

Outpatients - North Devon District Hospital - Friends and Family Test - Mar-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 %
Mar-17	266	97.0	1.1	1.9

Qualitative Feedback - Mar-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	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
2	Audiology/ENT (NDDH Outpatients)	Extremely Likely	No problems.		Male	Over 65	White British	
3	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
4	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Treated well.		Female	Over 65	White British	
5	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Went in to appt. on time which is unusual in OPD but this relieves stress. Very good.		Male	16-25	White British	
6	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very well treated always & prompt.		Male	46-55	White British	
7	Audiology/ENT (NDDH Outpatients)	Likely	I have been coming to ENT every 3 or so months for the past	Service is good enough already.	Female	56-65	White British	

			three years. I have always found the ENT clinic very good.					
8	Audiology/ENT (NDDH Outpatients)	Likely						
9	Audiology/ENT (NDDH Outpatients)	Likely		None - staff all courteous & helpful.	Female	Over 65	White British	
10	Audiology/ENT (NDDH Outpatients)	Neither Likely nor Unlikely		No specific appointment time provided resulting in extra wait.	Male	Over 65	White British	
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kindness of doctor & nurse. Nothing too much trouble.	So far, so good.		Over 65	White British	
12	Breast Clinic (NDDH Outpatients)	Extremely Likely	Care from staff very good.		Female	46-55	White British	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very understanding. A lovely consultant. Staff very supportive and lovely.		Female	36-45	White British	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent, professional service very compassionate clinical staff and pleasant, well-kept environment. We are very lucky to have such a good hospital in N. Devon.	Yes! Please send out appointment letters - if I had not rung my GP after 3wks I would not have known about appointment - they told me to ring DRS as they did not know the time. DRS told me to ring NDDH as they did not know either.	Female	46-55	White British	
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Lovely, friendly staff and didn't have to wait long to be seen.		Female	36-45	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	Important to get checked out if you have	No.	Female	26-35	White British	

			a breast lump.					
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very pleasant and helpful, made me feel at ease.		Female	36-45	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very polite. Very thorough. Good all around. On time.					
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	We arrived before our appointment and were seen early, everyone was very kind and helpful.		Female	36-45	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have found that the staff are polite, professional & quick to respond to problems.	Always been fairly smoothly run in this area.	Female	56-65	White British	
22	Breast Clinic (NDDH Outpatients)	Likely	It's the only clinic I know of round here and I wouldn't want to have to travel all the way to Exeter for the appointment.	Less waiting time. Separate clinics.	Female	26-35	White British	
23	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
24	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
25	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	To regain confidence in pushing myself to exercise rather than sit in front of TV!		Male	56-65	White British	
26	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Well organised and certainly beneficial to my rehabilitation.	Equipment fixed in a timely manner. (One of the treadmills was broken).	Male	46-55	White British	
27	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	

28	Cardiology (NDDH Outpatients)	Extremely Likely	Received good care.		Male	56-65	White British	
29	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	On time, kind, helpful, best care given.	No need, excellent.	Female	46-55	White British	
30	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I found, in a two week stay in hospital at the beginning of January that the nursing staff are excellent - kind, helpful & amusing. The physios and doctors here also great.	Varies with department e.g. fracture clinic very good, eye clinic very poor. I am sure that you should move the eye clinic to rooms with daylight - dark gloom leads to lethargy.	Female	Over 65		
31	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very friendly, welcoming [illegible].					
32	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Polite, friendly staff. Pleasant environment. Physiologists willing to explain methods / findings. Excellent service.	Absolutely none. Delays are inevitable.	Female	Over 65	White British	
33	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff friendly and very understanding.		Female	Over 65	White British	
34	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always been received with care & courtesy.		Male	Over 65	White British	
35	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Dr L. was so caring and thorough.		Female	Over 65	White British	
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very efficient. Appointment times kept to. Friendly service.		Female	Over 65	White British	
37	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	It is an NHS service - not something to be bought. We all need healthcare. We have all paid for healthcare!	Keep it in North Devon!	Female	Over 65	White British	
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		It would be a better experience if people did	Male	Over 65	White British	

	Outpatients)			not walk in and out of the consulting room when you are being examined or speaking to a doctor.				
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always looked after very well, staff are very kind and helpful.	It seems to run very well.	Female	Over 65	White British	
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				Over 65		
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The hospital and staff are excellent. Caring and professional service.	None, just keep it in Barnstaple.	Female	Over 65	White British	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Caring, explicit.		Female	Over 65	White British	
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly and helpful staff and quick service.		Female	Over 65	White British	
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Extremely pleased with the attention and help I was given.		Male	Over 65	White British	
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I always received fair treatment.		Male	Over 65	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Extremely efficient. Consultant gave time to ask questions. Virtually no queuing. Extremely nice staff.		Male	Over 65	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We are so grateful for everything you do for us.	No! Perfect!	Female	Over 65	White British	
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff put me at ease and were very lovely xx.		Male	46-55	White British	

49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The care was excellent. Staff were friendly and helpful.		Female	Over 65	White British	
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Outstanding consultation advice and genuine interest in my foot problem (saw D.).	None.	Female	56-65	White British	
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Attention to detail. Treated like a human being. Treated with respect.	As far as the service goes, most of the boxes have been ticked, more government funds wouldn't go amiss.	Male	56-65	White British	
52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Please call name of patient louder - some are hard of hearing.	Male	46-55	Other ethnic group	
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff were friendly & quick.		Female	16-25	White British	
54	Clinic / department not entered (NDDH Outpatients)	Likely	It's a reasonably quick process, although if I didn't take this appointment there wasn't one until May!	Do any with the rush in and seeing a million other people first!	Female	46-55	White British	
55	Clinic / department not entered (NDDH Outpatients)	Likely	Seen quickly & thoroughly.	TV in waiting area but not on.	Female	Over 65	White British	
56	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	As expected, arrived, waited, seen.	Parking.	Male	46-55	White British	
57	Clinic / department not entered (NDDH Outpatients)	Unlikely	Long wait, no-one tells you anything.		Female	26-35	White British	
58	Clinic / department not entered (NDDH Outpatients)	Not entered			Male	Over 65	White British	
59	Clinic / department	Not entered	You are the closest	N/A.	Male	46-55	White British	

	not entered (NDDH Outpatients)		hospital near me.					
60	Colorectal (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
61	Colorectal (NDDH Outpatients)	Extremely Likely	Over many years (with long gaps) first class treatment & courtesy.	No.	Male		White British	
62	Colorectal (NDDH Outpatients)	Extremely Likely	Excellent staff & treatment.	No.		56-65	White British	
63	Colorectal (NDDH Outpatients)	Extremely Likely	Having chemo & operations to come. Excellent service.		Male	56-65	White British	
64	Colorectal (NDDH Outpatients)	Likely	I have always been treated very well.	Switch television off.	Male	Over 65	White British	
65	Dietetics (NDDH Outpatients)	Extremely Likely	The interview was helpful and informative and the dietician was pleasant and kind.		Female	Over 65	White British	
66	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Usually helpful and quick and always polite.	It would be helpful if staff calling out names could be a little louder as many people don't hear because of bad hearing.	Female	Over 65	White British	
67	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	I have had good service at NDDH.		Male	56-65	White British	
68	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
69	EEG / EMG (NDDH Outpatients)	Extremely Likely	Everything was easy & efficient.	No.	Male	Over 65	White British	
70	EEG / EMG (NDDH Outpatients)	Extremely Likely	Incredibly quick appointment. Extremely nice, friendly & efficient staff - nurse on the day was amazing!! Thank you.	None - very happy! Just don't close it!	Female	46-55	White British	

71	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very helpful, polite and professional team.					
72	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly and chatted all the way through my test, made me at ease.		Female	46-55	White British	
73	EEG / EMG (NDDH Outpatients)	Extremely Likely	On-time appointment. Very friendly, make you relax and explained everything in easy terms.	Don't feel you can.	Male	Over 65	White British	
74	EEG / EMG (NDDH Outpatients)	Extremely Likely	The lady that conducted test was so lovely, made me feel at ease, relaxing experience.		Female	46-55	White British	
75	EEG / EMG (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
76	Eye Clinic (NDDH Outpatients)	Extremely Likely	Thorough & efficient. Friendly.					
77	Eye Clinic (NDDH Outpatients)	Extremely Likely	We were seen on time. Very pleasant staff.		Male	Over 65	White British	
78	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and helpful staff.	No need.	Male	Over 65	White British	
79	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt and efficient service for emergency referral.	Road closure (3/3) caused major problem getting into hospital reception (Filers bus refused entry). Better liaison required & long walk - disabled.	Female	Over 65	White British	
80	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt treatment.		Female	Over 65	White British	
81	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
82	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very happy.		Female		White British	
83	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly and helpful service.		Male		White British	

84	Eye Clinic (NDDH Outpatients)	Extremely Likely	All the staff are friendly and helpful. Fast action. Well looked after.	Keep up with the same speed.	Male	26-35	Asian / Asian British	
85	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
86	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service in the past year & for this present appointment. Friendly & efficient.		Male	Over 65	White British	
87	Eye Clinic (NDDH Outpatients)	Extremely Likely	Time & care that was received today was excellent.	Sadly, waiting times can be long & more staff would help to improve things.	Female	Over 65	White British	
88	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful, kind, informative, 45mins late.	No.	Female	56-65	White British	
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	It's my first time here.		Male	56-65	White British	
90	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treated very well, professionally but in a friendly & efficient manner.		Male	Over 65	White British	
91	Eye Clinic (NDDH Outpatients)	Extremely Likely	I had a very good service. Everyone was efficient and friendly, very impressed.	Couldn't fault it.	Female	Over 65	White British	
92	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have had great care always. I have great trust in the staff.		Male	56-65	White British	
93	Eye Clinic (NDDH Outpatients)	Likely				Over 65	White British	
94	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
95	Eye Clinic (NDDH Outpatients)	Likely	Been very good with our children.		Female	36-45	White British	
96	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish

97	Eye Clinic (NDDH Outpatients)	Unlikely			Female	Over 65	White British	Do not publish
98	Eye Clinic (NDDH Outpatients)	Not entered	I think the question is not thought through as 'recommending' this service is irrelevant as logically this service will be needed and used if and when the need arises regardless of feedback from family and friends. There is no alternative NHS local clinic available so sorry but a pointless question.		Male	46-55	White British	
99	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Repair to knee following a fall. Follow-up check after 3 months healing. Have had routine visits every 2 weeks.	Maintain the service for the growing population of N. Devon. Exeter is too far for a district hospital.	Female	46-55	White British	
100	Fracture Clinic (NDDH Outpatients)	Extremely Likely		None.	Male	Over 65	White British	
101	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Efficient, approachable, well-coordinated. Inspires confidence.	Possibly, a vending machine, if appropriate.	Female	46-55	White British	
102	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff are friendly and efficient. Seen on time.		Female	46-55	White British	
103	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff are very friendly and helpful and patient.		Female	26-35	White British	
104	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff are professional, friendly & caring. Professional in their approach & support.		Male	46-55	White British	
105	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Service was punctual and staff were friendly, helpful & understanding.		Male	Over 65	White British	

106	Fracture Clinic (NDDH Outpatients)	Likely	Reception very helpful, Dr P. very honest & straight to the point. Had 6 appointments and never been made to wait more than 30mins (when late staff offered a drink). Relaxing environment.	N/A.	Male	26-35	White British	
107	Fracture Clinic (NDDH Outpatients)	Likely		Not to wait so long for an appt.	Female	46-55	White British	
108	Fracture Clinic (NDDH Outpatients)	Likely	The staff are all very helpful. Every time I have been to the hospital (3 times in 5 days) there have been long waiting times. The staff are obviously under pressure. I know this is due to cuts. The staff were very patient and professional.	Do not shut the stroke, maternity and other proposed units. They are very badly needed.	Female	46-55	White British	
109	Fracture Clinic (NDDH Outpatients)	Don't Know			Male	Over 65	White British	
110	General Surgery (NDDH Outpatients)	Extremely Likely	Have attended before.		Female	Over 65	White British	
111	General Surgery (NDDH Outpatients)	Extremely Likely	The consultant & the nurse were kind and efficient and gave me options that were positive.	No.	Male	Over 65	White British	
112	General Surgery (NDDH Outpatients)	Extremely Likely	Satisfied.	No.	Female	Over 65	White British	
113	Glaucoma Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff - efficient service.		Male	Over 65	White British	
114	Gynaecology (NDDH)	Extremely Likely	Throughout my	No. As long as you can	Female	Over 65	White British	

	Outpatients)		treatment I have had excellent care from all the staff with clear explanation of my problem.	maintain the excellent care through this difficult time for the health service, especially at Barnstaple.				
115	Gynaecology (NDDH Outpatients)	Extremely Likely	I cannot thank & praise the whole team enough, it was a positive experience & following treatment I feel fantastic. From start to finish the care was brilliant & swift!! Well done everyone & thank you x.	No - it has been very good for me.	Female	46-55	White British	
116	Gynaecology (NDDH Outpatients)	Likely			Female	36-45	White British	Do not publish
117	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	For the last 10-11 months I have been receiving treatment for a heart attack I had in May 2016. I have had the best treatment & care I could of ever of wished for. Thank you to everyone.		Male	46-55	White British	
118	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
119	Maxillofacial (NDDH Outpatients)	Extremely Likely	Good customer care.	Receptionists could be more polite & friendly.	Female	56-65	White British	
120	Maxillofacial (NDDH Outpatients)	Extremely Likely	I have been treated well with kindness & respect. The treatment was explained well.		Female	46-55	White British	
121	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very good service and doctor Mr E. is brilliant. Thank you so much!	Everything is fine.	Female	26-35	Mixed / Multiple ethnic groups	

122	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
123	Maxillofacial (NDDH Outpatients)	Extremely Likely	I am my mother's carer & in recent years have been relying more & more on your help for more care, which has been excellent.		Female		White British	
124	Neurology (NDDH Outpatients)	Extremely Likely	On time & very friendly & reassuring.		Female	26-35	White British	
125	Neurology (NDDH Outpatients)	Extremely Likely	Really kind & lovely specialist who appeared understanding to needs of patient (my daughter with L.D.).		Female	36-45	White British	
126	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Lots of time from therapist to ensure all my concerns were addressed.		Female	56-65	White British	
127	Oncology (NDDH Outpatients)	Extremely Likely	Very good service with the understanding and very helpful staff.		Female	46-55	White British	
128	Oncology (NDDH Outpatients)	Extremely Likely	Seen very quickly & staff wonderful as ever.		Female	46-55	White British	
129	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
130	Oncology (NDDH Outpatients)	Extremely Likely	Always helpful & Barnstaple hospital is local so saves driving further afield.		Female	Over 65	White British	
131	Oncology (NDDH Outpatients)	Extremely Likely	Doctor very polite and reassuring.	If appointments running late by 45mins may be worth texting patient to let them know.	Female	46-55	White British	
132	Oncology (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish

133	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
134	Oncology (NDDH Outpatients)	Extremely Likely	The staff are always friendly & very professional and usually keep fairly on time.		Female	Over 65	White British	
135	Oncology (NDDH Outpatients)	Likely	Department always running behind but always good once you get in finally.	No.	Female	46-55	White British	
136	Oncology (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
137	Oncology (NDDH Outpatients)	Likely	I have always received good attention and care when I have the confidence in the team. But I am wary of recommending the service unreservedly when I do not know which nurse or doctor I am seeing. The one constant reliable part are the breast care nurses.	Continuity of care is very important and therefore follow-up appointments should be with the same doctor, unless notified otherwise.	Female	Over 65	White British	
138	Oncology (NDDH Outpatients)	Likely			Female	Over 65	White British	
139	Oncology (NDDH Outpatients)	Likely			Female	56-65	White British	
140	Oncology (NDDH Outpatients)	Likely	Usually have had good experience with timing & seeing the oncologist I wanted to see.		Female	Over 65	White British	
141	Ophthalmology (NDDH Outpatients)	Extremely Likely	I have shingles in my eye & was referred here from my GP. I am back	Ambient temperature is a bit high, but probably needed for sick / elderly	Female	Over 65	White British	

			today for a progress report. Everybody very friendly.	patients?				
142	Ophthalmology (NDDH Outpatients)	Extremely Likely	Was seen on time and everyone was polite and friendly.		Male	Over 65	White British	
143	Ophthalmology (NDDH Outpatients)	Likely	I am completing this on behalf of my father. This is his fourth eye appointment & has always been treated with respect & in a timely fashion.		Male	Over 65	White British	
144	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Great service.			46-55	White British	
145	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
146	Orthopaedic / Trauma (NDDH Outpatients)	Neither Likely nor Unlikely			Male	26-35	White British	Do not publish
147	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Clear, concise advice given.					
148	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
149	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
150	Orthopaedics (NDDH Outpatients)	Extremely Likely	Because they listened to what I had to say. Were very helpful & explained everything clearly.	Tell people on arrival how late the clinic is running so you know in advance.	Female	56-65	White British	
151	Orthopaedics (NDDH Outpatients)	Extremely Likely	[Illegible] nice, friendly. Gave me a surgery date on the day. Easy to park.		Female	26-35	White British	

			Easy to find department.					
152	Orthopaedics (NDDH Outpatients)	Extremely Likely	Had carpal tunnel operation on both hands. The surgeons and staff were professional and reassuring. Great service.	Never had a problem. Smooth admission to appts. and comfortable waiting area. Appts. run to time.	Female	56-65	White British	
153	Orthopaedics (NDDH Outpatients)	Likely			Female	Over 65		
154	Orthotics (NDDH Outpatients)	Likely	I had several cancellations.		Female	Over 65	White British	
155	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent care & support. Super!	Foam inserts on the physio beds - [illegible] mostly on the face after treatment.	Male	36-45	White British	
156	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very professional, courteous and friendly staff. Careful consideration given to my symptoms etc. Treated as a person, not just a faceless patient.	Apart from more funding to enhance ability to offer more, no!	Female	Over 65	White British	
157	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, responsive team. Warm welcome and good telephone communication. Polite, positive staff, good timekeeping and never made to feel unimportant. A positive experience throughout my treatment journey.	Other O/P clinics could learn from the ethos of this clinic. Well done all staff!	Female	56-65	White British	
158	Physiotherapy (NDDH Outpatients)	Extremely Likely	Significant results on first appointment. Explained problem, very approachable.		Male	56-65	White British	
159	Physiotherapy (NDDH Outpatients)	Extremely Likely	Great improvement,	Great as it is.	Female	56-65	White British	

	Outpatients)		good response.					
160	Physiotherapy (NDDH Outpatients)	Extremely Likely	A very thorough, professional service. I was almost afraid I would never walk properly again after I broke my ankle, but now, after only 4 sessions with C., I feel confident and back to full mobility.	A few more seats in the waiting area!	Female	56-65	White British	
161	Physiotherapy (NDDH Outpatients)	Extremely Likely	Taken time to listen and investigate symptoms. Remedial treatment required.	Keep it open!	Male	46-55	White British	
162	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff at reception are pleasant and helpful as are other members of staff if one needs directions in corridors. The physiotherapist was excellent and very considerate.	The service I received was first class. I could not think of any improvements.	Female	Over 65	White British	
163	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff are friendly, helpful and efficient. Everyone complains when things go wrong but very few comment when things are right. And I have always had good treatment throughout NDDH.		Female	56-65	White British	
164	Physiotherapy (NDDH Outpatients)	Extremely Likely	Mr R. has been so helpful and kind. Excellent care and consideration given to		Female	56-65	White British	

			me.					
165	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very professional and caring.		Female	56-65	White British	
166	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful and understanding.		Female	56-65	White British	
167	Physiotherapy (NDDH Outpatients)	Likely	Friendly staff, professional physiotherapists.	Water dispenser! Very warm waiting area near hydrotherapy.	Female	26-35	White British	
168	Physiotherapy (NDDH Outpatients)	Likely		Move the physio department to the main entrance as it's too far for people who can't walk well to get to.	Female	Over 65	White British	
169	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Kindness & consideration from A. & V.		Female	Over 65	White British	
170	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Following a motorcycle accident I sustained a T11 spinal injury which left me as a paraplegic. Hydrotherapy is helping me to start moving my legs again. I feel better after each session.		Male	56-65	White British	
171	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Not entered	I just do not want to be here.	Nothing.	Female	26-35	White British	
172	Radiology - CT scan	Extremely Likely	Arrived 20mins early and seen well before appt. time. Staff friendly and welcoming while maintaining a professional manner.		Male	Over 65	White British	
173	Radiology - CT scan	Extremely Likely	The staff were extremely professional and very friendly which made me	None.	Male	Over 65	White British	

			feel that I was treated as a person and not just another case.					
174	Radiology - CT scan	Extremely Likely	Very pleased with the whole way I have been treated from appointment to scan. Very good!		Female	Over 65	White British	
175	Radiology - CT scan	Extremely Likely	The treatment I have received was outstanding.					
176	Radiology - CT scan	Extremely Likely	A lady volunteer encouraged us to fill out this form. At this time, we have no problems with the service the hospital has provided.	Car park not so expensive.	Female	46-55	White British	
177	Radiology - CT scan	Extremely Likely	I felt very cared for so was able to be relaxed. Everything was beautifully explained and the people I saw were warm and considerate.			Over 65	White British	
178	Radiology - CT scan	Extremely Likely			Male	Over 65	White British	
179	Radiology - CT scan	Extremely Likely	We both have had wonderful treatment and care whenever we have had appointments. All staff are extremely kind and thoughtful. Thank you.	All departments are excellent from all we know.	Male	Over 65	White British	
180	Radiology - CT scan	Extremely Likely	I was put at ease by the nurse who was extremely helpful & kind. I hate needles but what she did was		Female	46-55	White British	

			painless well done.					
181	Radiology - CT scan	Extremely Likely	It was all very efficient, everyone was very helpful.		Female	Over 65	White British	
182	Radiology - CT scan	Extremely Likely	A friendly and quick service from E. and C. Thank you.		Female	Over 65	White British	
183	Radiology - CT scan	Likely	After having several appointments here, we cannot fault the attendance received. The whole of NDDH is just brilliant.		Male	Over 65	White British	
184	Radiology - Mammogram	Extremely Likely	Excellent service, very professional.	None - just keep it in Barnstaple.	Female	Over 65	White British	
185	Radiology - MRI scan	Extremely Likely	Staff are all really friendly. So thankful at how quickly they managed to get my partner in for a scan. Whole department / unit / clinic is extremely tidy and well looked after! (100% think staff should get a pay rise with all the hard work they do).	None at all!	Female	16-25	White British	
186	Radiology - MRI scan	Extremely Likely	Given cancellation appointment very quickly, no waiting upon arrival, medical staff very nice.					
187	Radiology - MRI scan	Extremely Likely	Friendly & efficient service.		Female	46-55	White British	
188	Radiology - MRI scan	Extremely Likely	First class. Many thanks.		Male		White British	
189	Radiology - MRI scan	Extremely Likely	Always treated well by most people.		Female	Over 65	White British	

190	Radiology - Ultrasound	Extremely Likely			Female	Over 65	White British	
191	Radiology - Ultrasound	Extremely Likely	Very helpful staff, quick & efficient visit.		Female	Over 65	White British	
192	Radiology - Ultrasound	Extremely Likely	N. was very kind & explained what she was doing.		Female	Over 65	White British	
193	Radiology - X-ray	Extremely Likely	Careful, positive and supportive approach by the staff.		Female	Over 65	White British	
194	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	
195	Radiology - X-ray	Extremely Likely	Friendly welcome at reception, quickly X-rayed.		Female	56-65	White British	
196	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	
197	Radiology - X-ray	Extremely Likely			Female	56-65	White British	
198	Radiology - X-ray	Extremely Likely	Very good service.		Male	Over 65	White British	
199	Radiology - X-ray	Extremely Likely	Everyone was very friendly & kind. Excellent service.	No.	Female	56-65	White British	
200	Radiology - X-ray	Extremely Likely			Female	56-65	White British	Do not publish
201	Radiology - X-ray	Extremely Likely	Fast and very professional.	No.	Male	56-65	White British	
202	Radiology - X-ray	Extremely Likely	A quick and very efficient service. No hassle.		Male	Over 65	White British	
203	Radiology - X-ray	Extremely Likely	Second home.	None.	Male	Over 65	White British	
204	Radiology - X-ray	Extremely Likely	Staff, information and care was excellent. Thank you.		Female	46-55	White British	
205	Radiology - X-ray	Extremely Likely	I have always found staff and service at NDDH to be friendly, efficient & informative.		Female	46-55		

206	Radiology - X-ray	Extremely Likely	Very quick and easy.		Female	Over 65	White British	
207	Radiology - X-ray	Extremely Likely	Quick, efficient, friendly service. The gentleman I was seen by C. was superb at putting you at your ease. Excellent department. Thank you.					
208	Radiology - X-ray	Extremely Likely	Knee op.	Just keep the hospital so we can all use its good services.	Female	46-55	White British	
209	Radiology - X-ray	Extremely Likely	Very helpful & friendly service.		Male	Over 65	White British	
210	Radiology - X-ray	Extremely Likely	Dealt with efficiently and kindly.		Female	Over 65	White British	
211	Radiology - X-ray	Extremely Likely	I have complete faith in our NHS. My own doctor had discovered something in my tests and the follow-up was excellent.		Male	56-65	White British	
212	Radiology - X-ray	Extremely Likely					White British	Do not publish
213	Radiology - X-ray	Extremely Likely	Good service! Keep it up.	No.	Male	26-35	White British	
214	Radiology - X-ray	Extremely Likely				Over 65	White British	
215	Radiology - X-ray	Extremely Likely	Staff very pleasant, helpful and caring.			Over 65	White British	
216	Radiology - X-ray	Extremely Likely	All staff very friendly & gave my mum the dignity she deserved. Very caring people.		Female		White British	
217	Radiology - X-ray	Likely	Efficient service.		Female	26-35	White British	
218	Radiology - X-ray	Likely	Wish it could be quicker.	Air-conditioning in room.	Female	36-45	White British	
219	Radiology - X-ray	Unlikely	After waiting 25mins at podiatry to collect X-ray form we waited another	Have form ready when patient arrives and see patients in order.	Male	Over 65	White British	

			30mins for X-ray - all other patients arrived after me had been seen!					
220	Radiology - X-ray	Not entered	Because I need to come here.		Male	Over 65	White British	
221	Radiology - X-ray	Not entered	Because we need a hospital in this area and a trip to Exeter or Plymouth would be too expensive.	More seating in waiting area and a drink machine.	Male	46-55	White British	
222	Radiology - X-ray	Not entered	I did not have a choice of hospital to attend. I was erroneously referred by my doctor for an X-ray which when I got here at 11.12am was deemed not appropriate. An ultrasound was instead arranged at short notice by hospital X-ray staff at 12.10am.	Ensure doctors are more aware of diagnosis / actions to be done by hospitals etc. All staff pleasant, helpful and efficient.	Male	56-65	White British	
223	Radiology (NDDH Outpatients)	Likely	Pleasant staff!		Female	Over 65	White British	
224	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent care.		Male	Over 65	White British	
225	Respiratory (NDDH Outpatients)	Extremely Likely	So that I am able to get better. The tests taken enable the doctor / consultant to ascertain the problem so why delay the obvious.		Male	Over 65	White British	
226	Respiratory (NDDH Outpatients)	Extremely Likely	I travel to NDDH from Bude, Cornwall. It would be a pity to have to travel further. I am extremely happy with	No - no complaints at all.	Male	56-65	White British	

			my treatment here.					
227	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent hospital.		Male	Over 65	White British	
228	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent!!		Male	46-55	White British	
229	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent staff willing to help individuals.		Male	Over 65	White British	
230	Respiratory (NDDH Outpatients)	Extremely Likely	I have always had excellent treatment by doctors and staff.		Female	Over 65	White British	
231	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Very pleasant and efficient care.	Not at the moment, very happy with my service.	Female	56-65	White British	
232	Rheumatology (NDDH Outpatients)	Extremely Likely	The service is always excellent and the staff are always friendly. It is our local hospital.		Female	Over 65	White British	
233	Rheumatology (NDDH Outpatients)	Extremely Likely	I would recommend the service to friends and family as the service is working for me.	Certain doctors could improve their manners and attitude toward patients.	Male	26-35	White British	
234	Rheumatology (NDDH Outpatients)	Extremely Likely		Car parking.	Male	56-65	White British	
235	Rheumatology (NDDH Outpatients)	Extremely Likely	Much nicer & easier to find way around. Well sign-posted. Friendly staff.			46-55	White British	
236	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
237	Rheumatology (NDDH Outpatients)	Extremely Likely	Friendly team & on the ball with problems. Always seen as quick as possible. If ever running late, always made aware of it.		Female	Over 65	White British	
238	Rheumatology (NDDH Outpatients)	Extremely Likely	Very supportive and caring service. Reliable		Female	Over 65	White British	

			and efficient.					
239	Rheumatology (NDDH Outpatients)	Extremely Likely	Very friendly staff. Giving good advice.		Female	Over 65	White British	
240	Rheumatology (NDDH Outpatients)	Likely			Female	36-45	White British	
241	Rheumatology (NDDH Outpatients)	Likely	Have been satisfied that my visits to this department have always been managed efficiently, courteously and fairly promptly.		Male	56-65	White British	
242	Rheumatology (NDDH Outpatients)	Likely	I was waiting 40 minutes for my appt. but once I was seen the rheumatologist was great help.		Male	26-35	White British	
243	Rheumatology (NDDH Outpatients)	Likely	As it's the only place in North Devon (even though the consultant(s) are arrogant!!!) where else can someone go??	Consultants can be more positive to facts on a patient's state being given by the patient. They need to listen & understand the patient knows themselves better than they!!!	Female	56-65		
244	Rheumatology (NDDH Outpatients)	Likely			Female	46-55	White British	
245	Rheumatology (NDDH Outpatients)	Likely	Currently receiving a good service.	None - quite acceptable as it is.	Female	56-65	White British	
246	Rheumatology (NDDH Outpatients)	Likely	Kind and courteous staff. Doctor took time to answer questions.	Be able to book follow-up appointments immediately rather than wait for postal appt. time / date.	Female	Over 65	White British	
247	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
248	Urology (NDDH Outpatients)	Extremely Likely	Repeated treatments as inpatient & outpatient	No.	Male	Over 65	White British	

			which I have found excellent in all respects.					
249	Urology (NDDH Outpatients)	Extremely Likely	The staff are excellent. Very helpful and friendly. Always put you at your ease.		Female	Over 65	White British	
250	Urology (NDDH Outpatients)	Extremely Likely	Best service.		Male	Over 65	White British	
251	Urology (NDDH Outpatients)	Extremely Likely	Such caring staff.		Female	Over 65	White British	
252	Urology (NDDH Outpatients)	Extremely Likely	Very helpful & understanding and very friendly.	None in my experience.	Female	Over 65	White British	
253	Urology (NDDH Outpatients)	Extremely Likely	All the care given has been extremely good.		Female	Over 65	White British	
254	Urology (NDDH Outpatients)	Extremely Likely	Very professional, patient.		Female	Over 65	White British	
255	Urology (NDDH Outpatients)	Likely	The Urology dept. is usually well run & organised, with knowledgeable & attentive staff.	Urology nurses would benefit from reducing encouragement to self-catheterise.	Male	46-55	White British	
256	Urology (NDDH Outpatients)	Likely	The North Devon hospital is very important to the people of North Devon which is a remote area of England. Both as an inpatient and outpatient it serves our area well. I say this having had a near death experience at A&E some 6 years ago. This is the only weak area of the hospital.	Improve A&E!! the rest of the hospital is just fine and a credit to the NHS.		Over 65	White British	
257	Urology (NDDH Outpatients)	Likely	The service was good.	See previous box. Sort out	Male	Over 65	White British	

	Outpatients)		However an initial mix up with my paperwork caused an unnecessary delay of 1.5hrs.	the paperwork earlier.				
258	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	
259	Urology (NDDH Outpatients)	Likely	People here very supportive and kind.		Male	56-65	White British	
260	Urology (NDDH Outpatients)	Not entered	Not sure 'recommend' is the right expression. However, a very short wait and Mr M. very pleasant – allowing me to have op. at hospital of choice for my convenience.		Male	46-55	White British	

Qualitative Feedback - Mar-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	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very nice, helpful people.	Very nice, easy to talk to and helped my little one to get the test done that she needed. Very grateful.	Nothing.	Female	Under 6	White British	

2	EEG / EMG (NDDH Outpatients)		Yes	Lovely staff, gave very clear details of what was happening.	Fantastic explanations of the process. Staff very caring and friendly.	Nothing.	Female	9-11	White British	
3	EEG / EMG (NDDH Outpatients)		Yes				Male	Under 6	White British	Do not publish
4	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Made D. feel very comfortable and also helped mum not to worry. Very friendly.	Lovely staff.	No - everything was great.	Male	6-8	White British	
5	EEG / EMG (NDDH Outpatients)		Yes	Great, friendly, no waiting.	As before.	Nothing!	Male	12-15	White British	
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Lovely staff, very friendly and very good with my daughter.			Female	Under 6	White British	
7	EEG / EMG (NDDH Outpatients)		Yes				Male	Under 6	White British	Do not publish
8	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	All staff are very helpful & welcoming. Have a good knowledge about everything.	Was seen very quickly.	Nothing - everything was fine.	Female	Under 6	White British	
9	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Male	9-11	White British	Do not publish
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	The level of care is always good, the waiting time is always bad!	The level of care.	Waiting time.	Male	Under 6	White British	
11	Fracture Clinic		Yes				Male	9-11	White	Do not publish

	(NDDH Outpatients)								British	
12	Fracture Clinic (NDDH Outpatients)		Yes	We didn't have to wait long & the lady we saw was very helpful.	Quick.	Been open in the afternoon.	Female	9-11	White British	
13	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Child-friendly and staff are very welcoming.	Clean and organised area.	It would help if children have a separate area to play while waiting as they cause a bit of a noise and may bother older patients. There is no wifi and the signal for my phone is bad.	Female	Under 6	Asian / Asian British	
14	Orthoptist (NDDH Outpatients)		Yes	You get stickers.		Long, long waiting times!	Female	6-8	White British	