

Outpatients - North Devon District Hospital - Friends and Family Test - May-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 %
May-17	199	94.0	3.0	3.0

Qualitative Feedback - May-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	Very good service, waiting times good.	None.	Male	56-65	White British	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very helpful and kind. Great person to chat to.	All good.	Female	Over 65	White British	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Ample time taken for discussion. Now more knowledgeable about condition and informed about options.		Male	Over 65	White British	
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	This hospital saved my life. I would have died had I had to travel to Exeter - time was of the essence.		Female	Over 65	White British	
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Helpful staff. Relaxed.	Ventilation in the waiting room.	Male	Over 65	White British	
6	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Staff friendly & helpful. Wonderful service for people with hearing		Female	Over 65	White British	

			problems.					
7	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I was very satisfied with the outcome of my daughter's appt.		Male	36-45	White British	
8	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very helpful, kind and efficient.		Female	Over 65	White British	
9	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Outpatient clinic was very friendly and helpful. The consultant and senior nurse were excellent.	None needed as far as I am concerned.	Female	46-55	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely	The department seems efficiently run, staff friendly, pleasant & helpful - make one feel at ease.		Female	Over 65	White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely	We are more than grateful for all the services this hospital provides for everyone.		Female	56-65	White British	
12	Audiology/ENT (NDDH Outpatients)	Likely	Good service, no problems.		Male	26-35	White British	
13	Audiology/ENT (NDDH Outpatients)	Likely	When you get here, the staff are usually professional and kind and efficient. However, the appointments system is very difficult and it's hard to get the stars aligned. Previously, I was forgotten for 3 years after I saw Ms F.	Sort out appts. system.	Female	46-55	White British	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service by Mr G. & team. All imagery done on same day. Left feeling relieved.	More comfortable chairs in waiting area.	Female	36-45	White British	
15	Breast Clinic (NDDH)	Extremely Likely				46-55	White British	

	Outpatients)							
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very quick between doctor and hospital. No waiting. Treated very well. Only one comment - not enough hand sanitizers about the hospital - bought my own.					
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	The young doctor I have just seen was kind, thoughtful & pleasant, which made my examination stress-free & comforting. Thank you. His nursing assistant was equally qualified in patient care. Thank you.		Female	Over 65	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	All staff were pleasant, very helpful and professional. Had no problems and felt I was treated very well.		Male	16-25	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very happy with the care given.	No.	Female	Over 65	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone has been so kind and caring at a rather worrying time. Excellent.		Female	Over 65	White British	
21	Breast Clinic (NDDH Outpatients)	Likely	Appointment time turnaround very fast. Friendly, approachable nurses and doctors. Easy to find!!		Female	26-35	Other ethnic group	
22	Breast Clinic (NDDH Outpatients)	Extremely Unlikely	I was asked if my GP was Dr C. and I said no. I had no idea who he was and very concerned my results	Yes. Train outpatient staff to change GP. Give correct information and be more helpful to	Female	Over 65	White British	

			would be misdirected. Told it could not be altered!! I had to go to my GP about it. Very poor outpatient service and poor consultation. Very good service at radiology and radiologist - excellent.	stressed/anxious patients.				
23	Breast Clinic (NDDH Outpatients)	<i>Not entered</i>	On holiday.		Female	56-65		
24	Cardiac (NDDH Outpatients)	Extremely Likely	Very friendly & helpful. Thank you.				White British	
25	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		Female	Over 65	White British	
26	Cardiac Rehab Clinic (NDDH Outpatients)	Likely			Male	56-65	White British	
27	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Brilliant attention.	It was all great.	Female	Over 65	White British	
28	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The classes have left me fitter than I was before my heart attack - much better physical & mental health.		Male	46-55	White British	
29	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Highly recommended.		Male	56-65	White British	
30	Cardiology (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
31	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Caring & kind staff which makes all the difference when attending hospital.		Female	Over 65	White British	
32	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I have experienced a fantastic experience today in undergoing a series of tests conducted on my heart. From discussing the		Male	Over 65	White British	

			whole process, I have learnt that the electronic test equipment is very old and desperately needs replacing. I do hereby request the hospital admin to contact the D.C.C. as every local county councillor in this whole area will support this N.D.District hospital in its demand for new equipment. I will launch this request as a very serious priority. I am the county councillor for [omitted]. Thank you to the excellent team who conducted my tests today.					
33	Care of the Elderly (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
34	Care of the Elderly (NDDH Outpatients)	Likely			Male	Over 65	White British	
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly/professional. If there is a delay it would help if you're told before you have to ask.		Male	56-65	White British	
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good and friendly.	No.	Male	Over 65	White British	
37	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful.		Male	56-65	White British	
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent treatment.	Timing!	Male	Over 65	White British	

39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55		
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Treatment very good. Seen promptly.					
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I cannot complain about the service. It's very good.		Male	Over 65	White British	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had very good treatment.	Very warm. Need drinks.		56-65	White British	
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always found everybody helpful & kind. I was disappointed while in hospital. Only one nurse upset me because I have to use oxygen all the time. She didn't seem to understand this (King George V Ward in April this year)!		Female	Over 65	White British	
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good, friendly service.			Over 65	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful treatment.		Female	Over 65	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	So far, I have found the service friendly and efficient.					
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had good service.					

	Outpatients)							
49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				Over 65	White British	
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	It's because this hospital is great.		Female	56-65	White British	
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have had wonderful help & test done.	No suggestions. Treated extremely well.	Female	Over 65	White British	
52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone was very helpful in all departments i.e. eye clinic, ECG, blood, ward.	Charge people for not keeping appointments.	Male	Over 65	White British	
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The whole area is clean and quiet. Staff polite and they do their best to be as quick as possible.			Over 65	White British	
54	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	
55	Clinic / department not entered (NDDH Outpatients)	Likely			Female	56-65	White British	
56	Clinic / department not entered (NDDH Outpatients)	Likely			Female	16-25	White British	Do not publish
57	Clinic / department not entered (NDDH Outpatients)	Likely			Female	56-65	White British	
58	Clinic / department not entered (NDDH Outpatients)	Likely	Late for my appointment and treated just the same. Thought they were very kind and efficient.		Female	Over 65	White British	
59	Clinic / department not entered (NDDH Outpatients)	Likely	I have been thoroughly tested and treated well.	Blood test service was slow.	Female	26-35	White British	

60	Clinic / department not entered (NDDH Outpatients)	Likely	Doing best you can, with resources you have.			56-65	White British	
61	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Male	26-35	White British	Do not publish
62	Clinic / department not entered (NDDH Outpatients)	Unlikely	You can look on the internet and get your diagnosis better than all the doctors. The whole of the NHS is a joke.	Get qualified doctors. Buy more beds.	Male	56-65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	Come for blood test and there is only one person doing the blood test. I am going to be at least an hour just for a blood test - that is so silly. Not going to recommend this hospital.		Male	Over 65	White British	
64	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	[Illegible] couldn't find my records, very annoyed.					
65	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Need more than one person taking blood - each one taking over 15mins.					
66	Cystic Fibrosis Clinic (NDDH Outpatients)	Extremely Likely	Local care.		Female	16-25	White British	
67	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Excellent consultant and understanding.	None.	Male	Over 65	White British	
68	Diseases Chest, Resp. Med. (NDDH Outpatients)	<i>Not entered</i>	NHS is not a business. I wouldn't recommend anyone to use it. It is here to provide a service & if that service is needed then they will use it.		Female	56-65	White British	
69	EEG / EMG (NDDH)	Extremely Likely	Extremely good,	No way. Good as it is.	Male	56-65	White British	

	Outpatients)		reassuring, care and service.	Excellent.				
70	EEG / EMG (NDDH Outpatients)	Extremely Likely	Felt relaxed and calm. Really friendly staff.		Female	16-25	White British	
71	EEG / EMG (NDDH Outpatients)	Extremely Likely	Excellent service.		Male	16-25	White British	
72	EEG / EMG (NDDH Outpatients)	Extremely Likely	I was given such good service. Thank you.	None.	Male	56-65	White British	
73	EEG / EMG (NDDH Outpatients)	Extremely Likely	Appointment happened on time. Clear explanation of processes and procedures. Caring and communicative member of staff. Very pleased with level of care over four recent tests.	No - each of my four recent appts. have been efficient and conducted by very professional & caring staff.	Male	Over 65	White British	
74	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very courteous & professional. Made to feel very relaxed by technician. Nice to chat to. Very caring. Good listener Thanks.					
75	EEG / EMG (NDDH Outpatients)	Extremely Likely	Nothing to [illegible]. All good.	No.	Female	56-65	White British	
76	EEG / EMG (NDDH Outpatients)	Extremely Likely	Lovely, professional lady.		Female	36-45	White British	
77	EEG / EMG (NDDH Outpatients)	Likely			Male	16-25	White British	
78	Exmoor Unit (NDDH Outpatients)	Extremely Likely	All staff (receptionists, nurses & doctors) friendly, kind & compassionate.		Female	Over 65	White British	
79	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
80	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
81	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish

	Outpatients)							
82	Eye Clinic (NDDH Outpatients)	Extremely Likely	I felt the staff were very kind and understanding, worked very hard and co-operated with each other very efficiently.	Can be parking problems - difficult. Service greatly appreciated. As good as private hospitals, if not better.	Female	Over 65	White British	
83	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very kind & friendly, helpful & explained everything well.		Male	46-55	White British	
84	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast, friendly. Clean and efficient waiting and treatment area.		Male	46-55	White British	
85	Eye Clinic (NDDH Outpatients)	Extremely Likely	Lovely, friendly, efficient staff.					
86	Eye Clinic (NDDH Outpatients)	Extremely Likely	As a diabetic (type1) I have a lot of appointments and everyone is always friendly and efficient.		Female	26-35	White British	
87	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good care. Questions answered.		Male	Over 65	White British	
88	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient and friendly service. Waiting times are never too long.		Female	36-45	White British	
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been treated very well.		Female	Over 65	White British	
90	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
91	Eye Clinic (NDDH Outpatients)	Extremely Likely	We have received excellent service during our various visits to all hospitals - Truro, Exeter and several at Barnstaple. We feel very grateful to all. The doctors and nurses deserve the highest praise.	Just keep up the good work which is most appreciated the way it is.	Female	Over 65	White British	

92	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone is so helpful & kind.		Female	Over 65	White British	
93	Eye Clinic (NDDH Outpatients)	Extremely Likely	Attended the eye clinic on numerous occasions. Always friendly & helpful.	No.	Male	46-55	White British	
94	Eye Clinic (NDDH Outpatients)	Extremely Likely	I am very happy with the speed with which I was initially seen and the ongoing treatment I have received.		Male	Over 65	White British	
95	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good response to short notice.		Male	Over 65	White British	
96	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, polite, patient, good with children.	A quick written summary at end of appointment to show other family members instead of trying to remember.	Female	26-35	White British	
97	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff. All questions answered fully.					
98	Eye Clinic (NDDH Outpatients)	Likely			Female	56-65	White British	
99	Eye Clinic (NDDH Outpatients)	Likely	Generally I am happy with the overall treatment I receive at the eye clinic. I have recurrent problems with both eyes and I am seen quickly when needed.	I find it difficult being moved to different doctors & clinics. It can be very frustrating having to explain my history to different people time & time again. I would prefer to be seen by Dr G.	Female	36-45	White British	
100	Eye Clinic (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
101	Eye Clinic (NDDH Outpatients)	Likely	No complaints. Staff generally courteous. Waits not unreasonable.	No.	Male	56-65	White British	
102	Eye Clinic (NDDH Outpatients)	Likely	Always nice staff.		Female	26-35	White British	

	Outpatients)							
103	Eye Clinic (NDDH Outpatients)	Likely	We have been sent over from A&E and dealt with very efficiently by very warm and helpful staff.		Female	46-55	White British	
104	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Kept waiting for appointments beyond booked time.	Better timekeeping by consultants.	Male	Over 65	White British	
105	Eye Clinic (NDDH Outpatients)	Unlikely	[Illegible].	Run on time.	Male	Over 65	White British	
106	Fracture Clinic (NDDH Outpatients)	Extremely Likely	We have received top class treatment here at North Devon for my daughter's fracture. We can't thank you enough. A wonderful service from A&E to follow up.	No - carry on.	Female	16-25	White British	
107	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
108	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I had a bunionectomy on the 21st April due to getting cellulitis. I was on Lundy Ward for 4 days. The experience was excellent - nurses, HCAs, catering & cleaning staff really nice. Today, I have had my stitches out and now plaster put on plus X-ray. This was excellent as well.	No.	Female	Over 65	White British	
109	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Prompt, efficient, cheery staff working hard against busy patient load and new computer system. Good on you all. Huge thanks.		Male	36-45	White British	

110	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have been treated with kindness and respect, with great professionalism and I have every confidence in this dept.					
111	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
112	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
113	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good service, nice staff, clean and tidy.			36-45	White British	
114	Fracture Clinic (NDDH Outpatients)	Extremely Likely		Make the waiting room bigger and more accessible for wheelchairs.	Female	36-45	White British	
115	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent care & service.		Female	Over 65	White British	
116	Fracture Clinic (NDDH Outpatients)	Extremely Likely	This is my second visit and the treatment is outstanding.	No.	Male	36-45	White British	
117	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always very kind and helpful staff. I usually bring residents from the care home who can sometimes be difficult but staff always take time to reassure them.	Sometimes there is a delay on appointments - would be helpful if estimated delay could be displayed to help relax residents.	Female	26-35	White British	
118	Fracture Clinic (NDDH Outpatients)	Extremely Likely	They seem to care about their patients.					
119	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	Do not publish
120	Fracture Clinic (NDDH Outpatients)	Likely	Helpful.	Charge for X-ray etc.	Male	26-35	White British	
121	Fracture Clinic (NDDH Outpatients)	Likely	Fast and informative, friendly staff.		Male	16-25	White British	
122	Fracture Clinic	Likely			Female	46-55	White British	Do not publish

	(NDDH Outpatients)							
123	Gynaecology (NDDH Outpatients)	Extremely Unlikely	Came for appointment today. Cancelled when we arrived. Had no contact to let us know. Not good experience for us trying to start family. In future, don't make same mistake.	Try to communicate more with patients.	Female	26-35	Mixed / Multiple ethnic groups	
124	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very informative. Extremely nice people.		Female	Over 65	White British	
125	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Excellent care & attention!		Female	36-45	White British	
126	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	Over 1/2hr wait for appt.	Inform patient of delay in service!	Female	46-55		
127	Maxillofacial (NDDH Outpatients)	Unlikely	Over one hour late for my appointment. Doctors should be on time.	See patients on time.	Female	46-55	White British	
128	Neurology (NDDH Outpatients)	<i>Not entered</i>	Long wait for blood test.	Resources to match demand!	Female	Over 65	White British	
129	Ophthalmology (NDDH Outpatients)	Extremely Likely	In the last 5 years or so, I have had occasion to use the ICU, a general ward, ophthalmology, and neurology (for Parkinson's). On every occasion I have been treated with kindness and respect and have been given the best of treatment. Why anybody criticises the NHS is beyond me. I have had experience of private medicine (in Ventura County Medical Center U.S.A. for 12 plus yrs.					

			working at) and believe me, people in the UK don't appreciate what they have!!					
130	Ophthalmology (NDDH Outpatients)	Extremely Likely	Always very good service.		Male	Over 65	White British	
131	Ophthalmology (NDDH Outpatients)	Extremely Likely	Helpful, expert service, on-time with appointments.		Male	Over 65	White British	
132	Ophthalmology (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
133	Orthopaedic Interface Service (NDDH Outpatients)	Likely	An idea of waiting times would be helpful. When signing in, those who sign in before others at same time, should be seen first. Those on time should be seen before those who arrive later.		Female	46-55	White British	
134	Orthopaedics (NDDH Outpatients)	Extremely Likely	Greeted with a smile at reception, seen on time (was expecting to wait).		Male	56-65	White British	
135	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very pleased with outcome of hip replacement. All staff friendly and helpful.		Female	Over 65	White British	
136	Orthopaedics (NDDH Outpatients)	Extremely Likely	Always have a pleasant experience here, staff very friendly.		Male	56-65	White British	
137	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very friendly staff, clean area, a good amount of time with the doctor to explain symptoms.		Male	56-65	White British	
138	Orthopaedics (NDDH Outpatients)	Extremely Likely	Best hospital around.		Male	56-65	White British	
139	Orthopaedics (NDDH Outpatients)	Likely			Male	46-55	White British	Do not publish

140	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	I was told I need an X-ray and to arrive 45mins before my appt. This was not the case! Also, my appt. was 10mins late and I was the first appt. of the day. Staff on reception, however, were very polite and helpful.	Get the info. correct and stick to appt. times, the basics!	Male	36-45	White British	
141	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely			Female	46-55	White British	
142	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	When I came to the day visit for my operation on my shoulder, my partner had to wait alone outside for the whole day. This was stressful to myself and her. Then, when discharged, my partner was not given any instructions to care for me and the [illegible] I was given was when I was still recovering from anaesthetic and, when we got home, I couldn't remember any of it. My partner had to phone the hospital to find out certain information which should really have been explained to her on my discharge from hospital.	Yes. Partner needs to be more informed when caring for a patient recovery from anaesthetic and allowed to contact patient while in hospital ward.	Male	46-55	Asian / Asian British	
143	Pain Management Service (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish

144	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Satisfaction with care given Thank you.		Male	Over 65	White British	
145	Phlebotomy Clinic (NDDH Outpatients)	Likely	Too long a wait.	More people to take your blood.	Female	56-65	White British	
146	Phlebotomy Clinic (NDDH Outpatients)	Likely	Staff helpful, luckily not too busy.		Female	Over 65	White British	
147	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
148	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service & physio gym. Thank you.	Physio gym - very friendly. Need maybe more active support with individual exercises.	Female	46-55	White British	
149	Physiotherapy (NDDH Outpatients)	Extremely Likely	Attentive staff and very courteous.	Tis as good as it gets.	Male	Over 65	White British	
150	Physiotherapy (NDDH Outpatients)	Likely				Over 65	White British	Do not publish
151	Physiotherapy (NDDH Outpatients)	Likely	Friendly department. Waiting list time shorter than expected.		Female	Over 65	White British	
152	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Cannot praise team highly enough. From surgery to after care, efficient, compassionate, very professional.		Male	Over 65	White British	
153	Radiology - CT scan	Extremely Likely	Staff lovely - make you feel at ease.		Female	56-65	White British	
154	Radiology - CT scan	Extremely Likely	C. & J. lovely.		Female	Over 65	White British	
155	Radiology - CT scan	Extremely Likely	Extremely kind & courteous radiographer. Excellent communication & information.		Female	46-55	White British	
156	Radiology - CT scan	Extremely Likely	Good friendly service from all members of staff.					
157	Radiology - CT scan	Extremely Likely	Friendly, efficient, professional.		Male	56-65	White British	

158	Radiology - CT scan	Extremely Likely	Extremely efficient. Very friendly. Explained all the procedures very thoroughly. Very nice people.			Over 65	White British	
159	Radiology - CT scan	Extremely Likely	E. was so kind & talked me through the whole process.		Female	Over 65	White British	
160	Radiology - CT scan	Extremely Likely			Female	56-65	White British	Do not publish
161	Radiology - CT scan	Extremely Likely	It's the NHS. Excellent! Thank you.					
162	Radiology - CT scan	Extremely Likely	All the staff were very caring & gentle. Everything was explained well and the whole process was taken at my pace - at no time did I feel rushed.		Female	Over 65	White British	
163	Radiology - CT scan	Extremely Likely			Female	46-55	White British	
164	Radiology - CT scan	Extremely Likely	Friendly, efficient staff. We were given an appointment time and we were seen at that time.		Male	46-55	White British	
165	Radiology - CT scan	Extremely Likely	Put at ease straightaway. Full explanation of what is going to happen. Very friendly staff. Excellent service.	No.	Male	56-65	White British	
166	Radiology - CT scan	Extremely Likely	I found all the staff very friendly and helpful. Well done.		Female	Over 65	White British	
167	Radiology - CT scan	Extremely Likely	Everyone really lovely!	Not qualified to comment really.	Female	46-55	White British	
168	Radiology - CT scan	Extremely Likely	The lady that took care of me was very nice and caring. Also, she made me coffee which is a bonus.	No, everything was perfect.	Female	56-65	White British	

			Tip top cure.					
169	Radiology - CT scan	Extremely Likely	Very good treatment.		Male	Over 65	White British	
170	Radiology - CT scan	Extremely Likely	I feel than NDDH provides a very good service to the wider community and the staff are very pleasant & helpful.		Female	Over 65	White British	
171	Radiology - CT scan	Extremely Likely	Would want my family to be checked out ASAP if a condition was likely. I was very worried about having more severe pain so my partner put this across to the staff as she felt, being male, I would not do this. She said men cover up but need to open up to staff & for staff to be understanding of their fears. Today was much better than the biopsy day. Thank you.	All other services here at scan & nurse on first contact excellent & caring.	Male	56-65	White British	
172	Radiology - CT scan	Extremely Likely	Appointment date was quick. Easy access to hospital/department. Very friendly/reassuring staff. Efficient. No waiting.		Female	46-55	White British	
173	Radiology - CT scan	Extremely Likely	Clean, friendly, efficient, caring. Everything explained clearly. Gentle.	No.		56-65	White British	
174	Radiology - Ultrasound	Extremely Likely	Friendly staff, kind.	No - don't think it needs improving.	Female	56-65	White British	
175	Radiology - X-ray	Extremely Likely	Exceptional care and consideration given to patients.		Male	Over 65	White British	

176	Radiology - X-ray	Extremely Likely	Fabulous staff & excellent service. None better.	More tea & biscuits.	Male	Over 65	White British	
177	Radiology - X-ray	Extremely Likely	Very friendly staff who put you at ease.		Female	Over 65	White British	
178	Radiology - X-ray	Extremely Likely	Lovely and quick.		Female	36-45	White British	
179	Radiology - X-ray	Extremely Likely	We have always received excellent care from every department and member of staff that we have encountered.		Male	Over 65	White British	
180	Radiology - X-ray	Extremely Likely	Have been to x-ray a number of times not had to wait long and treatment has been quick and efficient.		Female	Over 65	White British	
181	Radiology - X-ray	Extremely Likely	Friendly helpful care. Kind staff.	Can't think of any right now!	Female	56-65	White British	
182	Radiology - X-ray	Extremely Likely	V. efficient, v. nice people, made to feel comfortable, Thank you!	No - it's a v. pleasant appointment.	Male	Over 65	White British	
183	Radiology - X-ray	Extremely Likely	Very friendly and helpful.		Male	46-55	White British	
184	Radiology - X-ray	Extremely Likely	Everyone was extremely helpful & kind & friendly. Couldn't be better. Thank you so much.	No excellent service.	Female	Over 65	White British	
185	Radiology - X-ray	Extremely Likely	Efficient, prompt and friendly service. Clean, fast. Access to beverages and area for companion. Turned what could have been a stress filled and nervous experience into something more than pleasant.	No.	Male	46-55	White British	
186	Radiology - X-ray	Extremely Likely	I was seen as soon as I arrived for 5pm	Not really!	Female	56-65	White British	

			appointment. The radiologist(s) were lovely and I had no concerns, the staff are professional & caring.					
187	Radiology - X-ray	Extremely Likely	I have only met kind, sensitive and totally professional, people during my visits to this hospital. Well done!	No.	Male	Over 65	White British	
188	Radiology - X-ray	Extremely Likely	Courtesy of staff.		Female	Over 65	White British	
189	Respiratory (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
190	Respiratory (NDDH Outpatients)	Extremely Likely	Always excellent treatment.		Female	56-65	White British	
191	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent thorough care. Very good explanations of everything. Polite & friendly professionals across the board.		Female	46-55	White British	
192	Respiratory (NDDH Outpatients)	Likely	Service ok staff helpful & friendly.		Male	Over 65	White British	
193	Respiratory (NDDH Outpatients)	<i>Not entered</i>	My initial appt. for a respiratory assessment on Tuesday 16th May had been cancelled without my knowledge, however Dr M arranged for me to have my respiratory tests that morning. I was called to clinic with Dr H today 18th but initially they couldn't find the resp. test results??	Review appointment system.	Female	Over 65	White British	
194	Rheumatology (NDDH Outpatients)	Extremely Likely	Always friendly, helpful & gives good advice.					

195	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
196	Urology (NDDH Outpatients)	Extremely Likely		Impossible to improve waiting times.	Male	Over 65	White British	
197	Urology (NDDH Outpatients)	<i>Not entered</i>	Not about the service really. Just the fact I come through the pedestrian gate and hate that I have to come through a load of smokers. Surely, they can be relocated from an entrance/exit.		Female	56-65	White British	
198	Vascular (NDDH Outpatients)	Extremely Likely	Much less pain from the surgery than previously. Doctors took time to discuss problems and recommend courses of action to help alleviate the problems. All staff helpful and friendly.		Female	Over 65	White British	

Qualitative Feedback - May-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	Friendly experience, seen on time etc.		N/A.	Female	Under 6	White British	

2	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly, reassuring staff. Nothing was too much trouble. Happy staff. I felt 100% comfortable at every step.	Everything was explained and I was at ease during my visit.	Nothing.	Male	Under 6	White British	
3	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very kind lady. Very thoughtful and helpful.	Very patient lady.	Nothing.		Under 6	White British	
4	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Because we didn't have to wait and because the lady who did the EEG was so lovely, calm, reassuring, gentle, helped put my anxious daughter at ease.	No wait. The very calm, patient technician.	Shorter time before referral & appointment. Buy the poor lady a DVD player.				
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes				Female	12-15	White British	Do not publish
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Staff very friendly.		Nothing.	Male	Under 6	White British	
7	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Because the staff are kind and my sister works here.	Everything!	Nothing!	Male	9-11	White British	
8	Eye Clinic (NDDH Outpatients)	Not entered	Yes				Male	9-11	White British	Do not publish