

Outpatients - NDDH - 'Friends and Family Test' - Jun-15 to Jul-15

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.

Quantitative Results

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

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

The Trust's target score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jun-15	47	95.7	0.0	4.3
Jul-15	67	98.5	1.5	0.0

Qualitative Feedback - Jun-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jun	Cardio-Respiratory	Extremely likely	Very helpful, quick service.	Bigger rooms.	Male	16-25	White British	No tick
2	Jun	Colposcopy	Extremely likely	Was treated well and the staff explained everything well.		Female	16-25	White British	No tick
3	Jun	Colposcopy	Extremely likely	Dr + nurses are lovely and helpful.		Female	26-35	White British	No tick
4	Jun	Colposcopy	Neither likely nor unlikely			Female	36-45	White British	No tick
5	Jun	EEG / EMG	Extremely likely	Very caring and gentle.	No.	Male	over 65	White British	No tick
6	Jun	EEG / EMG	Extremely likely			Female	36-45	White British	No tick
7	Jun	EEG / EMG	Extremely likely	Prompt, friendly service. Procedure fully explained and carried out with care.		Female	over 65	White British	No tick
8	Jun	EEG / EMG	Extremely likely	From the receptionist to the nurse the service was excellent, polite and	No.	Male	over 65	White British	No tick

				reassuring.					
9	Jun	EEG / EMG	Extremely likely	Because of the time and care given, excellent.					No tick
10	Jun	EEG / EMG	Extremely likely	I was very happy with the service my son received. My son was called in a few minutes before his appointment.		Female	36-45	White British	No tick
11	Jun	EEG / EMG	Extremely likely	Very friendly and helpful staff.	None.	Male	16-25	White British	No tick
12	Jun	EEG / EMG	Extremely likely	Very helpful and kind.		Male	over 65	White British	No tick
13	Jun	EEG / EMG	Extremely likely	The lady was very gentle with my daughter and told her step by step what would happen next.					No tick
14	Jun	EEG / EMG	Extremely likely	Lovely staff, especially lady doing EEG test.	Toys in reception please.		26-35	White British	No tick
15	Jun	EEG / EMG	Extremely likely	Very helpful + told me what was going on, put my mind at ease.		Male	56-65	White British	No tick
16	Jun	EEG / EMG	Likely						No tick
17	Jun	EEG / EMG	Likely	The service was quick and the staff were polite and caring.		Female	16-25	White British	No tick

18	Jun	EEG / EMG	Likely			Female	36-45	White British	No tick
19	Jun	EEG / EMG	Likely	Felt cared for and not invisible.		Female	26-35	White British	No tick
20	Jun	EEG / EMG	Likely	Main reason is so they can get results they'll need.	N/A.	Male	16-25	White British	No tick
21	Jun	Eye Clinic	Extremely likely	Mr P. was so helpful and excellent in every way to my mother (and I).	Easier appointment system - no doubt staff shortages.	Female	over 65	White British	No tick
22	Jun	Fracture Clinic	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	Jun	Maxillofacial	Extremely likely	The staff + dentist (E.) were so understanding and very helpful, could not get any better care elsewhere. Thank you all.	None.	Female	56-65	White British	No tick
24	Jun	Maxillofacial	Extremely likely	Staff are always extremely pleasant and very efficient. Waiting times usually quite short.			over 65	White British	No tick
25	Jun	Neurology	Extremely likely	Friendly, helpful staff.		Female	56-65	White British	No tick
26	Jun	Neurology	Likely	Helpful staff.		Female	over 65	White British	No tick
27	Jun	Not Entered	Extremely likely	Seen very quickly		Female	56-65	White British	No tick

				by all departments, helpful, charming staff, fantastic service.					
28	Jun	Not Entered	Extremely likely	Best service, good and caring staff.		Female	56-65	White British	No tick
29	Jun	Not Entered	Extremely likely	Everyone so kind and helpful, very prompt service. Thank you.		Female	56-65	White British	No tick
30	Jun	Not Entered	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
31	Jun	Not Entered	Don't know	19/6/15 Appt. 4pm Mr C. Arr. NDDH 3.15pm. X-ray dept. on arrival Time writing 5.30pm & still awaiting to be seen		Female	over 65	White British	No tick
32	Jun	Physiotherapy	Extremely likely	M. is fantastic. Really helping to deal with a chronic back / neck issue. Thank you.					No tick
33	Jun	Radiology / MRI	Extremely likely			Female	26-35	White British	No tick
34	Jun	Radiology / MRI	Extremely likely	We were seen very quickly and the gentleman doing x-ray was very good		Male	over 65	White British	No tick

				and explained what we were seeing in the x-ray.					
35	Jun	Radiology / MRI	Extremely likely	Good service.		Female	36-45	White British	No tick
36	Jun	Radiology / MRI	Extremely likely			Male	56-65	Other ethnic group	No tick
37	Jun	Radiology / MRI	Extremely likely	S. very friendly, informative and good at putting you at ease. Thank you very much.		Female	56-65	White British	No tick
38	Jun	Radiology / MRI	Extremely likely	They were running 10mins late but L. explained things clearly before she started the scan on my son (10 years old). She talked to him about what she could see on the scan.		Male		White British	No tick
39	Jun	Radiology / MRI	Extremely likely	Staff friendly and polite. Very efficient service.	None.	Female	over 65	White British	No tick
40	Jun	Radiology / MRI	Extremely likely	I arrived at a very busy time for the x-ray dept. But the receptionist was very kind and helpful. I think we are very lucky to have such wonderful, helpful	You are doing your best already, all staff wonderful.		over 65	White British	No tick

				staff and such a good hospital. I have been a few times and always have very good advice.					
41	Jun	Radiology / MRI	Extremely likely	All staff very friendly and very helpful.					No tick
42	Jun	Radiology / MRI	Extremely likely	Excellent service, friendly reception, overall presentation of a well-run professional unit.		Male	56-65	White British	No tick
43	Jun	Radiology / MRI	Extremely likely	Excellent service friendly, helpful staff. Student Radiographer was very good didn't have to wait very long in dept.	Higher chairs needed in waiting area in x-ray area A for people who have mobility / back problems.	Male	over 65	White British	No tick
44	Jun	Radiology / MRI	Extremely likely	Because M. was very welcoming and friendly.					No tick
45	Jun	Radiology / MRI	Extremely likely	Very welcoming and everyone very friendly and professional.					No tick
46	Jun	Radiology / MRI	Likely			Female	over 65	White British	No tick
47	Jun	Spinal Clinic	Extremely likely	I was treated very well by all the staff.		Male	over 65	White British	No tick

Qualitative Feedback - Jul-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jul	Cardiology	Extremely likely	Everyone has been very pleasant and helpful.	No, keep it up.	Male	46-55	White British	No tick
2	Jul	Cardiology	Extremely likely	Everyone I met was helpful and friendly. Very little waiting around between tests.		Female	over 65	White British	No tick
3	Jul	Cardiology	Extremely likely	Impressed with having all tests done on same day. Staff extremely friendly and helpful.		Female	46-55	White British	No tick
4	Jul	Cardiology	Likely	Staff were very informative friendly and efficient.		Female	46-55	White British	No tick
5	Jul	EEG / EMG	Extremely likely	No waiting, tested quickly, friendly helpful staff.		Male	46-55	White British	No tick
6	Jul	EEG / EMG	Extremely likely	Efficient.					No tick
7	Jul	EEG / EMG	Extremely likely	Have been					No tick

				receiving treatment at this hospital for 10 years and think nowhere else like it for service + compassion.					
8	Jul	EEG / EMG	Extremely likely	Relatively painless test in order to determine a diagnosis.		Female	36-45	White British	No tick
9	Jul	EEG / EMG	Extremely likely	Very nice & helpful, made me feel calm.		Female	26-35	White British	No tick
10	Jul	EEG / EMG	Extremely likely	Very friendly.		Female	26-35	White British	No tick
11	Jul	EEG / EMG	Extremely likely	J. was very friendly & good with B. (age 4) during the test.		Male		White British	No tick
12	Jul	EEG / EMG	Extremely likely	Very helpful staff and excellent service and equipment for health checking.	Not really.	Male	36-45	White British	No tick
13	Jul	EEG / EMG	Extremely likely	Very friendly and let you know what they are doing. Excellent with children.		Female	26-35	White British	No tick
14	Jul	EEG / EMG	Extremely likely	Friendly, helpful, very good with our 3 year old.	No.	Male		White British	No tick
15	Jul	EEG / EMG	Extremely likely	No waiting, being elderly was treated kindly.	No.	Female	over 65	White British	No tick

16	Jul	EEG / EMG	Extremely likely	Friendly & efficient.	No.	Male	56-65	White British	No tick
17	Jul	EEG / EMG	Extremely likely	My appointment was dealt with very efficiently in a friendly atmosphere.	No observations to make.	Female	over 65	White British	No tick
18	Jul	EEG / EMG	Extremely likely	No waiting time. Good service.		Male	56-65	White British	No tick
19	Jul	EEG / EMG	Extremely likely	On time & friendly.					No tick
20	Jul	EEG / EMG	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
21	Jul	EEG / EMG	Extremely likely	Everyone was extremely kind & helpful.		Female	over 65	White British	No tick
22	Jul	EEG / EMG	Extremely likely	Everyone is very helpful.	Don't think improvement is needed.	Male	over 65	White British	No tick
23	Jul	EEG / EMG	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
24	Jul	EEG / EMG	Extremely likely	Very efficient service.					No tick
25	Jul	EEG / EMG	Extremely likely	Was made to feel very relaxed throughout. I arrived early but was seen		Female	26-35	White British	No tick

				straightaway and was looked after very well.					
26	Jul	EEG / EMG	Extremely likely	Friendly, polite people.					No tick
27	Jul	EEG / EMG	Extremely likely	Nice helpful staff. Dr explained the test well.					No tick
28	Jul	EEG / EMG	Extremely likely	Very nice + polite.		Female	46-55	White British	No tick
29	Jul	EEG / EMG	Extremely likely	Nice, reassuring staff.		Female	26-35	White British	No tick
30	Jul	EEG / EMG	Extremely likely	No wait and very quick and thorough.	None.	Male	56-65	White British	No tick
31	Jul	EEG / EMG	Extremely likely	Good care.	None.	Male	46-55	White British	No tick
32	Jul	EEG / EMG	Extremely likely	Very quick service. Very nice people.	No.		56-65	White British	No tick
33	Jul	EEG / EMG	Extremely likely	The apt. came through in a reasonable time. The procedure was done professionally and politely. Waiting time in reception was not overly long (about 10-15mins).					No tick
34	Jul	EEG / EMG	Extremely likely	Very efficient.		Male	over 65	White British	No tick
35	Jul	EEG / EMG	Extremely likely	Very good inspection. Done very politely and gentle.					No tick

36	Jul	EEG / EMG	Extremely likely	Lovely lady who put us at ease & explained everything. My daughter having the EEG was very comfortable & rest assured.		Female	36-45	White British	No tick
37	Jul	EEG / EMG	Extremely likely	Very welcoming, I felt at ease, clear explanation of test. Prompt, no waiting.					No tick
38	Jul	EEG / EMG	Extremely likely	Prompt times, good care.			36-45	White British	No tick
39	Jul	EEG / EMG	Extremely likely	Very chatty & making you feel at ease. Friendly and let you know what was happening.		Female	16-25	White British	No tick
40	Jul	EEG / EMG	Extremely likely	Staff friendly and on the ball, great treatment.		Female	26-35	White British	No tick
41	Jul	EEG / EMG	Extremely likely	Friendly staff.		Female	36-45	White British	No tick
42	Jul	EEG / EMG	Extremely likely	The nurse that dealt with me was very good as were the facilities. I was seen before time & all staff I encountered were very helpful.	None.	Male	46-55	White British	No tick
43	Jul	EEG / EMG	Extremely likely			Female	36-45	White British	No tick

44	Jul	EEG / EMG	Extremely likely	Very efficient and friendly service.	None better.	Male	over 65	White British	No tick
45	Jul	EEG / EMG	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
46	Jul	EEG / EMG	Extremely likely	Nurse very friendly and made us feel at ease.		Female	26-35	White British	No tick
47	Jul	EEG / EMG	Extremely likely	The lady was very friendly, extremely kind and caring towards my son, very patient with him too.		Male		White British	No tick
48	Jul	EEG / EMG	Likely	Very quick service, no waiting.					No tick
49	Jul	EEG / EMG	Likely			Female	16-25	White British	No tick
50	Jul	EEG / EMG	Likely	Punctual, polite.		Female	56-65	White British	No tick
51	Jul	EEG / EMG	Likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
52	Jul	EEG / EMG	Likely	Staff friendly.		Male	16-25	White British	No tick
53	Jul	EEG / EMG	Likely	Prompt, friendly service by cheerful staff.		Male	over 65	White British	No tick
54	Jul	EEG / EMG	Likely	Seems very prompt & efficient.		Male	46-55	White British	No tick
55	Jul	EEG / EMG	Likely	Well explained and		Male	over 65	White British	No tick

				simply carried out.					
56	Jul	EEG / EMG	Likely	Pleasant, efficient service.		Male		Mixed / Multiple ethnic groups	No tick
57	Jul	Eye Clinic	Extremely unlikely	Each time I come I am kept waiting at least an hour to see the doctor - no explanation and no apology given. Nursing staff are friendly.	More realistic appointment schedule.	Female	over 65	White British	No tick
58	Jul	Fracture Clinic	Extremely likely	Seen by 2 doctors, x-rays & CT scan. All within a single appointment. As an NHS employee it's excellent to see what the NHS provides for its service users. Excellent overall experience.		Female	36-45	White British	No tick
59	Jul	Gynaecology	Extremely likely	Very kind staff.		Female	26-35	White British	No tick
60	Jul	Not Entered	Extremely likely	Very efficient friendly & professional.	Make it clear where you are going - not enough signs.	Male	over 65	White British	No tick
61	Jul	Not Entered	Extremely likely	J. very positive + encouraging. Thank you.					No tick

62	Jul	Not Entered	Extremely likely	Great staff, really friendly + supportive. Everything explained + made to feel as comfortable as possible.		Female	16-25	White British	No tick
63	Jul	Not Entered	Likely	1. Nearest hospital to where I live. 2. Excellent attention given when needed.	Less waiting time please.	Female	over 65	White British	No tick
64	Jul	Not Entered	Not Entered	The treatment given is excellent when you get there. People need appointments but the service provided in making appts is poor. Respiratory Clinic: In May/June 15, I received 2 appts, 2 weeks apart, one for the nurse & then one for the consultant. I thought the nurse had requested this but she hadn't so the consultant & I both wondered why I had the appt. Such a waste when there is a long waiting list. Pain Specialist Clinic: In July 15, I received a letter asked why I hadn't responded to a previous letter to make an appt with the pain specialist. I hadn't received the previous letter as I gather many others hadn't as well. I phoned the number on the letter, Bideford number which I was told was the wrong number as it was the pain management service and I needed an		Female	over 65		No tick

				appt with the pain specialist - so was given a number at the NDDH to make appt. PLEASE REVIEW THE INEFFICIENCY OF APPT MAKING. Thank you.					
65	Jul	Radiology / MRI	Extremely likely	Helpful staff.		Female	over 65	White British	No tick
66	Jul	Radiology / MRI	Extremely likely	Staff are always kind and helpful. Everything is explained properly.	More seating in area where you have to drink dyes etc.	Female	46-55	White British	No tick
67	Jul	Radiology / MRI	Extremely likely	Staff always helpful and friendly.			over 65	White British	No tick
68	Jul	Radiology / MRI	Extremely likely	Because having had many x-rays over the years I have always received a very high standard of care from all x-ray staff - from reception to radiographer. Thank you.	No.	Female	56-65	White British	No tick