		Female	Over 65	White British	
303	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	Do not publish
304	Radiology - X-ray	Extremely Likely			Male	46-55	White British	
305	Radiology - X-ray	Extremely Likely			Female	26-35	White British	
306	Radiology - X-ray	Extremely Likely	Quick & courteous service.	Tea & buns.	Female	Over 65	White British	
307	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
308	Radiology - X-ray	Extremely Likely	Very good and fast service. Polite staff and friendly.		Female	Over 65	White British	
309	Radiology - X-ray	Extremely Likely	I was seen very quickly by a very polite trainee radiographer. Good experience.		Female	Over 65	White British	
310	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	Do not publish
311	Radiology - X-ray	Extremely Likely	Local hospital - it took me 10mins to get here. If I went to Exeter I would much of the day to go there & back & would have cost me quite a lot in petrol & time. All the staff were very pleasant.	The TV was not on. It would have helped to take my mind off things if it was on.	Female	46-55	White British	
312	Radiology - X-ray	Extremely Likely	Was looked after well and seen on time & staff friendly.		Female	36-45	White British	
313	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	Do not publish
314	Radiology - X-ray	Extremely Likely	Quick & efficient.		Male	56-65	White British	
315	Radiology - X-ray	Extremely Likely	Good service given (quick).		Female	46-55	White British	
316	Radiology - X-ray	Extremely Likely	Efficient & helpful staff. Clean areas around the	None perceived.	Male	Over 65	White British	

			hospital. Thorough examination by medical staff.					
317	Radiology - X-ray	Extremely Likely	Well organised. Comfortable waiting area. On time. Pleasant attitude of staff. Information given as necessary.		Female	Over 65	White British	
318	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
319	Radiology - X-ray	Extremely Likely	Very helpful staff. Easy to get to appointment.		Female	Over 65	White British	
320	Radiology - X-ray	Extremely Likely	Very good, quick service.		Male	Over 65	White British	
321	Radiology - X-ray	Likely	Friendly and efficient.		Female	56-65	White British	
322	Radiology - X-ray	Likely			Male	Over 65	White British	Do not publish
323	Radiology - X-ray	Likely	Technician in X-ray was very good, excellent manner. He explained reason for a delay.		Male	56-65	White British	
324	Radiology - X-ray	Neither Likely nor Unlikely	Nothing wrong with the service / treatment received in the hospital but not at all pleased with the lack of car parking spaces! I drove round for 20mins. looking for one! Eventually found somewhere but it wasn't a marked space!!! P.S. I use & need a blue badge & have difficulty in walking fast or far!!		Female	Over 65	White British	
325	Radiology - X-ray	Don't Know	Long, unnecessary wait.	Co-ordinate info. between departments.	Female	Over 65	White British	
326	Radiology - X-ray	<i>Not entered</i>	It is the nearest hospital for walk-in X-rays.		Female	Over 65	White British	

327	Radiology - X-ray	<i>Not entered</i>	X-rays are the same wherever.	Fixed appointment times perhaps.	Female	56-65	White British	
328	Radiology - X-ray	<i>Not entered</i>	People have different views on hospitals. I personally have never had a problem but I know a lot of people have a problem just setting foot in a hospital.	Personally, I have no problems with outpatients.	Male	Over 65	White British	
329	Radiology (NDDH Outpatients)	Extremely Likely	The staff were really good and explained everything to me.					
330	Respiratory (NDDH Outpatients)	Extremely Likely	Staff very friendly, caring & polite.	No, for has lots of space & well lit.	Male	Over 65	White British	
331	Respiratory (NDDH Outpatients)	Extremely Likely	I was unsure if I was going to see the same respiratory consultant [name withheld] & I was pleased when the receptionist said yes! It was because he has understood & dealt with my breathing problems & to explain to all the others I have seen is not a good idea for me or them. The receptionist kindly said I could ask for him again. I thought this was not allowed!! So v. kind of the smiling receptionist to tell me this.	It has always been excellent for me.	Female	Over 65	White British	
332	Respiratory (NDDH Outpatients)	Extremely Likely	I find the staff at this hospital very kind and helpful. I would recommend this hospital		Female	Over 65	White British	

			to anyone. Apart from my visit today, I was in this hospital a few weeks ago and received the best treatment. So, well done Barnstaple.					
333	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent staff.		Male	56-65	White British	
334	Respiratory (NDDH Outpatients)	Extremely Likely	Smiling staff, helpful clinic, on time.		Female	36-45	White British	
335	Respiratory (NDDH Outpatients)	Extremely Likely	Very patient and understanding. A great deal of help. Everyone very cheerful.			Over 65	White British	
336	Respiratory (NDDH Outpatients)	Extremely Likely	Efficient service.	None.	Male	Over 65	White British	
337	Respiratory (NDDH Outpatients)	Extremely Likely	Friendly, efficient.		Female	Over 65	White British	
338	Respiratory (NDDH Outpatients)	Extremely Likely	Staff friendly and efficient. Seen promptly. Very helpful advice.		Female	Over 65	White British	
339	Respiratory (NDDH Outpatients)	Extremely Likely	On time & friendly.	No. Good service.	Female	56-65	White British	
340	Respiratory (NDDH Outpatients)	Likely			Female	Over 65	White British	
341	Respiratory (NDDH Outpatients)	Neither Likely nor Unlikely			Female	Over 65	White British	
342	Respiratory (NDDH Outpatients)	Neither Likely nor Unlikely			Male	56-65	White British	
343	Respiratory (NDDH Outpatients)	Unlikely	Cancellation of appointments.	When cancelling appointments, offer alternative date at the same time. Do not keep people waiting for new appointment or make them wait too long	Male	56-65	White British	



				before the next appointment.				
344	Respiratory (NDDH Outpatients)	Don't Know		More disabled bays near building as can't use barrier in main car park.	Female	56-65	White British	
345	Respiratory (NDDH Outpatients)	<i>Not entered</i>	Not here often.		Male	46-55	White British	
346	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr [name withheld] very caring and professional. A doctor one needs in the wardrobe.		Male	Over 65	White British	
347	Rheumatology (NDDH Outpatients)	Extremely Likely	I was well looked after by your wonderful service. Dr [name withheld] and the nurses explained the treatment plan - well done to them all. First class!	I don't think the service could be improved - there wasn't even a long wait today.	Female	Over 65	White British	
348	Rheumatology (NDDH Outpatients)	Extremely Likely	Like smart attention on entrance to clinic. Dislike paying to park - pay to be ill.	No need to pay to be ill.	Female	Over 65	White British	
349	Rheumatology (NDDH Outpatients)	Extremely Likely	Have made several inpatients and outpatients appointments and admissions. No reason to complain about anything. Waiting times are sometimes an issue but really there is a lot of pressure on staff at times.	No, not really. We have always been satisfied with a good service. Thank you to all the staff.	Male	Over 65	White British	
350	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
351	Rheumatology (NDDH Outpatients)	Extremely Likely	Polite staff. Efficient service. Patient & kind interview with Dr. All answers given in a clear	There were some problems with the booking of [illegible] appointment.	Female	Over 65	White British	

			manner.					
352	Rheumatology (NDDH Outpatients)	Extremely Likely	Everybody are very friendly & helpful. Came away feeling everybody had time to explain things so we could understand. Receptionists and Dr [name withheld] all were lovely.		Female	Over 65	White British	
353	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
354	Rheumatology (NDDH Outpatients)	Extremely Likely	Friendly, efficient. Only problem is parking.					
355	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr [name withheld] has helped me so much.	None.	Female	Over 65	White British	
356	Rheumatology (NDDH Outpatients)	Likely	Excellent attention from nurses. Very caring.		Male	Over 65	White British	
357	Rheumatology (NDDH Outpatients)	Likely			Female	56-65	White British	
358	Rheumatology (NDDH Outpatients)	Likely			Female	46-55	White British	
359	Seamoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
360	Urology (NDDH Outpatients)	Extremely Likely	Consultant is very helpful and explains thing well and clearly.		Male	26-35	White British	
361	Urology (NDDH Outpatients)	Extremely Likely	Excellent - as always. Thank you!		Male	Over 65	White British	
362	Urology (NDDH Outpatients)	Extremely Likely	Staff very helpful & friendly. Clean hospital, although waiting time was long.		Female	56-65	White British	
363	Urology (NDDH Outpatients)	Extremely Likely	100% pleased with the care received.		Male	Over 65	White British	
364	Urology (NDDH Outpatients)	Extremely Likely	Found the staff very good and friendly. Service all	No.	Male	Over 65	White British	

			round great.					
365	Urology (NDDH Outpatients)	Extremely Likely	No complaints at all. I think the treatment I received at NDDH is brilliant. Keep it up please! xxx		Male	Over 65	White British	
366	Urology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
367	Urology (NDDH Outpatients)	Likely	Friendly helpful staff.	Wait times could improve as always end up waiting at least 30 minutes.	Female	16-25	White British	
368	Vascular (NDDH Outpatients)	Extremely Likely	Looked after very well. Nothing is too much trouble. Staff great.		Female	Over 65	White British	

### Qualitative Feedback - Jul-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)	<i>Not entered</i>	Yes	I liked it because I had a chocolate from the nurse.	I can now hear better.	Nothing.	Male	6-8	White British	
2	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	They listen to the child and take time.	Nothing. Absolute chaos.	Been on time.	Male	6-8	White British	

3	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Yes	Friendly, caring staff.	Our doctor was amazing.			12-15	White British	
4	Clinic / department not entered (NDDH Outpatients)	Patient	Yes	They give out treats.	Nice people.		Female	Under 6	White British	
5	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe				Female	12-15	White British	Do not publish
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Competent, friendly, kind treatment. Clear explanation. Made sure things weren't scary.			Female	Under 6	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always lovely people. Very nice and understanding.	The people.	Nothing.	Female	Under 6	White British	
8	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly. Helped with distraction and made daughter much more comfortable with having EEG done.	Friendly. Room wasn't too clinical looking.	Wasn't sure whether we were in right place to start. Slightly better signing / directions.	Female	12-15	White British	
9	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes		Short waiting time. Fantastic staff.	Nothing.	Female	Under 6	White British	
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Made daughter really relaxed.	Really good with my 3yr old. Made her feel really comfortable.		Female	Under 6	White British	

11	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Did not like eye drops.	Get to play with toys.	TV on more. Too hot. No fans. Games or books for older children. Cold drinks.	Male	6-8	White British	
12	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	They were running late by 45mins. Baby getting upset.	Toys for my little one to play with.	Could of told me when I arrived they were running late.	Female	Under 6	White British	
13	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	<i>Not entered</i>	10 minutes late down to late bus and 1 off my son's appointments couldn't be carried out and we live in Torrington so a long way to come.			Male	6-8	Mixed / Multiple ethnic groups	
14	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	Yes	The staff were kind and helpful.	They fixed me.	Improve waiting time.	Male	9-11	White British	
15	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Friendly service with some entertainment.	Friendly and I come here often so it's a nice place.	Could run on time.	Male	12-15	White British	
16	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	Yes	I like it because there lots of toys and it's clean.	Toys.	No.	Male	6-8	White British	
17	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Because are nice and gentle.	Vending machines and not waiting long.	Nothing.	Male	9-11	White British	
18	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	Yes				Female	9-11	White British	Do not publish
19	Genetics (NDDH)	Parent/	Yes	Helpful.			Female	6-8	White	

	Outpatients)	Guardian/ Carer							British	
20	Maxillofacial (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The staff are brilliant and helpful.	As previous comment.	Nothing.	Male	9-11	White British	
21	Ophthalmology (NDDH Outpatients)	Patient	Yes	Friendly, communicative. Arrived half an hour before appointment and was seen straightaway.	Efficient and nice atmosphere.	There was a little confusion. They thought I'd had an MRI but I had not but got another scan instead.	Female	12-15	White British	
22	Orthoptist (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
23	Radiology - Ultrasound	Parent/ Guardian/ Carer	Yes		Friendly staff make you feel at ease.	30mins wait with 9 week old baby.	Female	Under 6	White British	
24	Radiology – X-ray	Parent/ Guardian/ Carer	Yes	Helpful, caring staff.	Apology for wait from reception lady.	Very long wait.	Female	12-15	White British	