

Outpatients - North Devon District Hospital - Friends and Family Test - Jun-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 %
Jun-17	408	96.8	0.5	2.7

Qualitative Feedback - Jun-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	Care and personal interest.	No.	Male	Over 65	White British	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The care I received was the best possible. [Name withheld] was so very professional and made me feel very confident that my heart problem would be dealt with and it was. I can't fault the hospital cardiac visit. I have received very special care. I am very grateful.	As far as I am concerned, everything in the service is fine. Bless all of you special angels I have seen.	Male	Over 65	White British	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	I received friendly & efficient service from both doctors & hospital staff and was kept well informed on all the		Female	56-65	White British	

			procedures undertaken.					
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent service from all concerned. Thank you very much.		Female	Over 65	White British	
5	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
6	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
7	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
8	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Welcoming. Professional. Caring. 10/10.	All seems great. Hospital maybe outdated in parts but staff are super. What more can we want or desire?	Female	Over 65	White British	
9	Audiology/ENT (NDDH Outpatients)	Extremely Likely	ENT department have always done everything they can to help me.	No.	Male	26-35	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Fluid behind my ear drum.	Quicker appointments?	Female	56-65	White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very helpful.	Save money by turning wall lights off!	Male	56-65	White British	
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Came to clinic at 10:59am and given appointment. Excellent.	It already is brilliant.	Male	Over 65	White British	
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
14	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very good service & lovely children's waiting area.		Female	26-35	White British	
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have always been very happy with the service that my friends and family have received at the hospital.		Female	36-45	White British	
16	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have visited NDDH on several occasions both for		Male	Over 65	White British	

			myself & a family member suffering from dementia. On all occasions staff have always been courteous & helpful.					
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Staff have always been very helpful and prompt to deal with problems.		Female	26-35	White British	
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very well done to the staff and doctors. It's well run, quiet and on time.		Male	Over 65	White British	
20	Audiology/ENT (NDDH Outpatients)	Extremely Likely	The examination was thorough & the lady who did it explained everything as she went along with the tests.	Satisfied with existing service.	Female	Over 65	White British	
21	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Good service.	Do not charge for parking.	Male	Over 65	White British	
22	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always pleasant & helpful.					
23	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very professional, very friendly, was put at ease, reassured. Bright, clean, warm & attractive unit of the hospital. Not like being in a hospital. Wonderful, wonderful service. Should have come years ago.		Male	Over 65	White British	
24	Audiology/ENT (NDDH Outpatients)	Extremely Likely	As a patient (long-term) of the ENT department I have received the highest level of care. My daughter, who is now also under their care, also receives the best	No.	Female	26-35	White British	

			care & all our needs are met. We are very lucky to have our hospital & would be lost without local ENT care in North Devon.					
25	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Because my son has had to travel to Exeter for ENT which isn't great, so good to be seen in Barnstaple.					
26	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Always had wonderful care and attention.	I understand that in future I can be seen in Ilfracombe but this department and [name withheld] have been caring.		Over 65	White British	
27	Audiology/ENT (NDDH Outpatients)	Likely	Efficient.		Female	16-25	White British	
28	Audiology/ENT (NDDH Outpatients)	Likely	It was a long time to wait.					
29	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely			Female	26-35	White British	
30	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely			Female	36-45	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely	Seen very promptly.		Female	56-65	White British	
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because we're very lucky to have these services available. Yes, I've been here hours but I was informed that would be the case so it's not a problem.	No. Just keep all services open!!	Female	26-35	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly nurses, was seen on time and undertook all procedures in one appointment.		Female	16-25	White British	

34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Prompt attention. Friendly, efficient staff.		Female	46-55	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	Were able to fit me in even though I was a week early for my appointment! Thank you x.					
36	Breast Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] was fantastic. He gave me time to ask questions & explained in great depth. I was very impressed with him. He was thorough in making sure everything had been done to look into my symptoms.		Female	56-65	White British	
37	Breast Clinic (NDDH Outpatients)	Extremely Likely	Brilliant care. Very thorough.		Female	36-45	White British	
38	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff. Everything has been explained thoroughly and not rushed.	No, all good. I did struggle to get a phone call through a week before the appointment as no-one answered (I made several attempts).	Female	46-55	White British	
39	Breast Clinic (NDDH Outpatients)	Extremely Likely	Well-trained staff - all very pleasant. No obvious waiting. One-stop treatment.		Female	46-55	White British	
40	Breast Clinic (NDDH Outpatients)	Extremely Likely	All staff extremely friendly and put me at ease.	No.	Female	46-55	White British	
41	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff. Relaxed atmosphere.		Female	36-45	White British	
42	Breast Clinic (NDDH Outpatients)	Extremely Likely	Seen promptly. Friendly, helpful staff.			36-45	White British	
43	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have been pleased with the care I have been given.	Make sure letters get to patient in time for their appointment.	Female	56-65	White British	

44	Breast Clinic (NDDH Outpatients)	Extremely Likely	Been seen within 10 days of seeing my doctor.		Female	Over 65	White British	
45	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly. Put me at ease. Very thorough and professional. I was seen very quickly.	None. Very happy with how I was dealt with.	Female	26-35	White British	
46	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, welcoming staff.	N/A.	Female	16-25	White British	
47	Breast Clinic (NDDH Outpatients)	Extremely Likely	NDDH has been wonderful and especially breast care. Having visited with my mum for 17 months who had S4 B.C. I was always confident in their help, treatment and support. I have come in today for myself and nurse [name withheld] was very reassuring and kind.	I had to rearrange an appointment but couldn't get through. I left several messages but no response - perhaps a message portal would be good.	Female	36-45	White British	
48	Breast Clinic (NDDH Outpatients)	Extremely Likely	Extremely friendly, really put me at ease. Wonderful service!		Female	36-45	White British	
49	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quite quick to see consultant. Nurse very nice. Now to scan department.		Female	46-55	White British	
50	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent staff.	Give all staff a medal!	Female	36-45	White British	
51	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff & doctor very efficient & helpful & reassuring. Hospital very clean. Appointment on time.		Female	Over 65	White British	
52	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
53	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff were friendly and	Just keep up the	Female	26-35	White British	

	Outpatients)		professional and even though there is waiting (which you expect) it was minimal.	standards!				
54	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very pleasant staff, reassuring, Could do with some fans/air-conditioning on really hot days.			36-45	White British	
55	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick appointment. Kind and friendly staff.	No.	Female	36-45	White British	
56	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick diagnosis.		Female	26-35	White British	
57	Breast Clinic (NDDH Outpatients)	Extremely Likely						
58	Breast Clinic (NDDH Outpatients)	Extremely Likely	Doctor explained everything and talked through it all and the lady who was in with him was lovely and made me feel more at ease.	Quite a long waiting time but was busy.	Female	26-35	White British	
59	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.		Female	46-55	White British	
60	Breast Clinic (NDDH Outpatients)	Extremely Likely	I came to the breast clinic today. Doctor explained breast symptoms very clearly and referred me immediately to have mammogram and ultrasound today which I didn't even expect. All staff across departments and doctors are very friendly and smile.		Female	36-45	Other ethnic group	
61	Breast Clinic (NDDH Outpatients)	Likely	Because of ease of travel.		Female	46-55	White British	
62	Breast Clinic (NDDH Outpatients)	Likely			Female	36-45	White British	

	Outpatients)							
63	Breast Clinic (NDDH Outpatients)	Likely	Need to be a bit more pro-active dealing with infections after treatment. Staff very polite & helpful.		Female	36-45	White British	
64	Breast Clinic (NDDH Outpatients)	Likely	Good service. Pleasant staff.		Female	Over 65	White British	
65	Breast Clinic (NDDH Outpatients)	Likely			Female	16-25	White British	Do not publish
66	Breast Clinic (NDDH Outpatients)	Likely	Due to the location.	Reduce waiting times.	Female	36-45	White British	
67	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Appointment 11am now 11.45am. It would be nice to be informed if clinics are running late. The letter did say there may be delays but notification in the waiting room would be beneficial. Sat here in work time.	Better info. in waiting rooms regarding clinic delays.		46-55	White British	
68	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Good experience.	No.	Female	Over 65	White British	
69	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very good, positive meeting.	All seems fine.	Male	56-65	White British	
70	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	A warm welcome, friendly atmosphere, great exercises. Would highly recommend.	All very good.				
71	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Keeping fit.		Male			
72	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The regime is brilliant and the staff lovely.	None.	Male	Over 65	White British	
73	Cardiac Rehab Exercise Class (NDDH	Extremely Likely	Everybody very helpful and the classes are very					

	Outpatients)		good.					
74	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very professional but friendly service. Definitely feeling the benefit after the 12 sessions.	No suggestions, everything was just fine.	Male	Over 65	White British	
75	Cardiology (NDDH Outpatients)	Extremely Likely	Everyone was very friendly & efficient. All tests done quickly. Thank you.		Female	36-45	White British	
76	Cardiology (NDDH Outpatients)	Likely	Service is very good.	No.	Female	Over 65	White British	
77	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent service, apart from rather rude receptionist on telephone, but everyone else lovely & very efficient.	No.	Female	36-45	White British	
78	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very kind handling. Compliment [name withheld] particularly.	Keep up the good work.	Male	Over 65	White British	
79	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
80	Care of the Elderly (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
81	Care of the Elderly (NDDH Outpatients)	Likely			Female	16-25	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	No waiting time at all, all running to plan. Extremely helpful and friendly staff.		Female	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always grateful & happy with the service given from NDDH.		Male	56-65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	NHS - we couldn't manage without it. Local to me.					
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish

86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone very helpful.	No.	Female	26-35	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always very kind & careful. Explain clearly.					
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are very courteous and professional.		Male	56-65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All very well explained and a good, relaxed environment.			56-65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good nurses. Nothing too much trouble. Good department.		Male	Over 65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Noisy but quite comfortable.	Not really.	Female	56-65	White British	
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65		
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have glaucoma and received very good treatment for the last 14 years. Thank you.		Female	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good attention in all ways.			Over 65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Appointment made, seen by nurse before time.		Male	46-55	White British	
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful. Speedy. Thorough.		Female	56-65	White British	

	Outpatients)							
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Someone phoned & told us to come in 10am rather than 9.30am.					
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Comfortable. Relaxed. Pleasant staff.	No.	Male	Over 65	White British	
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Diligent. Sympathetic. Understanding. I felt much better psychologically. Brilliant care.		Female	Over 65	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone is always very pleasant & helpful.		Female	46-55	White British	
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Warm welcome from reception desk, nurse [name withheld] very friendly & helpful. Consultant was excellent - didn't seem to be in a hurry, encouraging re: weight loss, etc.	Nothing springs to mind. Air-conditioning would be good but probably beyond the budget.	Female	46-55	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		Female	36-45	White British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been seen by the doctors on time. The nurses and staff are wonderful and caring. We are very lucky to have such a fantastic service here in Barnstaple. Thank you.		Female	46-55	White British	
106	Clinic / department	Extremely Likely	Every member of staff		Female	26-35	White British	

	not entered (NDDH Outpatients)		spoke to me regarding what was happening at each stage of treatment. All staff were approachable.					
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have received every care possible. 100 per cent in every way.	No.	Male	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	No complaints!	No.	Male	Over 65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very efficient.					
110	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The reception staff are lovely and very helpful!!		Female	36-45	White British	
111	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	First class treatment.		Female	Over 65	White British	
112	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
113	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because they are always very nice and helpful and I feel well looked after with my health problems. I have no need to worry about my health.		Female	46-55	White British	
114	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Don't send [illegible] to A&E, GP, or Specsavers.	Male	56-65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
116	Clinic / department	Likely	Very polite and helpful at	No.	Male	Over 65	White British	

	not entered (NDDH Outpatients)		reception.					
117	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	
118	Clinic / department not entered (NDDH Outpatients)	Likely	Had a problem getting my follow-up appointment.	Keep patients informed.	Female	56-65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely	Parking.					
120	Clinic / department not entered (NDDH Outpatients)	Likely			Male	46-55	White British	
121	Clinic / department not entered (NDDH Outpatients)	Likely	Plenty of seating.					
122	Clinic / department not entered (NDDH Outpatients)	Likely	A short delay before appointment. Consultant helpful and explained my condition clearly. Recommended a new course of treatment.		Male	56-65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Likely	Quality of communication I can have with the consultant.	For someone to contact the patient if their appt. or clinic is cancelled.	Female	46-55	White British	
124	Clinic / department not entered (NDDH Outpatients)	Likely	Good service.		Male	56-65	White British	
125	Clinic / department not entered (NDDH Outpatients)	Likely		Fill in the board if clinic is running late.	Female	36-45	White British	
126	Clinic / department not entered (NDDH Outpatients)	Likely	Appreciate the clarity on waiting time for the surgeon.		Female	56-65	White British	
127	Clinic / department	Likely	All treatment been good					

	not entered (NDDH Outpatients)		so far.					
128	Clinic / department not entered (NDDH Outpatients)	Likely	Prompt, friendly service.		Male	Over 65	White British	
129	Clinic / department not entered (NDDH Outpatients)	Likely	Very slow.	For a check-up should be quicker - been here 1.5 hours.	Male	46-55	White British	
130	Clinic / department not entered (NDDH Outpatients)	Likely	No thanks.		Female	26-35	Mixed / Multiple ethnic groups	
131	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	The way I feel.	No.	Male	56-65	Mixed / Multiple ethnic groups	
132	Clinic / department not entered (NDDH Outpatients)	Unlikely	Administration is awful. Departments don't seem to know what the others are doing.					
133	Clinic / department not entered (NDDH Outpatients)	Don't Know			Male	26-35	White British	Do not publish
134	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	I know you have little message saying very hot water. But think it needs to be bit bigger. If child put their hands under that water it really hurt it was so hot!!!					
135	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>		No. Everything is great & staff are very helpful.	Male	36-45	White British	
136	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Too far travelling from Bideford. Public transport not good.		Female	56-65	White British	
137	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	I don't know why I'm here!					

	Outpatients)							
138	Colorectal (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
139	Colorectal (NDDH Outpatients)	Extremely Likely	Receptionist was helpful and efficient. The nurse and doctor I saw were professional and willing to explain everything to me.		Female	56-65	White British	
140	Colorectal (NDDH Outpatients)	Extremely Likely	Fast. Efficient. Friendly.	Receptionists (2) need to be more patient-focussed - not carrying on conversations between themselves when patients are waiting.	Male	Over 65	White British	
141	Colorectal (NDDH Outpatients)	Extremely Likely		Ban computers. They waste time & money.				
142	Colorectal (NDDH Outpatients)	Likely	Friendly staff and all keen to help!	The chairs could be less hard!	Female	36-45	White British	
143	Dietetics (NDDH Outpatients)	Extremely Likely	The person I saw was very knowledgeable and very motivational.			46-55	White British	
144	Dietetics (NDDH Outpatients)	Extremely Likely	Friendly staff. Prompt to be seen. Good advice and support given.		Female	46-55	White British	
145	Dietetics (NDDH Outpatients)	Likely	Very helpful.		Female	36-45	White British	
146	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Excellent service. Really pleased.	No. Very happy.		Over 65	White British	
147	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Helpful, friendly staff. Clean & airy public spaces.	Have posters showing what different coloured uniforms mean.	Female	Over 65	White British	
148	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	I have never come across so many friendly and helpful doctors and	No. It's all good.	Male	Over 65	White British	

			nurses. How could anyone complain about the help they get from here?					
149	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Excellent care, prompt & efficient diagnosis.		Male	Over 65	White British	
150	EEG / EMG (NDDH Outpatients)	Extremely Likely	We have known [name withheld] for a number of years now and it is always so lovely to see her. [Name withheld] always put [name withheld] at ease and willing to rearrange appointments.		Female	16-25	White British	
151	EEG / EMG (NDDH Outpatients)	Extremely Likely				Over 65	White British	
152	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly staff, very efficient & helpful.		Female	56-65	White British	
153	EEG / EMG (NDDH Outpatients)	Extremely Likely				36-45	White British	Do not publish
154	EEG / EMG (NDDH Outpatients)	Extremely Likely	Put me at ease, explained everything and friendly.		Female	16-25	White British	
155	EEG / EMG (NDDH Outpatients)	Extremely Likely	Staff are really nice.	No.	Male	56-65	White British	
156	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very kind. Very helpful. Lovely lady.		Female	26-35	White British	
157	EEG / EMG (NDDH Outpatients)	Extremely Likely	Always pleased with service received. Thank you.					
158	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
159	EEG / EMG (NDDH Outpatients)	Extremely Likely	The lady dealing with me was kind, informative and very professional. She was also friendly.		Male	56-65	White British	
160	EEG / EMG (NDDH Outpatients)	Extremely Likely	Every member of staff we		Female	Over 65	White British	

	Outpatients)		have met has been very kind and helpful and efficient. Thank you!					
161	Endocrinology (NDDH Outpatients)	Extremely Likely	Happy so far.		Male	56-65	Black / African / Caribbean / Black British	
162	Endocrinology (NDDH Outpatients)	Extremely Likely	Everything explained clearly & in a very friendly manner.		Female	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast and efficient.		Female	Over 65	White British	
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Clean, friendly, prompt.					
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always pleasant folk - almost a pleasure to be here.		Female		White British	
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Nice, friendly staff.		Male	46-55	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely	Service I have had has been very good.		Female	Over 65	White British	
168	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
169	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Extremely Likely		I have been attending this clinic for many years and have [sentence unfinished].	Female	Over 65	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely	I like this hospital. Everyone was very helpful and explained what was to happen. The hospital is very big and signed quite well for those who know it. 'Scuse writing - have had a TIA recently.	Signposting!!! Good job everyone knows where they are going and is able to tell.	Female	Over 65	White British	

172	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service given to me.					
173	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
174	Eye Clinic (NDDH Outpatients)	Extremely Likely	9/10 on time appointments - time given to ask questions, friendly staff with reassuring ways with toddlers. Hospital only 1.5 miles away and much appreciated. Important - also we were at A&E a couple of days ago so brilliant.	Yes. Fight for no cuts in services. Thank you.	Female	56-65	White British	
175	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always leave happy with the help I have received. Very polite opticians. Very comfortable experiences.					
176	Eye Clinic (NDDH Outpatients)	Extremely Likely	Service was very good.					
177	Eye Clinic (NDDH Outpatients)	Extremely Likely	Was very professional care.		Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have attended the eye clinic for many years to control glaucoma. The drops have so far been effective.		Male	Over 65	White British	
179	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
180	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always had very good treatment.		Male		White British	
181	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good all-round treatment. Well done.		Female	Over 65	White British	
182	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service. Rapid response to my appointment - did not	Not many seats - more seating.		56-65	White British	

			have to wait too long before I was seen.					
183	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always received good service.					
184	Eye Clinic (NDDH Outpatients)	Extremely Likely	Happy with the treatment I received.					
185	Eye Clinic (NDDH Outpatients)	Extremely Likely	A history of reliable and efficient service.	Ensuring that dates for appointments are notified reliably.	Male	Over 65	White British	
186	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite and helpful. Extremely reassuring. Confidence in the technical expertise of the specialist seen.	No. All seems to be very good indeed.	Female	Over 65	White British	
187	Eye Clinic (NDDH Outpatients)	Extremely Likely	Disabled parking was full. Staff very friendly. Kept informed of 20mins delay. Clean. Exam. thorough. Felt unrushed & cared about.	More disabled parking. Can't get through by telephone & no-one calls back when left message to change appt.	Female	46-55	White British	
188	Eye Clinic (NDDH Outpatients)	Extremely Likely		An experienced eye doctor would be beneficial when visiting A&E dept. This has been a problem in the past when visiting A&E at the weekend.	Female	46-55	White British	
189	Eye Clinic (NDDH Outpatients)	Extremely Likely	Positive. Informative. Clear explanations from staff.	Update waiting times in satellite waiting areas.	Male	Over 65	White British	
190	Eye Clinic (NDDH Outpatients)	Extremely Likely	I had to cancel an appt. due to death of partner and they rearranged very quickly. Smooth running of tests etc. in the clinic.		Female	Over 65	White British	
191	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	

192	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
193	Eye Clinic (NDDH Outpatients)	Likely	I attended eye clinic appt. time 10:20am, now 11:00am. But prepared for wait and happy with service.		Female	56-65	White British	
194	Eye Clinic (NDDH Outpatients)	Likely			Female	16-25	White British	
195	Eye Clinic (NDDH Outpatients)	Likely	Caring. Helpful.			Over 65	White British	
196	Eye Clinic (NDDH Outpatients)	Likely	Because we need this hospital.	Don't close it.	Male	Over 65	White British	
197	Eye Clinic (NDDH Outpatients)	Likely	This hospital is the nearest to where I live.	Doctors to arrive on time. I have brought a patient - arrived at 8.15am, still here 10am.	Female	Over 65	White British	
198	Eye Clinic (NDDH Outpatients)	Likely	Provided good follow-up treatment.					
199	Eye Clinic (NDDH Outpatients)	Likely	Have received excellent treatment in the past.		Male	Over 65	White British	
200	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
201	Eye Clinic (NDDH Outpatients)	Likely	Generally very good. Waiting time perhaps a little long but very busy dept.					
202	Eye Clinic (NDDH Outpatients)	Likely	Good treatment.		Male	Over 65	White British	
203	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>			Female	Over 65	White British	Do not publish
204	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	Field of vision technician very good, ensuring test done properly. Main pressure of nerve tests very efficiently done, with		Male	Over 65	White British	

			helpful explanations.					
205	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	Can't work out why you would get to recommend eye clinic? However, would say to anyone who has to go here that it's good etc. & patient care fine.	Runs smoothly - no suggestions.		56-65	White British	
206	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	I'm here due to extended eye infections. Although it's been good I'd not recommend a visit to the healthy.	N/A.	Female	26-35	White British	
207	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good service.			56-65	White British	
208	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good service.		Female	46-55	White British	
209	Fracture Clinic (NDDH Outpatients)	Extremely Likely	From when it happened to now. The efficient no-nonsense but lovely and kind staff you have exceeded expectations!!	More realistic waiting times (updates on TV).	Male	26-35	White British	
210	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The care received and the kindness of the staff. And also the cleanliness. 10/10 plus.	None at all.	Female	56-65	White British	
211	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	Do not publish
212	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff, very good with kids! Thx.		Male	26-35	White British	
213	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very helpful staff, efficient, friendly & professional.			56-65	White British	
214	General Surgery (NDDH Outpatients)	Extremely Likely	Patient nurse & doctor.		Female	Over 65	White British	

215	General Surgery (NDDH Outpatients)	Likely	Attending an appointment with [name withheld], it would have been helpful to be told on arrival that she was running 1 hour late! Instead we waited 50 minutes before we were informed.		Female	Over 65	White British	
216	General Surgery (NDDH Outpatients)	Likely				Over 65	White British	
217	Gynaecology (NDDH Outpatients)	Extremely Likely	Good care. Clear description of condition. Friendly approach.	No.	Female	Over 65	White British	
218	Gynaecology (NDDH Outpatients)	Extremely Likely	Have been treated very well over last 5 years since cancer diagnosis - hope to be signed off next time.	No.	Female	Over 65	White British	
219	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
220	Gynaecology (NDDH Outpatients)	Extremely Likely	You arrive to a friendly receptionist and the doctors listen to you and answer all the questions to their ability with the information they have.	None.	Female	56-65	White British	
221	Gynaecology (NDDH Outpatients)	Extremely Likely	Polite doctors and made me feel comfortable.					
222	Gynaecology (NDDH Outpatients)	Extremely Likely	Efficient and friendly.		Female	46-55	White British	
223	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
224	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
225	Gynaecology (NDDH Outpatients)	Likely			Female	36-45	White British	Do not publish
226	Heart Failure Clinic	Extremely Likely			Male	Over 65	White British	

	(NDDH Outpatients)							
227	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	I have received very good treatment so far.					
228	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	I have received 1st class treatment since my heart attack in May 2016. Thank you to everyone involved. You are the best. Thank you.		Male	46-55	White British	
229	Heart Failure Clinic (NDDH Outpatients)	Likely	Didn't know what to expect - but interesting.		Female	Over 65	White British	
230	Maxillofacial (NDDH Outpatients)	Extremely Likely	Helpful, clear explanation.		Female	46-55	White British	
231	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
232	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	Needed to get advice & support.	N/A.	Female	26-35	White British	
233	Nephrology (NDDH Outpatients)	Extremely Likely	It has always been a positive experience.		Male	Over 65	White British	
234	Nephrology (NDDH Outpatients)	Extremely Likely	Everyone so caring & friendly.		Male	Over 65	White British	
235	Nephrology (NDDH Outpatients)	Likely	Clinical staff couldn't fault. Admin staff maybe smile a bit!!	Smile!! It's a scary thing - just a smile goes a long way.	Male	46-55	White British	
236	Oncology (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
237	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
238	Oncology (NDDH Outpatients)	Extremely Likely		No.	Female	Over 65	White British	
239	Oncology (NDDH Outpatients)	Extremely Likely	Excellent unhurried service empathetic & professional.		Female	56-65	White British	
240	Oncology (NDDH Outpatients)	Extremely Likely	Excellent staff, very friendly.		Female	46-55	White British	

241	Oncology (NDDH Outpatients)	Extremely Likely	I have always been given care - in the true sense of the word. I feel the nurses & doctors do care.		Female	Over 65	White British	
242	Oncology (NDDH Outpatients)	Extremely Likely	Efficient, on time, pleasant staff & doctor.		Female	56-65	White British	
243	Oncology (NDDH Outpatients)	Extremely Likely	Everything superb.		Female	Over 65	White British	
244	Oncology (NDDH Outpatients)	Extremely Likely	All staff very friendly and caring.		Female	46-55	White British	
245	Oncology (NDDH Outpatients)	Likely	This is when you come to get what you need in lifes healing.		Female	56-65	White British	
246	Ophthalmology (NDDH Outpatients)	Extremely Likely	Excellent care.	Cannot reach you on the phone, to speak to you, if we need to discuss the appointment.	Male	Over 65	White British	
247	Ophthalmology (NDDH Outpatients)	Extremely Likely	Much more efficiently run system than Exeter clinic which we attend frequently and a nicer, cleaner and happier environment. Staff great.	A waiting times board would be good.	Female	Over 65	White British	
248	Ophthalmology (NDDH Outpatients)	Extremely Likely	Seen quickly politely & efficiently.		Male	Over 65	White British	
249	Ophthalmology (NDDH Outpatients)	Extremely Likely	Staff always polite & helpful.		Male	Over 65	White British	
250	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very efficient.					
251	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very helpful nurse who took my stiches out from my eye duct operation. All the eye department staff are very helpful.		Male	Over 65	White British	
252	Ophthalmology (NDDH Outpatients)	Extremely Likely	The staff are all caring & efficient. An excellent		Female	56-65	White British	

			service with professional, experienced specialists.					
253	Ophthalmology (NDDH Outpatients)	Likely	Ok but takes a long time.					
254	Ophthalmology (NDDH Outpatients)	Likely	Very helpful - wait isn't too long! Clinic layout is good. Staff knowledgeable.		Female	Over 65	White British	
255	Ophthalmology (NDDH Outpatients)	Neither Likely nor Unlikely	Had an early appointment - 9.15am. Still waiting at 10am.	Told doctor is always late for work. I would be sacked if I was late for work all the time.	Male	46-55	White British	
256	Ophthalmology (NDDH Outpatients)	Don't Know	It's shambolic!! I waited an hour, yes 1 hour, for my appointment only to be told it had been sent a year too late! I haven't been seen for a check for 1 year after being prescribed eye drops for glaucoma. Admin systems need to be addressed / also appointment times.	Get your systems sorted.	Female	Over 65	White British	
257	Ophthalmology (NDDH Outpatients)	<i>Not entered</i>	It is an NHS appointment so we accepted what we were offered.		Female	Over 65	White British	
258	Orthopaedic / Trauma (NDDH Outpatients)	Neither Likely nor Unlikely			Male	Over 65	White British	Do not publish
259	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
260	Orthopaedic Interface Service (NDDH Outpatients)	Likely	I have always received the best of care at this hospital from the staff. [Name withheld] takes	Change the car parking as at the moment it can take 30 minutes to find a parking space.	Female	56-65	White British	

			time and care for his patients and I cannot praise him enough - even though I have to wait to see him it is worth it!					
261	Orthopaedics (NDDH Outpatients)	Extremely Likely	The care was very good.		Female	Over 65	White British	
262	Orthopaedics (NDDH Outpatients)	Extremely Likely	There is no other service within North Devon. Very good.		Female	46-55	White British	
263	Orthopaedics (NDDH Outpatients)	Extremely Likely	Because staff are very good.	By sending for X-ray before your appointment.	Female	56-65	White British	
264	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
265	Orthopaedics (NDDH Outpatients)	Extremely Likely	Helpful, friendly staff, full of advice and info. Got seen very quickly and I felt confident in my treatment.	None - your all fabulous.	Female	36-45	White British	
266	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
267	Orthopaedics (NDDH Outpatients)	Extremely Likely	The excellent surgeon [name withheld].		Male	56-65	White British	
268	Orthopaedics (NDDH Outpatients)	Extremely Likely	Service I have received up to now has been excellent, both in physio and aftercare.		Female	Over 65	White British	
269	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very polite and helpful.	No.	Male	46-55	White British	
270	Orthopaedics (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
271	Orthopaedics (NDDH Outpatients)	Likely	Good service.		Male	46-55	White British	
272	Orthopaedics (NDDH Outpatients)	Likely	No other choice in N. Devon. Always have good			Over 65	White British	

			treatment and care.					
273	Orthopaedics (NDDH Outpatients)	<i>Not entered</i>	Only hospital in this area.		Female	46-55	White British	
274	Orthotics (NDDH Outpatients)	Extremely Likely	Always extremely friendly.		Female	56-65	White British	
275	Orthotics (NDDH Outpatients)	Extremely Likely	Because the staff are so helpful.		Female	Over 65	White British	
276	Orthotics (NDDH Outpatients)	Neither Likely nor Unlikely	Have had to wait far too long to get my problem overcome - approx. 12 months.		Male	Over 65	White British	
277	Pain Management Service (NDDH Outpatients)	Extremely Likely	Pain management has changed my life - for the better!!		Female	26-35	White British	
278	Pain Management Service (NDDH Outpatients)	Likely		Have information display to let patients know how long they have to wait.	Female	56-65	White British	
279	Pain Management Service (NDDH Outpatients)	<i>Not entered</i>			Female	26-35	White British	
280	Parkinson's clinic (NDDH Outpatients)	Extremely Likely	The staff are always so pleasant and give a warm welcome. It makes coming to hospital that bit better. The areas are all clean.	N/A.	Female	36-45	White British	
281	Parkinson's clinic (NDDH Outpatients)	Extremely Likely	Always give enough time [illegible] the consultant to [illegible] any issues that may help my mother. No issues at all.	If there are delays maybe have a notice board or folder saying what the delay is then we could go for a coffee.	Female			
282	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Always found nurses etc. very willing and helpful.					
283	Phlebotomy Clinic (NDDH Outpatients)	Likely	Very lovely nurse who found out our waiting time for us as we have other appointments to get to.					

284	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] has been very helpful in aiding my recovery with gentle exercises.		Female	46-55	White British	
285	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] is extremely friendly and very helpful.	No.	Female	Over 65	White British	
286	Physiotherapy (NDDH Outpatients)	Extremely Likely	I have been very pleased with treatment I have been given.	No.	Female	Over 65	White British	
287	Physiotherapy (NDDH Outpatients)	Extremely Likely	This department has made a big difference to me. First class treatment.	No - because every department is very good.	Female	Over 65	White British	
288	Physiotherapy (NDDH Outpatients)	Extremely Likely						Do not publish
289	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good advice & treatment.		Female	56-65	White British	
290	Physiotherapy (NDDH Outpatients)	Extremely Likely	The service from the reception desk over my 4 visits has been very good - courteous, friendly and flexible. [Name withheld] - physio, has been thorough and kind, with good advice specific to my needs and recovery. Thanks!	No.	Female	46-55	White British	
291	Physiotherapy (NDDH Outpatients)	Extremely Likely	Really listened to my problem.	Lovely people doing their best.	Female	56-65	White British	
292	Physiotherapy (NDDH Outpatients)	Extremely Likely	I find staff very helpful.					
293	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
294	Physiotherapy (NDDH Outpatients)	Likely			Male	46-55	White British	
295	Physiotherapy (NDDH Outpatients)	Likely	Ankle problem.	Time of appointments when coming a distance.	Male	Over 65	White British	

				Also, nearer toilet to department.				
296	Physiotherapy (NDDH Outpatients)	Likely	Efficient, friendly, on time & local! Helpful.					
297	Plastic Surgery (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
298	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Excellent service & treatment.		Female	Over 65	White British	
299	Plastic Surgery (NDDH Outpatients)	Likely	The staff are always helpful and courteous. The waiting is always a problem though as are [illegible] by taxi.		Female	Over 65	White British	
300	Radiology - CT scan	Extremely Likely	Everyone very pleasant & understanding and put me at ease as I was a little apprehensive.	None.	Male	Over 65		
301	Radiology - CT scan	Extremely Likely	Staff are very kind and polite, answered any question.		Female	56-65	White British	
302	Radiology - CT scan	Extremely Likely	Very kind and makes you feel at ease. Many thanks.		Male	Over 65	White British	
303	Radiology - CT scan	Extremely Likely	Extremely friendly & helpful staff.	No. Very efficient.	Male	Over 65	White British	
304	Radiology - CT scan	Extremely Likely	The response from the whole staff has been first class. Many thanks.					
305	Radiology - CT scan	Extremely Likely	All dedicated to their jobs.		Female	Over 65	White British	
306	Radiology - CT scan	Extremely Likely	Prompt (early) appointment and service.	No.	Male	Over 65	White British	
307	Radiology - CT scan	Extremely Likely	Staff have always been friendly, kept me informed and very respectful. Staff have always shown skill in treatment. Well done & thank you!			36-45	White British	

308	Radiology - CT scan	Extremely Likely	Everything with the service & care was excellent.		Female	Over 65	White British	
309	Radiology - CT scan	Extremely Likely			Female	Over 65	White British	
310	Radiology - CT scan	Extremely Likely	Very relaxing and professional treatment.	No. Keep it just as it is and slowly expand service.	Male	Over 65	White British	
311	Radiology - CT scan	Extremely Likely			Male	56-65	White British	Do not publish
312	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
313	Radiology - CT scan	Extremely Likely	Very professional.		Male	Over 65	White British	
314	Radiology - CT scan	Extremely Likely	Friendly and helpful staff.		Male	Over 65	White British	
315	Radiology - CT scan	Extremely Likely	Good service.					
316	Radiology - CT scan	Likely			Female	16-25	White British	
317	Radiology - MRI scan	Extremely Likely	Quick. Everything explained clearly.	Would have liked to see results.	Male	Over 65	White British	
318	Radiology - MRI scan	Extremely Likely	Outpatients MRI scan.	Brilliant service.	Male	36-45	White British	
319	Radiology - Ultrasound	Extremely Likely	9am appointment. Out by 9.51am. Welcoming nurses too.		Male	36-45	White British	
320	Radiology - Ultrasound	Extremely Likely	Very happy with the care given.		Female	46-55	White British	
321	Radiology - Ultrasound	Extremely Likely			Female	Over 65	White British	Do not publish
322	Radiology - Ultrasound	Extremely Likely	Really quick, compassionate service. Within an hour I was discharged. All staff were brilliant, really helpful and informative. Thank you, you all do an amazing job!		Female	36-45	White British	
323	Radiology - Ultrasound	Extremely Likely	Excellent timing. No wait & local service. Staff very kind and helpful. 100% care.					

324	Radiology - Ultrasound	Likely	Had to wait a little while with young children. No toys to play with.	Not really. Cut waiting times down.	Male	26-35	White British	
325	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
326	Radiology - X-ray	Extremely Likely	Friendly, explanatory, helpful & very complimentary example of the service provided by the national health hospital.	We had great difficulty communicating by phone with appointments service of the Urology Dept. - received six letters before this appointment was confirmed.	Male	Over 65	White British	
327	Radiology - X-ray	Extremely Likely	Your staff were very helpful & caring.	Carry on doing what you are doing.	Male	Over 65	White British	
328	Radiology - X-ray	Extremely Likely	Friendly and efficient staff - very professional.		Female		White British	
329	Radiology - X-ray	Extremely Likely	Very good service. No waiting. Taken good care of.		Male	Over 65	White British	
330	Radiology - X-ray	Extremely Likely			Female	56-65	White British	
331	Radiology - X-ray	Extremely Likely	Very good experience today - u/s scan. Thanks.		Female	16-25	White British	
332	Radiology - X-ray	Extremely Likely	Very quick response to the appointment and very helpful.	No.	Male	46-55	White British	
333	Radiology - X-ray	Extremely Likely			Male	36-45	White British	Do not publish
334	Radiology - X-ray	Extremely Likely	Staff very friendly & informative.		Male	46-55	White British	
335	Radiology - X-ray	Extremely Likely	Excellent service, very reassuring.		Male	Over 65	White British	
336	Radiology - X-ray	Extremely Likely	Very timely appointment, given due to a cancellation. Kind use of wheelchair to appointment.		Female	Over 65	White British	

337	Radiology - X-ray	Extremely Likely	Excellent service, friendly & understanding staff. Quick action.		Male	Over 65	White British	
338	Radiology - X-ray	Extremely Likely	Very friendly and efficient service.		Female	Over 65	White British	
339	Radiology - X-ray	Extremely Likely	Great service but in N. Devon where else can you go?	No.	Female	Over 65		
340	Radiology - X-ray	Extremely Likely	Everyone has been exceptionally helpful and friendly, taking the time to ensure that I was put at ease with procedures, and making sure I understood what was to happen.		Female	56-65	White British	
341	Radiology - X-ray	Extremely Likely			Female	Over 65	Mixed / Multiple ethnic groups	Do not publish
342	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	Do not publish
343	Radiology - X-ray	Extremely Likely	Very nice and quick.		Female	Over 65	White British	
344	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	
345	Radiology - X-ray	Extremely Likely	Friendly staff and seen quickly.		Female	26-35	White British	
346	Radiology - X-ray	Extremely Likely	Very friendly, kind staff.		Male	16-25	White British	
347	Radiology - X-ray	Extremely Likely	The staff are very welcoming & friendly. Also, they try to make sure I've been seen to asap which is the first hospital I have been to like this.	No.	Male	16-25	White British	
348	Radiology - X-ray	Extremely Likely	Excellent care & very professional & reassuring staff.		Male	Over 65	White British	
349	Radiology - X-ray	Extremely Likely	Because of good care.					

350	Radiology - X-ray	Extremely Likely	Very informative, friendly staff. Nice, clean facilities.	Surveys should be given out on arrival.	Female	36-45	White British	
351	Radiology - X-ray	Extremely Likely		Improve the waiting time for appointments when given a specific time to attend.	Female	Over 65	White British	
352	Radiology - X-ray	Extremely Likely	Good service - on-time.	More parking.	Male	Over 65	White British	
353	Radiology - X-ray	Likely	Friendly and efficient.		Male	56-65	White British	
354	Radiology - X-ray	Likely	Had recent MRI scan. Spoken to over headphones but the lady didn't wait for my response, leaving me unable to ask my question.	Maybe ask if they are ok and wait for response!	Female	46-55	White British	
355	Radiology - X-ray	Likely			Female	Over 65	White British	
356	Radiology - X-ray	Likely			Female	56-65	White British	
357	Radiology - X-ray	Likely			Female	16-25	White British	Do not publish
358	Radiology - X-ray	Likely			Female	46-55	White British	Do not publish
359	Radiology - X-ray	Likely			Male	56-65	White British	
360	Radiology - X-ray	<i>Not entered</i>	The staff were fantastic, understanding and considerate.		Male	26-35	White British	
361	Respiratory (NDDH Outpatients)	Extremely Likely	I normally come to this hospital for a fib treatment and since I have been diagnosed with atrial fibrillation you have been very thorough with testing it.		Male	Over 65	White British	
362	Respiratory (NDDH Outpatients)	Extremely Likely	All round professionalism.		Male	Over 65	White British	
363	Respiratory (NDDH Outpatients)	Extremely Likely	Promptness. Friendliness. Professional.		Female	Over 65	White British	
364	Respiratory (NDDH Outpatients)	Extremely Likely	Just as always - received	Only please do not close	Male	Over 65	White British	

	Outpatients)		excellent treatment at N.D. District Hospital.	& transfer patient to other hospitals.				
365	Respiratory (NDDH Outpatients)	Extremely Likely	I have been given successful treatment and have been treated with kindness & courtesy by all staff.		Female	56-65	White British	
366	Respiratory (NDDH Outpatients)	Extremely Likely	Treated with kindness, care and efficiency.	No - the service is excellent.	Female	Over 65	White British	
367	Respiratory (NDDH Outpatients)	Extremely Likely	Everybody friendly and professional.		Female	Over 65	White British	
368	Respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
369	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent care.		Female	Over 65	White British	
370	Respiratory (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
371	Respiratory (NDDH Outpatients)	Likely	Because the staff are helpful and make you feel relaxed.	No.	Male	46-55	White British	
372	Respiratory (NDDH Outpatients)	Likely	I was treated very well in all depts. of the department of respiratory medicine that tested me. All the staff were most helpful and professional. The only reason I have not indicated 'Extremely likely' is that after 4 weeks neither my GP nor I have been advised of the blood test results that were sent to Derriford Hospital. I have phoned several times and told: 'I will ring you'. I know my GP has	Keep patient informed. If you can help in any way I would be most grateful.	Male	Over 65	White British	

			contacted NDDH about this and still no result.					
373	Respiratory (NDDH Outpatients)	Likely			Male	56-65	White British	
374	Respiratory (NDDH Outpatients)	Likely			Male	Over 65	White British	
375	Respiratory (NDDH Outpatients)	<i>Not entered</i>	It's a hospital. No-one attends unless it's a necessity.	Make sure we keep the services we have and pay our nurses more. They deserve it. They are excellent.	Male	36-45	White British	
376	Rheumatology (NDDH Outpatients)	Extremely Likely	Professional & friendly. Answered all my questions fully. Feel confident about the care I've been given.		Female	Over 65	White British	
377	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
378	Rheumatology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
379	Rheumatology (NDDH Outpatients)	Extremely Likely	Pleasant, cheerful and professional throughout. Good patient/caring manner by nurse & consultant. Good explanations. Fantastic team. Well done.		Female	Over 65	White British	
380	Rheumatology (NDDH Outpatients)	Extremely Likely	Very good quality of treatment.		Female	56-65	White British	
381	Rheumatology (NDDH Outpatients)	Extremely Likely	Everyone very polite, very helpful and professional. Everyone had time to listen.		Female	Over 65	White British	
382	Rheumatology (NDDH Outpatients)	Extremely Likely	Sorted 2 problems when only booked in for 1.		Female	36-45	White British	
383	Rheumatology (NDDH Outpatients)	Extremely Likely	Very efficient service. Straight in. Seen almost		Male	Over 65	White British	

			immediately.					
384	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff always professional and helpful.		Female	46-55	White British	
385	Rheumatology (NDDH Outpatients)	Extremely Likely	The staff are extremely courteous and caring.		Female	46-55	White British	
386	Rheumatology (NDDH Outpatients)	Likely			Male	36-45	White British	Do not publish
387	Rheumatology (NDDH Outpatients)	Neither Likely nor Unlikely	The admin was poor. Had to return because a letter was not sent out.	Disability parking needs to be improved. The car park isn't flat/stable for people who have mobility issues.	Female	26-35	White British	
388	Seamoor Unit (NDDH Outpatients)	Extremely Likely	Because you are all so helpful and friendly.					
389	Seamoor Unit (NDDH Outpatients)	Likely	Compassionate. No rush - plenty of time.			Over 65	White British	
390	Urology (NDDH Outpatients)	Extremely Likely	Always excellent service & treatment.		Female	Over 65	White British	
391	Urology (NDDH Outpatients)	Extremely Likely	Waiting time is quite short and all the staff are so good and the waiting room is lovely.	I don't think I have.	Female	Over 65	White British	
392	Urology (NDDH Outpatients)	Extremely Likely	Everyone helpful and kind - treatment excellent.		Female	Over 65	White British	
393	Urology (NDDH Outpatients)	Extremely Likely	Very good.	Nurse came at 40mins past appt. time & informed we were next. Waiting time i.e. 30mins or more past your appointment time can be an anxious wait. Indication of likely time frame.	Male	Over 65	White British	
394	Urology (NDDH Outpatients)	Extremely Likely	Very friendly & relaxed.		Male	56-65	White British	

395	Urology (NDDH Outpatients)	Extremely Likely	NDDH is fine, although it is the only choice.	Service is good and, when the appointment time is not kept, delays cannot be helped.	Male	Over 65	White British	
396	Urology (NDDH Outpatients)	Extremely Likely	[Name withheld] is a very kind and compassionate doctor.	The switchboard lady needs some lessons in social graces and customer care a nightmare to get through on phone.				
397	Urology (NDDH Outpatients)	Likely	Relaxed environment.		Male	Over 65	White British	
398	Urology (NDDH Outpatients)	Likely	Friendly staff made me feel at ease.	Had to wait a long time for my appointment so timings could be improved.		56-65	White British	
399	Urology (NDDH Outpatients)	Neither Likely nor Unlikely	Different locum/consultant every visit. Slow progress in treating a treatable condition. Wasting consultation having to explain symptoms/clinical history each time.	Seeing the same consultant as on the appointment letter. An up-to-date list on consultants in the waiting area. P.S. Where have the hand sanitisers gone?	Male	56-65	White British	
400	Urology (NDDH Outpatients)	Unlikely			Female	26-35	Other ethnic group	Do not publish
401	Vascular (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
402	Vascular (NDDH Outpatients)	Extremely Likely	From seeing the doctor to having my operation was dealt with quick and very professional.		Male	Over 65	White British	

Qualitative Feedback - Jun-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)	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	Do not publish
2	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	We were late. Everyone very friendly.	Called my daughter by her name.		Female	12-15	White British	
3	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	Very supportive and thorough.	Being listened to.		Female	Under 6	White British	
4	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Prompt, well-run, welcoming, good toys.	Fantastic staff.	Increased funding.	Female	Under 6	White British	
5	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very professional & understanding.	Very efficient & kind.	Nothing. All very good.	Male	12-15	White British	
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Fantastic. Staff was amazing.	Everything.	Nothing.	Female	Under 6	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes							
8	EEG / EMG (NDDH	Not entered	Yes	It was calm and the nurse lady	There was very little waiting time	Nothing obvious.	Male	9-11	White British	

	Outpatients)			was smiling and happy and described everything that was going to happen.	and we (the parents) were accommodated for and listened to.					
9	EEG / EMG (NDDH Outpatients)	Not entered	Yes	[Name withheld] was excellent with our 2-year daughter. She explained things well to us as well.	It was on time and [name withheld] was excellent.	Nothing!	Female	Under 6	White British	
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because it's a good department.	How they dealt with my very fidgety 2-year old who didn't like having her eyes checked.	Seen her on time instead of over half an hour late.	Female	Under 6	White British	
11	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff. Great care. Great with children.			Female	Under 6	White British	
12	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	6-8	Other ethnic group	Do not publish
13	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	They were nice to me and I felt ok.	Seeing the X-ray.	Nothing.	Female	9-11	White British	
14	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	Because it good at here because the people are good here.		[Illegible] get kids Sky please.	Male	9-11	White British	
15	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Really nice doctors and they do all their work really well.	Really nice doctors and nurses.	More comfortable seats in waiting area.	Male	12-15	White British	
16	Fracture Clinic	Parent/	Yes	The doctor was	Very	More hand wash	Male	9-11	White	

	(NDDH Outpatients)	Guardian/ Carer		extremely friendly & explained treatment to our son well. Nurse [name withheld] is continually kind.	accommodating staff.	stations?			British	
17	Radiology – X-ray	Patient	Yes	Nice, friendly staff.	The staff.	Nothing. Everything was good!	Male	12-15	White British	
18	Radiology – X-ray	Parent/ Guardian/ Carer	Yes	Appointment was on time. Staff were lovely.	Clean. Nice waiting area.		Female	Under 6	White British	
19	Radiology – X-ray	Parent/ Guardian/ Carer	Yes	The staff were friendly, polite and helpful as well as reassuring.	The staff were excellent and gave great care.	Nothing.	Male	Under 6	White British	