

Outpatients - North Devon District Hospital - 'Friends and Family Test' - Nov-16

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 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 score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Nov-16	458	96.3	0.9	2.8

Qualitative Feedback - Nov-16 - 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1	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The service is so good no probs.	No.	Female	Over 65	White British	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	ECG & AF info excellent service.		Male	Over 65	White British	
4	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I met an extremely caring and efficient audiologist who spent time & trouble to get the test and results right.	I would like to see a system that co-ordinated [illegible] services & appointments at the same time in relation to postcodes.	Male	Over 65		
5	Audiology/ENT (NDDH Outpatients)	Extremely Likely	A comes to see C.B. His appointments are always fantastic. We are all made to feel welcome. A		Male	16-25	White British	

			adores to see C.					
6	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.	More doctors.	Female	Over 65	White British	
7	Audiology/ENT (NDDH Outpatients)	Extremely Likely	My old doctor was very good. My problem have been on-going since I was a child and all the doctors and nurses have and are wonderful. Everybody who works in the audiology department are so helpful, kind and caring.	The waiting time when you need to see someone, maybe not let so many people in at a time.	Female	36-45	White British	
8	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very good treatment and advice. Listened to and attention given. Thank you.		Female	Over 65	White British	
9	Audiology/ENT (NDDH Outpatients)	Extremely Likely	We are extremely fortunate to have our local ENT department. They are always so helpful. However, this department is under threat of closure.	Keep our local service in Barnstaple.	Female	56-65	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Previously had to travel to Exeter for ENT appointment which is 180 mile round trip for a 10mins appointment.	Have an Xbox corner for children.	Male		White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Really helpful. Fitted me in straightaway. All staff very friendly.		Female	46-55	White British	
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Nurse B. has such a lovely way with her - kind, fun and very thorough at what she	No.	Female	36-45	White British	

			does. Lovely manner with all ages. Thank you!					
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Superb treatment but had to wait a long time to be seen.	No.	Female	Over 65	White British	
14	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Excellent service and prompt attention in all areas. Full & detailed explanations of ear problems given. Very impressed.		Female	Over 65	White British	
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Extremely well treated. Courteous and informative.	No.	Male	Over 65	Other ethnic group	
16	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Have been seen straightaway and problem with hearing aid identified immediately!	No - excellent service.	Male	Over 65	White British	
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Everyone is very helpful and friendly. Doctor's & specialists are outstanding.	No. It's brill.			White British	
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very thorough check, reassurance, open any time for follow ups with clinician D. - easy manner & friendly & no wait. Friendly staff.					
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very helpful, not a long wait & friendly staff.	No.	Male	Over 65	White British	
20	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Because they give fantastic care. They work hard.					
21	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very efficient and caring service. Nurse 'B' is wonderful.		Male	Over 65	White British	

22	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very caring & knowledgeable. I feel in safe hands. Professional.	I am very satisfied - maybe the building could be a little airier (rather shut in) but it's great that you are here.	Female	Over 65	White British	
23	Audiology/ENT (NDDH Outpatients)	Likely	Believe in NHS services.	Give a time when you can be seen.	Male	56-65	White British	
24	Audiology/ENT (NDDH Outpatients)	Likely	Because they are very helpful and nothing is too much trouble.	A clinic in Torrington.	Male	Over 65	White British	
25	Audiology/ENT (NDDH Outpatients)	Likely	Because the service I have received on every visit has been good and always helpful.	Without more help given to the NHS which would be the only way to cut waiting times, I can suggest little else.	Female	Over 65	White British	
26	Audiology/ENT (NDDH Outpatients)	Likely			Female	56-65	White British	
27	Audiology/ENT (NDDH Outpatients)	Likely			Male	Over 65	White British	
28	Audiology/ENT (NDDH Outpatients)	Likely			Female	Over 65	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	Local for me. Easy to reach by public transport. All staff are efficient & kind.	No - I am very happy.	Female	Over 65	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Understanding, thorough examination.		Female	Over 65	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quickly given an appointment. Doctor & nurses very friendly.	A long wait to be x-rayed.	Female	36-45	White British	
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone was very kind and explained well what was happening.		Female	36-45	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, respectful and kind service.	No.		36-45	White British	
34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff really nice,		Female	46-55	White British	

	Outpatients)		explained procedures very well. Very good service. We are lucky to have such a good hospital right on our doorstep.					
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	The service was quicker than I thought and the doctor and nurses were all cordial, friendly and answered all questions I asked.	No.	Female	26-35	Black / African / Caribbean / Black British	
36	Breast Clinic (NDDH Outpatients)	Extremely Likely	As first visit after having surgery in Bath, I was made to feel as if I counted.		Female	56-65	White British	
37	Breast Clinic (NDDH Outpatients)	Extremely Likely	Well looked after and treated with a friendly face.		Female	26-35	White British	
38	Breast Clinic (NDDH Outpatients)	Extremely Likely	Helpful, friendly supportive and informative staff. Very professional. Overall, excellent service to complete full assessment in one morning. Appointment ran smoothly with minimal delay. Very thorough.	None at all. Great service!	Female	36-45	White British	
39	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff really friendly and caring. Seen very promptly.	No!!!	Female	36-45	White British	
40	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff all pleasant & friendly and explain exactly what they are		Female	Over 65	White British	

			doing throughout. Prompt & efficient attention.					
41	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everybody here is so helpful.		Female	46-55	White British	
42	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly, helpful staff, showing compassion and empathy at all times. Clear instructions.		Female	16-25	White British	
43	Breast Clinic (NDDH Outpatients)	Extremely Likely	The whole set up of clinic with seeing the doctor, mammogram & ultrasound went so smoothly. Visit very easy & successful. Staff very kind & helpful.	No. I cannot suggest any improvements as the whole visit went so smoothly.	Female	Over 65	White British	
44	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kindness was shown throughout my time at the clinic by all those that attended to me.		Male	Over 65	White British	
45	Breast Clinic (NDDH Outpatients)	Extremely Likely	Seen on time. Progression of treatment quick and staff kind & pleasant. Thank you.		Female	Over 65	White British	
46	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient.	Dim the lights - very bright, gave me & mum a headache.	Female	16-25	White British	
47	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
48	Breast Clinic (NDDH Outpatients)	Extremely Likely	Efficient, friendly service.		Female	26-35	White British	
49	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone is so lovely & kind. I was very nervous & all the people I saw put me at ease.	I can't think of anything.	Female	46-55	White British	

50	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service, can't fault it.		Female	46-55	White British	
51	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
52	Breast Clinic (NDDH Outpatients)	Likely	Staff are lovely, very thoughtful and care about their patients.		Female	36-45	White British	
53	Breast Clinic (NDDH Outpatients)	Likely	Efficient service. Friendly staff. Didn't have to wait very long between appointments.		Female	46-55	White British	
54	Breast Clinic (NDDH Outpatients)	Likely	Extremely friendly/polite staff. Also seen very quickly although quite a long delay between initial assessment and scan.		Female	36-45	Asian / Asian British	
55	Breast Clinic (NDDH Outpatients)	Not entered			Female	36-45	White British	Do not publish
56	Breast Clinic (NDDH Outpatients)	Not entered	I have had a good experience here but as there are no other hospitals nearby I would not recommend or put people off for coming here.		Female	26-35	White British	
57	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
58	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
59	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Pleasant staff, good surroundings nice aura about the place - relax/calm.	No.	Male	56-65	White British	
60	Cardiac Rehab Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	

61	Cardiac Rehab Clinic (NDDH Outpatients)	Likely	Friendly service.		Female	46-55	White British	
62	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Team so supportive and friendly. Big thank you M.					
63	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very friendly classes. Everything is explained very well, really enjoyed them.		Male	56-65	White British	
64	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Everyone has been very helpful & informative. All my appointments have been on time or within 30mins.		Male	Over 65	White British	
65	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Exceptional in every area of care i.e. maintaining dignity, listening skills, explanation of all procedures.	No.	Male	Over 65	White British	
66	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	A. & S. in pacing dept. - very helpful. Quick response. Very efficient.		Male	56-65	White British	
67	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Dr S. is very thorough and kind and pleasant.		Female	Over 65	White British	
68	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Always treated with care and kindness. I am ancient and so pleased to see good manners and care to the elderly.	Your service is excellent.	Female	Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Eye [illegible].	All good.	Female	56-65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All the staff are fantastic.		Male	Over 65	White British	
71	Clinic / department	Extremely Likely	I have found the NDDH a	More disabled parking	Female	Over 65	White British	

	not entered (NDDH Outpatients)		wonderful hospital and have had wonderful care over the past years.	would be nice, sometimes it can be awkward.				
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The care I have received has been very good.	Today (8th November) brought my disabled husband and had to leave him in the hospital and try to park. The car park was full so had to park away from hospital and walk. This is not right - wife.	Male	Over 65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Such nice staff.	Free bacon sandwiches?	Female	36-45	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Service. The clue is in the word - faultless.	Nope.	Male	Over 65	White British	
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	M., an HCA, came down to outpatients to ensure I was in the right place as she had seen me walking here & wanted to make sure I didn't miss my appointment.		Female	56-65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always experienced a high level of care and the doctors and nurses are excellent. Barnstaple hospital is great.	At the moment as the health service stands I think you are doing ok.	Female	56-65	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Please make it more accessible for mobility problems - a long way to	Male	Over 65	White British	

				walk (!) and level entrance is not signed at all.				
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The waiting time is satisfactory. The waiting room is clean, calm, comfortable & efficient. The staff are professional, empathetic, & efficient.		Female	Over 65	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My visit went smoothly. X-ray dept. was busy but I was on time for the follow on to Mr V. The staff were cheery & friendly.	X-ray was busy and I felt anxious that I would be late for Mr V. Some assurance would be good.	Female	Over 65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Nurses very helpful & cheerful. Comfortable & near toilets.	Time? But fairly good.	Female	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very happy with all staff.					
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have good service, lovely people.	Only to be seen at appointment time.	Female	56-65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because the doctor was interested in my occupation which is farming.	No.	Male	56-65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been coming to the North Devon District		Male	Over 65	White British	

	Outpatients)		Hospital for help and advice on my hearing problems since 1983 and have always found the staff friendly and efficient.					
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very welcome, polite, thorough, efficient, good feedback & given info. for going forward with what's next!		Female	46-55	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are all brilliant.					
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly staff, super clean, helpful, not a massive wait!		Female	36-45	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very pleasant & friendly.		Female	Over 65	White British	
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Courteous & pleasant staff. Good coms re: delay.		Male	56-65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone very attentive Appointment running to time.					
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very happy with service so far.		Male	36-45	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	As a cancer patient. Surgeon - op incredible success although polyps found. Chemo doc - incredible, lovely, very traumatic but successful. Many thanks to both		Female	Over 65	White British	

			depts. Had to wait a long time today but as they, at times, have to give bad news it is very acceptable to me.					
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff make you feel welcome and explain everything clearly! Standard of care is very high. Always been well looked after at NDDH during the four years that we've lived here!		Female	Over 65	White British	
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff are all very polite and helpful.		Female	Over 65	White British	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	You do a good job for the work you all do. Helpful & friendly people.	No other way from which you are doing.	Male	56-65	White British	
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	GP spoke to me last night & I was given an appt. this morning. Once arrived, staff pleasant & helpful.	Perfect anyway.	Female	56-65	White British	
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful help given.		Male	Over 65	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been to Barnstaple hospital several times & your attention to me has always been excellent.		Male	Over 65	White British	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	

103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent manner and very helpful.	Over the phone trying to book or re-arrange appointments - [omitted] nightmare. Being passed on from one office to another. The booking system needs to be more open/available to users?	Male	46-55	White British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very caring [illegible].		Female	56-65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Likely	Professional. Not too behind on the day with appts. Dr. explained everything.		Female	36-45	White British	
107	Clinic / department not entered (NDDH Outpatients)	Likely			Female	46-55	White British	
108	Clinic / department not entered (NDDH Outpatients)	Likely	Dr. was excellent.		Female	56-65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Likely			Male	26-35	White British	Do not publish
110	Clinic / department not entered (NDDH Outpatients)	Likely	Been given good treatment.			Over 65	White British	
111	Clinic / department not entered (NDDH Outpatients)	Likely	Always good.		Male	Over 65	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	

113	Clinic / department not entered (NDDH Outpatients)	Likely	Because they are reasonable, helpful and can explain things well.	Time slots - flow quicker.	Female	16-25	White British	
114	Clinic / department not entered (NDDH Outpatients)	Likely	No.	No.	Female	Over 65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely	Because I do not know of an alternative.		Female	Over 65	White British	
116	Clinic / department not entered (NDDH Outpatients)	Likely	Local, convenient to get to.	Not applicable.	Male	Over 65	White British	
117	Clinic / department not entered (NDDH Outpatients)	Likely	None.	None.	Female	16-25	White British	
118	Clinic / department not entered (NDDH Outpatients)	Unlikely	Appointment took 10mins. Left waiting for an ambulance for 4 hours. No liaison with hospital. Not good enough!	Patients should be told how long the treatment should take.	Male		White British	
119	Clinic / department not entered (NDDH Outpatients)	Don't Know			Female	Over 65	White British	Do not publish
120	Clinic / department not entered (NDDH Outpatients)	Not entered		No - all excellent.	Male	56-65	White British	
121	Clinic / department not entered (NDDH Outpatients)	Not entered			Male	46-55	White British	
122	Clinic / department not entered (NDDH Outpatients)	Not entered	Confusion.		Male	Over 65	White British	
123	Colorectal (NDDH Outpatients)	Extremely Likely	HCA's & staff nurses very pleasant, polite and efficient. Dr C. very	Keep updated when clinics are running late.	Male	Over 65	White British	

			professional. T. amazing!					
124	Colorectal (NDDH Outpatients)	Extremely Likely	This is the main hospital for north. Very helpful, polite, considerate staff.		Female	46-55	White British	
125	Colorectal (NDDH Outpatients)	Likely	Friendly reception. Explanation by knowledgeable staff. Friendly nursing staff. 30mins wait explained.	As I am a very patient person all was acceptable.	Male	Over 65	White British	
126	Dietetics (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
127	Dietetics (NDDH Outpatients)	Extremely Likely	On every occasion we have received treatment at N. Devon hospital we have been 100% satisfied with the members of staff seen and with the service given.	Car park was full and led to extra stress after a long drive to arrive on time.	Male	Over 65	White British	
128	Dietetics (NDDH Outpatients)	Likely	I found the consultation was very pleasant & useful. Plus, there was no sense of being rushed even though the hospital was v. busy today.	Main desk (opp. front entrance) don't always have full information. This would help considerably.	Female	Over 65	White British	
129	Dietetics (NDDH Outpatients)	Likely	Some waiting time. However, not anyone's fault. Service and all else was great.	More car parking.	Male	46-55	White British	
130	Dietetics (NDDH Outpatients)	Unlikely	Extremely difficult to get parked & then kept waiting well passed app. time.	Allow more time for app. so that patients aren't left well passed their app. time not knowing how long they have to wait.	Male	Over 65	White British	
131	Diseases Chest, Resp. Med. (NDDH)	Extremely Likely			Female	Over 65	White British	Do not publish

	Outpatients)							
132	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Always been [illegible] to Barnstaple.		Female	16-25	White British	
133	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Seen on time.		Male	56-65	White British	
134	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Couldn't wish for better care.		Male	Over 65	White British	
135	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Always very good and all staff are very polite/caring. Hospital is very clean.	Parking is always an issue [illegible] this hospital.	Male	Over 65	White British	
136	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Staff competent, friendly and helpful.		Female	Over 65	White British	
137	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely						
138	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Promptly seen, good reception.		Male	Over 65	White British	
139	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	Breathing tests always on time. Appointments tie up with breathing test. Clean/fairly quiet waiting room.	Appointment with doctor pretty much always delayed. Over 20 minutes is too much - can be an hour.	Male	46-55	White British	
140	Diseases Chest, Resp. Med. (NDDH Outpatients)	Extremely Likely	We do not have a choice. Exeter and Plymouth too far away and most people cannot afford private care. However, nice atmosphere and cheerful, polite and	We all understand that emergencies happen to delay appointments. However, one should be seen close to the timing of your appointment. My last visit was a 1.5 hour wait. This time with this	Male	Over 65	White British	

			helpful staff.	department good.				
141	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely	There always appears to be a high level of care and treatment within a reasonable timescale.		Male	56-65	White British	
142	Diseases Chest, Resp. Med. (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
143	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, helpful, informative, calm - J. was all of those & she put me at ease & explained everything she was doing.	Better sign posts to EEG dept.				
144	EEG / EMG (NDDH Outpatients)	Extremely Likely	The nurse I saw was very informative and helpful and made me very at ease about the procedure.		Male	36-45	White British	
145	EEG / EMG (NDDH Outpatients)	Extremely Likely	Really friendly, makes you feel at ease.		Female	46-55	White British	
146	EEG / EMG (NDDH Outpatients)	Extremely Likely	J. was most helpful and explained everything she was doing.		Male	16-25	White British	
147	EEG / EMG (NDDH Outpatients)	Extremely Likely	I arrived early, was made welcome. I was made to feel comfortable! Seen early! All members of staff nice, nurse was lovely. Thank you.	No. Please don't change.	Female	46-55	White British	
148	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very good.		Female	Over 65	White British	
149	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly & helpful service. Appointment was set up very quickly and done at our		Male	26-35	White British	

			convenience.					
150	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, efficiency, punctuality.		Male	Over 65	White British	
151	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Staff are mostly very caring and kind and the treatment we receive is first class. We are very fortunate to have access to this - even if it is at least an hour's journey from home.	Very lucky here with car parking generally but would be good if bus services were more coordinated to help cut down on number of cars.	Female	Over 65	White British	
152	Eye Clinic (NDDH Outpatients)	Extremely Likely	It is always easy to get an appointment. The staff are very friendly and kind, the treatment is very thorough.	Bigger rooms for the doctors.	Male	Over 65	White British	
153	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen quickly. Seen by Dr. L. Doctor very attentive and explained everything clearly. Thank you.					
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent care.			Over 65	White British	
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	Lots of tests, very detailed. Keep good check on you.		Female	46-55	White British	
156	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
157	Eye Clinic (NDDH Outpatients)	Extremely Likely	I attended the eye clinic previously approx. 2 months ago and the care and treatment I received was excellent. I have now returned for a second operation feeling relaxed and confident in the treatment I will	None.	Male	Over 65	White British	

			receive.					
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always very helpful and polite and understanding.	Sometimes can't hear when they call name, easier if came to desk.	Female	Over 65	White British	
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	On the whole I have received very good treatment & care.	Try & avoid the often long wait, ages after appointment time.		Over 65	White British	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always pleasant & helpful treatment. First class.	No.	Male	Over 65	White British	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always feel you get 100% service. First class.		Male	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.	Keep our hospital.				
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	There seemed to be plenty of staff to help. All very polite. Dr.s very efficient & professional. Room and waiting area very clean. Time - efficient.	Drinking water machine. Lights in waiting room dimmer.	Female	56-65	White British	
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	A tall slight nurse, H., was enormously thoughtful & kind to me as a patient struggling with anxiety. The doctor I saw could not have been kinder either. Dr A. made an unpleasant procedure bearable. Many thanks.	No, it was good.	Female	56-65	White British	
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	To ensure any eye problems are not neglected.	All very good and efficient.	Female	56-65	White British	

167	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
168	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent care and staff. However, waiting time could do with being managed better.		Male	Over 65	White British	
169	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had wonderful treatment from all departments. It couldn't be better, staff are wonderful.		Male	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Extremely Likely	Our hospital is important to us. We do not want to lose any of the facilities it provides. It is a good hospital. I have been coming to this clinic for 20 years now & would not want to have to travel in excess of 20 miles to visit another hospital.	I am more than happy with the outpatient services in this hospital.	Male	Over 65	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
172	Eye Clinic (NDDH Outpatients)	Extremely Likely	I spent three weeks in Staples Ward last year - wonderful care.		Female	Over 65	White British	
173	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind/friendly staff. Clinic run efficiently.		Female	56-65	White British	
174	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have always been looked after extremely well.		Female	Over 65	White British	
175	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service & staff attitude.	No.	Male	56-65	White British	
176	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff extremely helpful & professional.		Male	56-65	White British	

177	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff always kind and polite.	None.	Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff all pleasant & helpful, doctors very informative, not stressful.		Male	Over 65	White British	
179	Eye Clinic (NDDH Outpatients)	Likely		Keep them all open!	Female	56-65	White British	
180	Eye Clinic (NDDH Outpatients)	Likely	Appointments could be on time but once you get into the doctor you are given excellent service.	Simply less waiting around time.	Female	Over 65	White British	
181	Eye Clinic (NDDH Outpatients)	Likely	Polite, efficient.		Female	56-65	White British	
182	Eye Clinic (NDDH Outpatients)	Unlikely	Care good but don't feel op. worked.		Male	Over 65	White British	
183	Eye Clinic (NDDH Outpatients)	Not entered	Not a voluntary choice.	No.	Male	Over 65	White British	
184	Eye Clinic (NDDH Outpatients)	Not entered	Apart from a private clinic hospitals, unlike for example restaurants, are not places one recommends. You have little choice as to which clinic you attend.		Male	Over 65	White British	
185	Fracture Clinic (NDDH Outpatients)	Extremely Likely		More space for wheelchairs.		Over 65	White British	
186	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I desire to express my grateful thanks to all hospital personnel who attended me on the 8th November. I extend an additional special thank you to H. & E. who treated me in the fracture clinic. Service &		Male	Over 65	White British	

			care 10 out of 10. Mr S.					
187	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Incredibly friendly and efficient and accommodating. Thank you!					
188	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Fantastic, friendly staff. Nothing too much. Eight casts in six weeks and not made to feel I was a pain!! Thank you! Also wait times not bad!		Female	36-45	White British	
189	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very helpful professional staff, didn't have to wait, everything was explained well.	None.	Female	26-35	White British	
190	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Lovely people.		Female	46-55	White British	
191	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I found everyone so friendly & helpful.		Female	Over 65	White British	
192	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff and very professional.		Male	26-35	White British	
193	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
194	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Well looked after.		Female	Over 65	White British	
195	Fracture Clinic (NDDH Outpatients)	Extremely Likely	My mum was treated with care and respect as you would expect.	More availability.	Female	Over 65	White British	
196	Fracture Clinic (NDDH Outpatients)	Extremely Likely	After hand surgery 2 weeks ago, I attended fracture clinic. Made very welcome by staff. Seen quickly by consultant. H. then took over - a lovely young lady. H. cleaned the	Difficult as my experience has been first class.	Male	Over 65	White British	

			wound removed, stitches and made a night splint for me. A very professional young lady. A credit to the hospital as well as herself. Thank you to the whole team.					
197	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone was kind, efficient, reassuring.		Female	Over 65	White British	
198	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The team from A&E to here have been great, really looked after me and the aftercare was wonderful.	Keep up the good work!! Also, don't close A&E or any other part of this hospital.	Male	46-55	White British	
199	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Hand on heart! I could not give enough credit to all the staff at the hospital who treated me when I fractured my leg - 10 out of 10 for the care and service provided. Thank you to all the staff at the hospital.	None - service so good.	Male	Over 65	White British	
200	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Quick service & really nice staff.			Over 65	White British	
201	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Fantastic service.		Male	36-45	White British	
202	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff friendly, help with smile.	Try and keep a little closer to time booked. Car park only one way which results in not finding space and going wrong way round.	Female	46-55	White British	
203	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff knowledge & care.		Female	56-65	White British	

204	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Made to feel welcome & comfortable. Polite, friendly staff & surgeon. Good information provided. Follow up care explained well. Pleased with outcome so far, to return in 4 wks. Prompt appointment times.	All very good.	Male	Over 65	White British	
205	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	Other ethnic group	
206	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Keep all our vital wards at NDDH.	No problems.	Female	Over 65	White British	
207	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
208	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Both visits were fast & smooth, I was not left waiting around.		Female	36-45	White British	
209	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Kind, efficient staff. Quick times.	All good.	Male		White British	
210	Fracture Clinic (NDDH Outpatients)	Likely			Male	16-25	White British	
211	Fracture Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
212	Fracture Clinic (NDDH Outpatients)	Likely	Very helpful.		Female	Over 65	White British	
213	Fracture Clinic (NDDH Outpatients)	Likely	Very friendly staff, welcoming & informative. Parking a nightmare!!	No. Service was really good.	Male	46-55	White British	
214	Fracture Clinic (NDDH Outpatients)	Not entered	Want/must keep the expertise here in North Devon. Fracture clinic very attentive and friendly.					
215	Fracture Clinic	Not entered	Where else can they go?	Start appointments on	Male	16-25	White British	

	(NDDH Outpatients)			time.				
216	Fracture Clinic (NDDH Outpatients)	Not entered	Hoping I will not break another leg.		Female	Over 65	White British	
217	Fracture Clinic (NDDH Outpatients)	Not entered			Female	36-45	White British	Do not publish
218	General Surgery (NDDH Outpatients)	Extremely Likely	Went to Dr on Friday with lump in breast, in here following Thursday. Lovely nurse and Dr did biopsy. Can't find any fault and I accept the waiting time as Dr.s never rush you.	Please can people stop using mobile phones.	Female	Over 65	White British	
219	General Surgery (NDDH Outpatients)	Extremely Likely	All staff etc. v. helpful and polite.	Just maintain the good service.	Male	Over 65	White British	
220	General Surgery (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
221	General Surgery (NDDH Outpatients)	Extremely Likely	Vascular surgery. I received treatment & am satisfied with the outcome.	Too many patients, not enough staff, resulting in long delays.	Female	Over 65	White British	
222	General Surgery (NDDH Outpatients)	Neither Likely nor Unlikely	Waiting period time.	Don't take away our services from the hospital!	Female	26-35	White British	
223	Gynaecology (NDDH Outpatients)	Extremely Likely	100% care from surgeon & staff.		Female	Over 65	White British	
224	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	The attention that I have received is the best you could wish for.	No. The service I received is wonderful.	Male	Over 65	White British	
225	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Every member of staff has been careful to explain symptoms, treatment, side effects etc. in a friendly & caring way.		Female	Over 65	White British	
226	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	I am confident that help is on hand when I need it	Is there one!!	Female	Over 65	White British	

			for which I am very grateful.					
227	Lower Limb (NDDH Outpatients)	Extremely Likely	Great treatment & service! Thank you.		Female	46-55	White British	
228	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very prompt appointment & quickly dealt with.	Couldn't be bettered!!	Female	Over 65	White British	
229	Maxillofacial (NDDH Outpatients)	Extremely Likely	Great staff, welcoming, came in on a cancellation. Very accommodating.		Female	46-55	White British	
230	Maxillofacial (NDDH Outpatients)	Extremely Likely	Helpful.		Female	16-25	White British	
231	Maxillofacial (NDDH Outpatients)	Extremely Likely	Brought a disabled lady here (she can be difficult). Staff were excellent with her. Thank you.					
232	Maxillofacial (NDDH Outpatients)	Extremely Likely	I have received wonderful care since my accident.		Female	Over 65	White British	
233	Maxillofacial (NDDH Outpatients)	Extremely Likely	Clear and concise advice on nature of the condition.			56-65	White British	
234	Maxillofacial (NDDH Outpatients)	Extremely Likely	Quick response, friendly service.		Female	36-45	White British	
235	Maxillofacial (NDDH Outpatients)	Likely	Only in for consultation so cannot comment fully.	Not at present.	Female	Over 65	White British	
236	Maxillofacial (NDDH Outpatients)	Likely	Staff are helpful and friendly, very welcoming.	Better timing. Better communication from dentist.	Female	26-35	White British	
237	Maxillofacial (NDDH Outpatients)	Likely	Because your doctor/dentist has to send you? However I would recommend the		Female	16-25	White British	

			service, as I found it to be good.					
238	Nephrology (NDDH Outpatients)	Extremely Likely	I have always had very good treatment and the staff are very good.	No.	Male	Over 65	White British	
239	Nephrology (NDDH Outpatients)	Extremely Likely	Very good.	Get more car park space - use some of grass area.	Male	Over 65	White British	
240	Nephrology (NDDH Outpatients)	Extremely Likely	On time and polite.		Female	Over 65	White British	
241	Nephrology (NDDH Outpatients)	Extremely Likely	Good service given at all levels from arrival to seeing the consultant.	No major issues although I need to use the disabled loo in Outpatients A and the disabled loo was full of equipment!	Female	46-55	White British	
242	Nephrology (NDDH Outpatients)	Neither Likely nor Unlikely	Been a patient of urology and nephrology for over 20yrs without resolving problem, had to find my own consultant to take on case in Bristol.	Communication.	Male	46-55	White British	
243	Neurology (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
244	Neurology (NDDH Outpatients)	Extremely Likely	Very good consultant, explained everything.		Female	36-45	White British	
245	Neurology (NDDH Outpatients)	Extremely Likely	If a member of my family were unfortunate enough to need kidney treatment & they lived here they would have no other choice - unless they could afford private.	There always seems to be a long waiting time. It would be very helpful & indeed welcome if a neurology unit were installed in Barnstaple.	Male	Over 65	White British	
246	Neurology (NDDH Outpatients)	Extremely Likely	All staff very helpful and friendly.		Female	Over 65	White British	
247	Neurology (NDDH)	Extremely Likely				26-35	White British	

	Outpatients)							
248	Neurology (NDDH Outpatients)	Likely	Small delay. Polite, helpful staff. Constructive consultation.	Nearly missed appointment as unable to get into a full car park - not enough reserved disabled parking.	Male	Over 65	White British	
249	Neurology (NDDH Outpatients)	Likely			Male	56-65	White British	
250	Neurology (NDDH Outpatients)	Not entered	If my family or friends reqd. similar treatment I don't feel they would have a choice of where to be treated.		Male	46-55	White British	
251	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Exceptional, personal treatment from H.C. Many thanks.			56-65	White British	
252	Occupational Therapy (NDDH Outpatients)	Extremely Likely	A very reassuring person who listens and that's all you need.		Female	46-55	White British	
253	Occupational Therapy (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
254	Occupational Therapy (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
255	Ophthalmology (NDDH Outpatients)	Extremely Likely	Always very clear in what they say. Excellent communication.	Coffee machine in area possibly.	Male	46-55	White British	
256	Ophthalmology (NDDH Outpatients)	Extremely Likely	Excellent service.	No - all good.	Female	Over 65	White British	
257	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very good treatment.		Female	Over 65	White British	
258	Ophthalmology (NDDH Outpatients)	Extremely Likely	They have always been good and will fit people in as soon as they can. Are very nice.	No.	Female	56-65	White British	

259	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very good treatment, seen in good time - no long waiting times.		Male	46-55	White British	
260	Ophthalmology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
261	Ophthalmology (NDDH Outpatients)	Extremely Likely	It is a very friendly and helpful hospital that is working well with the fact it is very busy and there are people everywhere.		Male	46-55	White British	
262	Ophthalmology (NDDH Outpatients)	Extremely Likely	Staff very helpful.		Male	Over 65	White British	
263	Ophthalmology (NDDH Outpatients)	Likely	Having to wait some time for an appointment was a little annoying due to having other commitments and travelling a 50 mile trip.	Maybe less patients in a day so things run more smoothly and on time.	Male	Over 65	White British	
264	Ophthalmology (NDDH Outpatients)	Likely	V. courteous, friendly staff.		Male	36-45	White British	
265	Ophthalmology (NDDH Outpatients)	Likely	It is the only ophthalmic dept. in North Devon.		Male	Over 65	White British	
266	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Had my knee replaced by Mr V. He was excellent.	No.	Male	56-65	White British	
267	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Very friendly & helpful. My condition was fully explained with possible treatments fully explained.		Female	56-65	White British	
268	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Good advice, treatment aftercare received.	Car park full at mid-morning! Ended up parking down the hill - long walk back to hospital.	Female	46-55	White British	
269	Orthopaedic /	Extremely Likely	Quick, efficient, friendly		Male	56-65	White British	

	Trauma (NDDH Outpatients)		informative.					
270	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
271	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Quick response. Caring attitude. Efficient service. Excellent treatment. Successful surgery.	No because they seem to have it just right. Doing all they can in a friendly supportive manner.	Male	Over 65	White British	
272	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	The staff were very helpful and I didn't have to wait very long to be seen by the specialist.		Male	36-45	White British	
273	Orthopaedic / Trauma (NDDH Outpatients)	Extremely Likely	Everyone is very nice.	No.	Female	Over 65	White British	
274	Orthopaedic / Trauma (NDDH Outpatients)	Likely			Female	Over 65	White British	
275	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Very helpful staff in all aspects of treatment/care/appt.	N/A.	Female	46-55	White British	
276	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very approachable & professional staff. Lovely Dr - very helpful, informative.	No.	Female	56-65	White British	
277	Orthopaedics (NDDH Outpatients)	Extremely Likely	Everyone friendly & polite.	I was lucky but the parking was horrendous long queues.	Female	Over 65	White British	
278	Orthopaedics (NDDH Outpatients)	Extremely Likely	Treated with respect. Seen at appointment time. Very efficient care.		Male	56-65	White British	
279	Orthopaedics (NDDH Outpatients)	Extremely Likely	All very efficient, quick & well organised. Everything explained.	No!	Female	46-55	White British	

			Feeling very reassured.					
280	Orthopaedics (NDDH Outpatients)	Likely	Staff always helpful & considerate. Efforts made to accommodate my operation around existing holidays.		Female	56-65	White British	
281	Orthopaedics (NDDH Outpatients)	Likely	Nice hospital, friendly staff and provided urgently needed services.		Female	46-55	White British	
282	Orthopaedics (NDDH Outpatients)	Likely	Consultant Mr C. very nice, knowledgeable.		Female	56-65	White British	
283	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	OK service but not spectacular! Parking a nightmare - payment by credit card long overdue.		Female	Over 65	White British	
284	Orthoptist (NDDH Outpatients)	Extremely Likely	Kind, courteous staff. Appointment on time. I was able to ask lots of questions.		Female	46-55	White British	
285	Orthoptist (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
286	Phlebotomy Clinic (NDDH Outpatients)	Likely	Staff were very helpful but would be a lot easier & clearer if you collected ticket for blood queue from the reception desk. Save the confusion of where to sit etc.	Move the blood ticket machine to the reception desk. You end up asking reception staff anyway.	Female	26-35	White British	
287	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very good, friendly care.	None.	Female	46-55	White British	
288	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very pleased with everything.		Female	Over 65	White British	
289	Physiotherapy (NDDH Outpatients)	Extremely Likely	All very kind - friendly and very helpful.		Female	Over 65	White British	

290	Physiotherapy (NDDH Outpatients)	Extremely Likely	Because I have such a good relationship with physio T.G.		Female	56-65	White British	
291	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service!!		Female	46-55	White British	
292	Physiotherapy (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
293	Physiotherapy (NDDH Outpatients)	Extremely Likely	Helpful & patient, understanding.		Male	56-65	White British	
294	Physiotherapy (NDDH Outpatients)	Extremely Likely	Extremely helpful & informative, most pleasant.			Over 65	White British	
295	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
296	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very friendly, professional and reassuring. A.					
297	Physiotherapy (NDDH Outpatients)	Extremely Likely	Supportive practitioner, welcoming dept.	Some form of memory foam [illegible] over the 'face space' in the [illegible] bed.	Male	36-45	White British	
298	Physiotherapy (NDDH Outpatients)	Extremely Likely	The physiotherapist is extremely professional & confident in his approach & treats me with consideration.	Not really. The new dept. is great & the reception staff too.	Female	Over 65	White British	
299	Physiotherapy (NDDH Outpatients)	Extremely Likely	When I had my first physio after my new knee operation I was so pleased to be greeted by a young lady called C. She immediately put me at my ease. I was still in considerable pain but she was very patient kind and attentive. I	We used to have access to physio on the same level. It is a very long way with mobility problems from the main doors. I did find my way through the old door, past ophthalmology office and through an exit door but there were no signs from there.	Female	Over 65	White British	

			have now finished my treatment but I would like you to know that C. is a credit to your department. I am very pleased with my treatment. Thank you.					
300	Physiotherapy (NDDH Outpatients)	Extremely Likely	Great care. Thanks.	Please look at some additional padding for the 'head hole' in the physio beds.	Male	36-45	White British	
301	Physiotherapy (NDDH Outpatients)	Extremely Likely	They have helped me get active again.		Male	46-55	White British	
302	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very good. Listened to everything I had to say to help with my problem.		Female	36-45	White British	
303	Physiotherapy (NDDH Outpatients)	Extremely Likely	Seen on time. Treatment resolving issue. Staff all courteous.					
304	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very friendly, understanding staff. On time.		Female	26-35	White British	
305	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very friendly staff, very clean, all good.	No - not at this time.	Female	46-55	White British	
306	Physiotherapy (NDDH Outpatients)	Likely	Very helpful - treatment actually worked!		Female	Over 65	White British	
307	Physiotherapy (NDDH Outpatients)	Likely	I have ticked 'Likely' because there is nothing between 'Likely' to 'Extremely likely'. My physiotherapists are technically highly skilled and I do trust them. My posture improves and let it be like that. Always		Female	36-45	Other ethnic group	

			leave place happy.					
308	Physiotherapy (NDDH Outpatients)	Likely	Friendly staff, physiotherapist very helpful & kind.		Female	Over 65	White British	
309	Physiotherapy (NDDH Outpatients)	Likely	My appointments have never been on time, sometimes waiting an hour.	Try and keep to appointment times.	Female	36-45	White British	
310	Physiotherapy (NDDH Outpatients)	Neither Likely nor Unlikely			Male	46-55	White British	Do not publish
311	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Because visits been excellent.	None.	Male		White British	
312	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Good.		Female	Over 65	White British	
313	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Thoroughly professional & good waiting times. My operation was a complete success.	Everything is just right.	Male	Over 65	White British	
314	Plastic Surgery (NDDH Outpatients)	Likely	There was a wait but nurse was charming & kept me informed of how long it would be before I was seen - wait of 50 minutes.	Something needs to be done about parking - queues out into main road. Ambulances not able to get in! Very stressful when people are already stressed & anxious. Make car park bigger (go into green areas) & get rid of those barriers!!	Female	56-65	White British	
315	Radiology - CT scan	Extremely Likely	Prompt, courteous and efficient service. Staff very reassuring and supportive - from receptionist to service operative. Standard of cleanliness good.		Female	56-65	White British	
316	Radiology - CT scan	Extremely Likely	The staff were friendly.		Female	36-45	White British	

317	Radiology - CT scan	Extremely Likely	Staff are always very patient and take the time to explain procedures.		Female	Over 65	White British	
318	Radiology - CT scan	Extremely Likely	Excellent treatment throughout. Staff very friendly and efficient. Thank you.	I could not improve on the service I received today.	Female	Over 65	White British	
319	Radiology - CT scan	Extremely Likely	Best in the west. Friendly, caring people. Barnstaple hospital is the best in the south-west.	Don't change nothing.	Male	56-65	White British	
320	Radiology - CT scan	Extremely Likely			Female	Over 65	White British	Do not publish
321	Radiology - CT scan	Extremely Likely	If you have a problem, it needs sorting so where else are you supposed to go? Staff very pleasant.	Satisfied with service.	Male	56-65	White British	
322	Radiology - CT scan	Extremely Likely	Very helpful and kind.		Female	46-55	White British	
323	Radiology - CT scan	Extremely Likely	Caring staff and very helpful.		Male	Over 65	White British	
324	Radiology - CT scan	Extremely Likely	Excellent staff.	No.	Female	56-65	White British	
325	Radiology - CT scan	Extremely Likely	Excellent treatment.	Nil needed.	Female	Over 65	White British	
326	Radiology - CT scan	Extremely Likely	All were very helpful and polite.		Female	Over 65	White British	
327	Radiology - CT scan	Extremely Likely	Good service & friendly.			56-65	White British	
328	Radiology - CT scan	Extremely Likely	Very friendly staff, put at ease, very informative.	No.	Female	Over 65	White British	
329	Radiology - CT scan	Extremely Likely	Very punctual, very polite, kind, efficient service.	So good, can't think of anything. Thank you very much.		56-65	White British	
330	Radiology - CT scan	Extremely Likely	I was treated very kindly & sympathetically. The cannula insertion into my arm was done painlessly & expertly.	It is already 110% fit for purpose. Mr M.	Male	Over 65	White British	

331	Radiology - CT scan	Extremely Likely	Perfect, on time & treated very well by all staff.	Perfect already.		56-65	White British	
332	Radiology - CT scan	Extremely Likely	Very good service.	No.	Male	Over 65	White British	
333	Radiology - CT scan	Extremely Likely	Never been dealt with so speedily in past, now no [illegible] required!		Male	Over 65	White British	
334	Radiology - CT scan	Likely			Male	Over 65	White British	Do not publish
335	Radiology - CT scan	Likely	The staff very friendly and explained everything to me. Unfortunately it took three attempts to put the needle in my arm.		Male	Over 65	White British	
336	Radiology - CT scan	Likely	Excellent care.		Male	56-65	White British	
337	Radiology - CT scan	Likely			Male	Over 65	White British	
338	Radiology - Mammogram	Extremely Likely	Excellent service throughout.					
339	Radiology - MRI scan	Extremely Likely	Prompt service. Kind staff. Clean environment.	Nil.	Female	16-25	White British	
340	Radiology - MRI scan	Extremely Likely	Very reassuring staff, explained everything I needed to know. Couldn't fault the level of care & efficiency.	No.	Male	46-55	White British	
341	Radiology - MRI scan	Extremely Likely	All the staff work very well here and with a smile. We need to keep all our departments & wards in hospital. It's a growing town Barnstaple - let's keep our hospital.	Keep it all here in Barnstaple.	Male	46-55	White British	
342	Radiology - MRI scan	Extremely Likely	Staff.		Male	56-65	White British	
343	Radiology -	Neither Likely nor	Nurses too busy chatting	Put patients first.	Female	16-25	White British	

	Ultrasound	Unlikely	at reception desk.					
344	Radiology - Ultrasound	Not entered			Female	56-65	White British	Do not publish
345	Radiology - X-ray	Extremely Likely	Live locally.	Need more staff to keep waiting times down.	Female	56-65	White British	
346	Radiology - X-ray	Extremely Likely	Nowhere else to go.	Increase size of department.	Female	Over 65	White British	
347	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
348	Radiology - X-ray	Extremely Likely	I always find the staff extremely kind.	No.	Female	56-65	White British	
349	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
350	Radiology - X-ray	Extremely Likely	Friendly staff.		Female	Over 65	White British	
351	Radiology - X-ray	Extremely Likely	My visit was extremely professional, caring and orderly. Did not wait too long. Everything clean & tidy. The system was very good.	No! It's already good!	Female	56-65	White British	
352	Radiology - X-ray	Extremely Likely	Because our hospital is very good, has done a lot of caring for myself & family members. Our hospital is extremely necessary to our area, saving lives and delivering babies and antenatal care.	Yes, more money from government for a very necessary hospital.	Female	Over 65	White British	
353	Radiology - X-ray	Extremely Likely			Female	46-55	White British	
354	Radiology - X-ray	Extremely Likely	Very satisfied with everything.			Over 65	White British	
355	Radiology - X-ray	Extremely Likely	Quick service.	No.	Female	Over 65	White British	
356	Radiology - X-ray	Extremely Likely	Good reception, happy staff.		Female	Over 65	White British	
357	Radiology - X-ray	Extremely Likely	Helpfulness, friendliness.					

			Clean & tidy.					
358	Radiology - X-ray	Extremely Likely			Male	Over 65	Other ethnic group	
359	Radiology - X-ray	Extremely Likely	Friendly staff, short waiting time, clean waiting room, play facilities for children.		Female	26-35	White British	
360	Radiology - X-ray	Extremely Likely	Prompt appointment & friendly staff.		Female	46-55	White British	
361	Radiology - X-ray	Extremely Likely			Female	36-45	White British	
362	Radiology - X-ray	Likely	Dealt with politely. All explained well. No problems.	Keeping people informed throughout, waiting times etc. X-ray was [illegible] but I had not been told exactly what the x-rays were.	Female	56-65	White British	
363	Radiology - X-ray	Likely	Providing a friendly and necessary service.		Female	46-55	White British	
364	Radiology - X-ray	Likely	I was very impressed with the friendliness and the way everything was explained but things seem to be taking a while since the doctor told me it was urgent.	Quicker appointment.		56-65	White British	
365	Radiology - X-ray	Likely	Great staff at x-ray work tirelessly to make a smooth quick timescale to wait and be seen.		Female		White British	
366	Radiology - X-ray	Likely	The staff were friendly. The waiting time was not displayed which would be good idea as could of gone for a coffee.	On a previous visit to the x-ray department I was sent for an x-ray by a consultant from a clinic in the hospital at 10am. There was 1hr 45mins waiting time so the	Female	46-55	White British	

				consultant had gone to lunch. Would be better organised for patients if were notified.				
367	Radiology - X-ray	Likely			Female	56-65	White British	
368	Radiology - X-ray	Likely	Polite, friendly staff, but very professional - explained everything clearly beforehand. Don't have to wait long to be seen.	More information e.g. leaflets about whichever procedure is being done.	Female	36-45	White British	
369	Radiology - X-ray	Likely	The waiting time is always longer than your actual appointment which is not great, especially for kids or if you have got to bring your kids with you.	Waiting time.		26-35	White British	
370	Radiology - X-ray	Don't Know			Female	Over 65	White British	
371	Radiology - X-ray	Not entered	What choice do you have?	Run on time.	Male	56-65	White British	
372	Radiology - X-ray	Not entered	Doctor's report.	X-ray dept. 2 hour wait awful.	Male	56-65		
373	Radiology (NDDH Outpatients)	Likely	Very friendly and professional staff. Good communication - answered the questions I had. Thank you!		Female	36-45	White British	
374	Respiratory (NDDH Outpatients)	Extremely Likely	All staff very helpful & patient.	More car parking spaces would be useful.	Female	Over 65	White British	
375	Respiratory (NDDH Outpatients)	Extremely Likely	20mins extra to wait but information was given about this.	No.	Female	Over 65	White British	
376	Respiratory (NDDH Outpatients)	Extremely Likely	I always recommend this hospital. It should be enlarged not reduced as	Brilliant.	Male	Over 65	White British	

			is planned.					
377	Respiratory (NDDH Outpatients)	Extremely Likely	Well looked after.		Male	Over 65	White British	
378	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent patient care.	Don't send the wrong appointment letter!!	Female	Over 65	White British	
379	Respiratory (NDDH Outpatients)	Extremely Likely	Always treated with respect and a pleasant environment.	No.	Female	Over 65	White British	
380	Respiratory (NDDH Outpatients)	Extremely Likely	Quick, efficient.	It would help if the receptionist was more friendly.	Female	Over 65	White British	
381	Respiratory (NDDH Outpatients)	Extremely Likely	Very helpful having been told only 2 months to live.		Male	Over 65	White British	
382	Respiratory (NDDH Outpatients)	Extremely Likely	My experience has always been of a high [illegible] from friendly and expert people.	Car parking is a problem you are no doubt aware of. My wife has a blue badge and disabled parking is very, very difficult to find.	Male	Over 65	White British	
383	Respiratory (NDDH Outpatients)	Extremely Likely	As a member of the NHS I would recommend but I have also had a few issues with apts. & clinics. The desk is too busy, conversations with colleagues and left waiting - not very confidential, name, address.	Confusion at reception appt. to confirm if needing x-ray / test before appt.	Female	46-55	White British	
384	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent service, pleasant staff.	Nil.		Over 65	White British	
385	Respiratory (NDDH Outpatients)	Unlikely	Having had many problems at this hospital, I feel quite let down by the general	Receptionist can be rude at times, this should be addressed.	Male	56-65	White British	

			care & of the consultants - don't seem to carry out further tests to actually determine what the problem/illness is!					
386	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Caring and compassionate service in our local community.	Don't move it away from Barnstaple.	Female	46-55	White British	
387	Rheumatology (NDDH Outpatients)	Extremely Likely	Always feel I'm looked after. They see everything thorough.	None.	Female	16-25	White British	
388	Rheumatology (NDDH Outpatients)	Extremely Likely	I have always found the department at Barnstaple hospital very helpful.	The car park was difficult. I was fortunate that my partner drove me. The outpatients service was great because of my treatment. I needed the car close by.	Female	36-45	White British	
389	Rheumatology (NDDH Outpatients)	Extremely Likely	All round service.		Female	Over 65	White British	
390	Rheumatology (NDDH Outpatients)	Extremely Likely	I have always been looked after and had the help and support from the doctors and nurses.		Female	36-45	White British	
391	Rheumatology (NDDH Outpatients)	Extremely Likely	Efficient department. Caring health care team. Good communication and good help line service.		Female	Over 65	White British	
392	Rheumatology (NDDH Outpatients)	Extremely Likely	I have always received excellent care and help in this hospital.	No.	Male	Over 65	White British	
393	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr K. is very thorough and easy to talk to. Patient consulting time is very limited but Dr K.	N/A.	Female	56-65	White British	

			answers all questions & asks all his questions, making seeing him a well worth appointment.					
394	Rheumatology (NDDH Outpatients)	Extremely Likely	Always been looked after really well. Nothing is too much trouble. Dr service is great but appointments could be made sooner as have to wait so long.		Female	56-65	White British	
395	Rheumatology (NDDH Outpatients)	Extremely Likely	Everyone very nice, helpful, informative. Pleasant environment to wait in.	Perhaps an approx. waiting time. A clock somewhere in waiting room.	Female	46-55	White British	
396	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	56-65	Asian / Asian British	Do not publish
397	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff very nice. Very professional.	No.	Female	56-65	White British	
398	Rheumatology (NDDH Outpatients)	Extremely Likely				36-45	White British	
399	Rheumatology (NDDH Outpatients)	Extremely Likely	Happy with treatment. All nurses very good.	Please do not close our hospital.	Male	Over 65	White British	
400	Rheumatology (NDDH Outpatients)	Extremely Likely	Quick service. Seen on time. Comfortable waiting area. Calm atmosphere.		Male	Over 65	White British	
401	Rheumatology (NDDH Outpatients)	Likely		A more accurate estimate of how late the appointments are running.	Female	Over 65	White British	
402	Rheumatology (NDDH Outpatients)	Likely			Male	36-45	White British	Do not publish
403	Rheumatology (NDDH Outpatients)	Likely		Less waiting time.	Male	56-65	White British	
404	Rheumatology (NDDH Outpatients)	Neither Likely nor Unlikely	See a different person every time. Struggled	See same consultant! Treated for pain!	Female	26-35	White British	

			with pain for years - never given enough help at 15 years old. I was fobbed off to come back when starting a family at 27 years - nothing's changed just pain increased.					
405	Stroke Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and professional approach. Would be terrible for us if the stroke services moved to Exeter.		Female	Over 65	White British	
406	Stroke Clinic (NDDH Outpatients)	Likely	It is a valuable service in the area.		Male	56-65	White British	
407	Surgical Emergency (NDDH Outpatients)	Extremely Likely	Always greeted with friendly, smiley staff even when busy, clean uniforms and times on board if surgery running late.		Female	36-45	White British	
408	Surgical Emergency (NDDH Outpatients)	Extremely Likely	Everyone was so friendly and caring, explained everything that was going on and there was no unnecessary waiting around.		Female	56-65	White British	
409	Upper Limb Clinic (NDDH Outpatients)	Likely			Female	46-55	White British	
410	Urology (NDDH Outpatients)	Extremely Likely	Reception - helpful. Staff & Mr. K. - excellent and on time!	Car park a problem to find spaces.	Male	Over 65	White British	
411	Urology (NDDH Outpatients)	Extremely Likely	Efficient service, friendly staff.		Female	36-45	White British	
412	Urology (NDDH Outpatients)	Extremely Likely	Very pleasant staff, was well looked after.		Male	46-55	White British	

413	Urology (NDDH Outpatients)	Extremely Likely	The quality of care is exceptional. The medical and support teams are wonderful, supportive and well informed.		Female	56-65	White British	
414	Urology (NDDH Outpatients)	Extremely Likely	Appointments usually on or near time. Staff friendly & helpful.		Male	Over 65	White British	
415	Urology (NDDH Outpatients)	Extremely Likely	So far so very good.		Male	Over 65	White British	
416	Urology (NDDH Outpatients)	Extremely Likely	Friendly, caring, professional approach. Nothing seemed too much trouble.	I was worried that the telephone appointment (without a formal letter etc.) might leave my presence in the clinic unknown to the nurses. Fears were totally unfounded but the uncertainty was worrying for a while. It would have helped if the reception desks could have expected me.	Male	Over 65	White British	
417	Urology (NDDH Outpatients)	Extremely Likely	Staff & doctors all exceptional, couldn't have been better looked after & cared for.	Other than more doctors & nurses, the service can't be improved on.	Male	Over 65	White British	
418	Urology (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
419	Urology (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
420	Urology (NDDH Outpatients)	Extremely Likely	I find the service absolutely excellent.		Male	Over 65	White British	
421	Urology (NDDH Outpatients)	Extremely Likely	Very caring doctor. Good experience.	Yes. Leave it in Barnstaple.	Male	Over 65	White British	
422	Urology (NDDH Outpatients)	Extremely Likely	I've nothing but praise		Male	Over 65	White British	

	Outpatients)		for this dept. following this and several other visits in the last year.					
423	Urology (NDDH Outpatients)	Extremely Likely	All staff very caring, give time for each person & show interest. No rushing even though clinic was 30 minutes late. Department was organised & calm throughout my visit. This has always been the case on my 4 visits to the department.	No.	Female	56-65	White British	
424	Urology (NDDH Outpatients)	Extremely Likely	Good timing, friendly staff.		Male	Over 65	White British	
425	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
426	Urology (NDDH Outpatients)	Extremely Likely	Mr M. sympathetic & caring, polite & dedicated.	Car park needs improvement. Also, a lot of steps if having leg & ankle problems.	Male	Over 65	White British	
427	Urology (NDDH Outpatients)	Extremely Likely	Over the last 20 years I have spent much time and had much treatment from this hospital and I have always been very aware of the great skill & dedication of all the staff. There is a wonderful culture of kindness & concern here.	Stop the plans to change things. Keep our hospital.		Over 65		
428	Urology (NDDH Outpatients)	Extremely Likely	I consider the treatment and consultation I have been given to be of the	No. Just make sure you keep going.	Male	Over 65	White British	

			highest quality.					
429	Urology (NDDH Outpatients)	Likely			Male	46-55	White British	
430	Urology (NDDH Outpatients)	Likely	Usually late.	Be on time.	Male	Over 65	White British	
431	Urology (NDDH Outpatients)	Likely		Car parking.	Male		White British	
432	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	
433	Urology (NDDH Outpatients)	Likely	On time appointment. Staff excellent.	Very good.	Male	Over 65	White British	
434	Urology (NDDH Outpatients)	Likely	Could not get better service in Harley Street. Staff wonderful.					
435	Urology (NDDH Outpatients)	Neither Likely nor Unlikely	This is the local 'port of call' with any problem. Travel to Exeter or Taunton is a problem.	Very hard but keep to time.	Female	Over 65	White British	
436	Vascular (NDDH Outpatients)	Extremely Likely	Have always received excellent care & been well informed of any procedures to be done.		Female	Over 65	White British	
437	Vascular (NDDH Outpatients)	Extremely Likely	I have seen Mrs D. quite a few times, here & Bideford, & have had an operation on my leg here. I have always found all staff very helpful & can't praise Mrs D. enough for her help & kindness.		Female	Over 65	White British	

Qualitative Feedback - Nov-16 - 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)	Patient	Yes	They are kind and they help me.	Everything was ok with me.	Nothing.	Female	6-8	White British	
2	Audiology/ENT (NDDH Outpatients)	Patient	Yes	It was good.	Explained well, it didn't hurt.	No.	Male	9-11	White British	
3	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Helpful & [illegible].			Female	Under 6	White British	
4	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe				Female	Under 6	White British	
5	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very nice lady.		Not run so late.		Under 6	White British	
6	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Caring, smiling faces, helpful.	Service is really good.	Keep doing what you doing.		Under 6	Other ethnic group	
7	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Lovely staff.	Quick!	Nothing.	Female	Under 6	White British	
8	EEG / EMG	Parent/	Yes	Calm, reassuring	As before.			6-8	White	

	(NDDH Outpatients)	Guardian/ Carer		and professional.					British	
9	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	On time, friendly.	Everything.	Nothing.	Female	12-15	White British	
10	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	We were reassured throughout the appointment.	Everything was explained as we went along.		Female	Under 6	White British	
11	EEG / EMG (NDDH Outpatients)		Yes	Very caring & helpful.	Member of staff J.	Nothing.	Female	9-11	White British	
12	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Fantastic very friendly staff.	Staff amazing.	Nothing.	Female	Under 6	White British	
13	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	My daughter had EEG. J been fantastic, as always. My 3 sons had EEGs - all wonderful. Thank you.	Everything - J. was wonderful with my daughter.	Nothing - all amazing - t - you.	Female	Under 6	White British	
14	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Nice waiting area, pretty good timekeeping, nice staff.	As mentioned before.	A drinks machine. Less bright lighting - it upsets our little boy. A quiet area - lots people can stress him.	Male	Under 6	White British	
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because there is lots of toys to play with.	The toys.	Shorten waiting times.	Female	Under 6	White British	
16	Eye Clinic (NDDH Outpatients)	Patient	Yes	Everybody is friendly. I like the toys. Everybody is nice.	The orthoptist - he was friendly and kind.	More older girl toys.	Female	Under 6	White British	
17	Eye Clinic	Parent/	Yes		Very polite	More toy selection.		Under	White	

	(NDDH Outpatients)	Guardian/ Carer			staff. Waiting time good.			6	British	
18	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Child-friendly environment. Pleasant staff.	Toys for children. Lovely approach with my 3yr old by staff.	More parking! Bet we are not the first to mention this.	Female	Under 6	White British	
19	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Despite the waiting time. The staff were all very friendly and efficient.		Less waiting.		Under 6	White British	
20	Eye Clinic (NDDH Outpatients)	Patient	Yes	Because the doctors give you lots of care in their jobs.	It didn't take very long in the waiting room.	Made the appointments shorter.	Male	9-11	White British	
21	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always very patient and mindful that my daughter is very young. Staff have always explained everything fully to me.	Didn't have to wait too long.		Female	Under 6	White British	
22	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes		On time. Helpful staff.		Male	Under 6	White British	
23	Eye Clinic (NDDH Outpatients)	Patient	Yes	The lady was really kind.	The lady made the appointment fun.		Female	6-8	White British	
24	Eye Clinic (NDDH Outpatients)		Yes	Staff have been friendly. They have explained everything clearly.	Friendly, helpful, informative staff.	A shorter waiting time.	Male	6-8	White British	

25	Eye Clinic (NDDH Outpatients)	Patient	Maybe	It was busy. Everybody was nice to me.	Playing with the toys.		Male	Under 6	White British	
26	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Great children's play area for waiting. Nice staff. Good time waiting.	Play area, lovely for younger sibling waiting.		Female	6-8	White British	
27	Fracture Clinic (NDDH Outpatients)		Maybe	Patient - wasn't sure. Mum - well run.	Reception staff were great. Good children's facilities & we were seen pretty quickly. Kind & gentle with my daughter.	Visit last week. Felt very rushed and didn't feel like she truly listened to what I was saying. Advice was to carry on as normal.	Female	6-8	White British	
28	Fracture Clinic (NDDH Outpatients)	Patient	I don't know		Nothing.	Seen to me on time. Had to get back to school. Waited far too long!	Male	12-15	White British	
29	Maxillofacial (NDDH Outpatients)	Patient	Yes				Female	9-11	White British	
30	Maxillofacial (NDDH Outpatients)	Patient	Yes	Staff are all friendly.	They got the job done.		Male	12-15	White British	
31	Maxillofacial (NDDH Outpatients)	Patient	Yes	Made to feel welcome, reassured. Incredible staff.	Easy, smooth. Dr M. very nice.	A bit of a wait for short appointment.	Female	12-15	White British	
32	Maxillofacial (NDDH Outpatients)	Patient	Yes				Female	12-15	White British	Do not publish
33	Maxillofacial	Parent/	Yes	Dr was very	Dr & nurse very	Long wait with a 2	Male	Under	White	

	(NDDH Outpatients)	Guardian/ Carer		informative and carried out tongue tie 'snip' immediately as we had hoped.	friendly, provided place to feed & water for after.	week old baby.		6	British	
34	Radiology - Ultrasound		Yes	Very friendly with myself & son.			Male	Under 6	White British	
35	Radiology - Ultrasound		Yes	Seen quickly. Nice staff.			Male	Under 6	White British	
36	Radiology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	No issues on visit.	Friendly nurses. Good room temp.	N/A.	Female	Under 6	White British	