

Outpatients - North Devon District Hospital - 'Friends and Family Test' - Oct-15 to Mar-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 %
Oct-15	43	95.3	2.3	2.3
Nov-15	261	95.0	3.1	1.9
Dec-15	75	98.7	1.3	0.0
Jan-16	25	100.0	0.0	0.0
Feb-16	23	95.7	0.0	4.3
Mar-16	40	100.0	0.0	0.0

Qualitative Feedback - Oct-15 - 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	Cardio-Respiratory	Neither likely nor unlikely	Positive: Everyone on the staff was courteous, kind and friendly, which helped a lot to offset the long wait to see a doctor.	Yes: - Tell the patients when they arrive if the service is behind schedule & by how much (roughly) so that they can at least get a	Male	over 65	White British	No tick

			Negative - Waiting for well over an hour for a 10 minute consultation (with a very nice doctor), which could have been done by telephone or our local GP. With the journey time - 4.5hours!	cup of tea / coffee, and go to the toilet without stress!				
2	EEG / EMG	Extremely likely	Caring response from the staff.		Male	36-45	White British	No tick
3	EEG / EMG	Extremely likely	Staff very nice, and very helpful. Get treated with confidentiality, respect and dignity.	More information on the letter on where to go for an appointment.	Female	26-35	White British	No tick
4	EEG / EMG	Extremely likely	Polite, friendly. Service required.		Male	36-45	White British	No tick
5	EEG / EMG	Extremely likely	Both the technician & the clinic nurse were friendly & helpful & put me at ease.	No.	Female	56-65	White British	No tick
6	EEG / EMG	Extremely likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
7	EEG / EMG	Extremely likely	Staff extremely friendly. Put me at ease. Explained everything thoroughly.	Leaflet / booklet sent in post prior to procedure to explain.	Female	26-35	White British	No tick
8	EEG / EMG	Extremely likely	Very friendly & helpful.		Male	36-45	White British	No tick

9	EEG / EMG	Extremely likely	Staff friendly and professional!		Female	36-45	White British	No tick
10	EEG / EMG	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
11	EEG / EMG	Extremely likely	Nice, welcoming people.		Female	46-55	White British	No tick
12	EEG / EMG	Extremely likely	Excellent care. Clear explanation of procedure. Excellent secretarial support.		Female	46-55	White British	No tick
13	EEG / EMG	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
14	EEG / EMG	Extremely likely	Very friendly service.		Female	36-45	White British	No tick
15	EEG / EMG	Extremely likely	Because of the excellent service I received.	None.	Male	over 65	White British	No tick
16	EEG / EMG	Extremely likely	Lovely people & very helpful.		Female	26-35	White British	No tick
17	EEG / EMG	Extremely likely	Polite & pleasant staff. Extremely accommodating. Thank you.					No tick
18	EEG / EMG	Extremely likely			Female	46-55	White British	No tick
19	EEG / EMG	Extremely likely	Very quick, efficient service.		Male	46-55	White British	No tick
20	EEG / EMG	Extremely likely	Great service, very pleasant staff, quick waiting time.		Female	46-55	White British	No tick

21	EEG / EMG	Extremely likely	Fast service. Nice people.					No tick
22	EEG / EMG	Extremely likely	You are being talked and explain to what being done and it's reassuring.	No - well done to all.	Female	56-65	White British	No tick
23	EEG / EMG	Extremely likely			Female	over 65	White British	No tick
24	EEG / EMG	Extremely likely	Prompt, friendly, efficient dealt with.		Female	46-55	Mixed / Multiple ethnic groups	No tick
25	EEG / EMG	Extremely likely	Very professional. No waiting. V good with patient.		Female	56-65	White British	No tick
26	EEG / EMG	Extremely likely	On time. Very friendly & professional.	Improve the decor.		46-55	White British	No tick
27	EEG / EMG	Extremely likely	Courteous, punctual service.	Perhaps just a little more explanation during the procedure.	Male	46-55	White British	No tick
28	EEG / EMG	Likely			Female	26-35	White British	No tick
29	EEG / EMG	Likely						No tick
30	EEG / EMG	Likely			Female			I DO NOT wish my anonymised comments to be made public
31	Exmoor Unit	Extremely likely	Very friendly, efficient staff who put you at ease and explain things to you. Everyone I have come into contact with in this unit is a credit to		Female	over 65	White British	No tick

			the hospital.					
32	Fracture Clinic	Extremely likely	Very good service. Felt like I was talked to like a proper human being.	N/A.	Male	26-35	White British	No tick
33	General Medicine	Extremely likely	Friendly, helpful staff.	No, excellent service, well done!	Female	over 65	White British	No tick
34	Not Entered	Extremely likely	The technician apologised for running 10mins late. V. nice of him. Secretaries & staff always pleasant.		Female	over 65	White British	No tick
35	Not Entered	Extremely unlikely	40mins late with no-one in waiting room or no explanation on times being late!!!!					No tick
36	Physiotherapy	Extremely likely	I've had a wonderful 12 weeks. Looked after & treated very well. The staff are well above average, charming & caring. Happy to know them, all of them. I'm sad to leave today.	You're doing well.	Female	over 65	White British	No tick
37	Radiology / MRI	Extremely likely	Friendly, courteous staff. Pleasant experience.		Female	36-45	White British	No tick
38	Radiology / MRI	Extremely likely	J. when booking my appointment was extremely helpful. C. was excellent - provided me with lots of information &		Female	56-65	White British	No tick

			explained each step as we went along. All in an excellent experience. Thank you.					
39	Radiology / MRI	Extremely likely	My appointment was on time and everyone was very kind, pleasant & professional. To be thoroughly recommended if you need help.	Water machine or coffee / tea machine. There is no way I can think of the staff could improve - they're great.	Female	56-65	White British	No tick

Qualitative Feedback - Oct-15 - 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	Not Entered	Parent / guardian / carer	Yes				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
2	Not Entered		Yes	I didn't have to wait long and teenagers	I had never been to the dept. before	Explained that I needed to wait downstairs (I	Male	12-15	White British	No tick

				sometimes need braces!	and found it easy to find - and the staff helpful and explained everything to me.	have a memory problem and need, at times, to be told twice.				
3	Not Entered	Parent / guardian / carer	Yes	Quick appointment date, very helpful.				6-8	White British	No tick
4	Not Entered	Parent / guardian / carer	Yes	The lady was very kind + explained everything thoroughly.	Very prompt, on time + all explained.	Directions on which door.	Male	under 6	White British	No tick

Qualitative Feedback - Nov-15 - Adult FFT card responses

	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Audiology / ENT	Extremely likely	Very friendly.		Male	over 65	White British	No tick
2	Audiology / ENT	Extremely likely	Very friendly, made my 3yr old feel comfortable and not scared. No appointment delay.	No.			White British	No tick

3	Audiology / ENT	Extremely likely	All staff very professional but also kind & friendly. Thank you all so much.		Female	56-65	White British	No tick
4	Audiology / ENT	Extremely likely	Friendly staff. Nurse practitioner very experienced and puts you at ease.	Have had to phone in for appt. When 6 monthly. Would prefer letter.	Female	56-65	White British	No tick
5	Audiology / ENT	Extremely likely	Friendly. Helpful.					No tick
6	Audiology / ENT	Extremely likely	Very prompt service.					No tick
7	Audiology / ENT	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
8	Audiology / ENT	Extremely likely	Very helpful, friendly.		Female	56-65	White British	No tick
9	Audiology / ENT	Extremely likely	Very kind.	None whatever.	Male	over 65	White British	No tick
10	Audiology / ENT	Extremely likely	B. is really good with my son. Keeping his ears wax-free, always very pleasant and never have to wait too long.		Male		White British	No tick
11	Audiology / ENT	Extremely likely	Mrs S. really kind & helpful, also thorough.		Female	over 65	White British	No tick
12	Audiology / ENT	Extremely likely	I have always been seen promptly and have received excellent caring service and treatment.		Female	over 65	White British	No tick
13	Audiology / ENT	Extremely likely	Quality of the treatment that I received and the	No.		over 65	White British	No tick

			cheerfulness of the sister.					
14	Audiology / ENT	Extremely likely	I am always well looked after when I attend.	No.	Female	over 65	White British	No tick
15	Audiology / ENT	Extremely likely	Proficiency - courtesy - professionalism.	No.	Male	over 65	White British	No tick
16	Audiology / ENT	Extremely likely	Seen very quick, explained everything, overall a good job.		Male	36-45	White British	No tick
17	Audiology / ENT	Extremely likely			Male	56-65	White British	No tick
18	Audiology / ENT	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
19	Audiology / ENT	Likely	Doesn't find the actual procedure very nice but the nurse is always very gentle. Very good at what she has to do.					No tick
20	Audiology / ENT	Likely	Disappointed that she did not see consultant as specification letter.	Ensure people with learning disability continue to see the same consultant - consistency is a must.		26-35	White British	No tick
21	Audiology / ENT	Likely	Depends on individual who has problem & get referred by GP.	No.	Female	56-65	White British	No tick
22	Breast Clinic	Extremely likely	Efficiency, courtesy, kindness & pleasant smiling attitude from everyone. A worrying visit made	No, it is a great service.	Female	over 65	White British	No tick

			comfortable. Thank you.					
23	Cardiology	Extremely likely	Pleasant staff. Always reassuring.		Female	over 65	White British	No tick
24	Cardiology	Extremely likely				56-65	White British	No tick
25	Cardiology	Extremely likely	Since the necessity of me having to come to this fine hospital I have always found that all staff are very helpful, obliging and it is very warming to find joyous, helpful staff being polite and courteous and cheering up everybody's day. Happy Christmas to you all.	It is very difficult to suggest better ways that this service can be improved as everybody is already so helpful. In fact: FIRST CLASS.	Male	over 65	White British	No tick
26	Cardiology	Likely			Female	56-65	White British	No tick
27	Cardio-Respiratory	Extremely likely	Common sense - if GP refers it means they can't help anymore. After 2 years the consultant got my ailment under control. Life-changing!!	Bit irritated about the numbers of calls to remind me of appt. A text would be adequate.	Male	56-65	White British	No tick
28	Cardio-Respiratory	Extremely likely	I have always had first class service.	Keep up the good work.	Male	over 65	White British	No tick
29	Cardio-Respiratory	Extremely likely	Friendly, helpful and good with time.		Female	36-45	White British	No tick
30	Cardio-Respiratory	Extremely likely	Quick appointment after referral.		Female	over 65	White British	No tick

			Important to get these results to assess care.					
31	Cardio-Respiratory	Extremely likely	Staff helpful, pleasant, informative. Service quick & easy.	Not all directional signs are well-placed - too high / sideways on walls sometimes difficult to spot.	Female	over 65	White British	No tick
32	Cardio-Respiratory	Extremely likely	Good service & friendly.		Female	over 65	White British	No tick
33	Cardio-Respiratory	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
34	Cardio-Respiratory	Extremely likely	It all went smoothly.		Male	56-65	White British	No tick
35	Cardio-Respiratory	Likely	Very helpful.		Female	36-45	White British	No tick
36	Colorectal	Extremely likely	Appointment was on time. Everything good.	None.	Male	over 65	White British	No tick
37	Colorectal	Extremely likely	Periodic review.	Keep up the good work.	Male	over 65	White British	No tick
38	EEG / EMG	Extremely likely	I have had to have this done on several occasions now and every time the lady who does it is so kind. She explains every step and allows me to say stop if needed. She also answers all our questions.	The only problem is that there are not enough disabled parking spaces.	Male	46-55	White British	No tick
39	EEG / EMG	Extremely likely			Female	56-65	White British	No tick
40	EEG / EMG	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be

								made public
41	EEG / EMG	Extremely likely	Everyone excellent, thank you.	No. Very good.	Female	over 65	White British	No tick
42	EEG / EMG	Extremely likely	Friendly staff. Helpful, competent. That's it - brilliant.	Not really - but finding the way in was interesting. Helpful staff made it easy.	Male	over 65	White British	No tick
43	EEG / EMG	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
44	EEG / EMG	Extremely likely	May help to diagnose future problems earlier.	None.	Male	46-55	White British	No tick
45	EEG / EMG	Extremely likely	Very nice and friendly.					No tick
46	EEG / EMG	Extremely likely	A pleasant experience, strangely.		Male	over 65	White British	No tick
47	EEG / EMG	Extremely likely	Very polite. Thank you.		Female	26-35	White British	No tick
48	EEG / EMG	Extremely likely	Staff made you so relaxed and reassured and explained everything step by step.	Nothing.	Female	46-55	White British	No tick
49	EEG / EMG	Extremely likely	Doing as required & needed - promptly. Very caring - giving explanations - keeping to appointment times. No waiting!		Male	over 65	White British	No tick
50	EEG / EMG	Extremely likely			Male	56-65	White British	No tick
51	EEG / EMG	Extremely likely	The lady was very kind					No tick

			and thorough.					
52	EEG / EMG	Extremely likely	Friendly staff. Explanation of what was happening.	None.				No tick
53	Exmoor Unit	Likely	S., the Senior HCA, was fantastic. Competent, kind, helpful, reassuring, knowledgeable. VERY LOVELY.					No tick
54	Eye Clinic	Extremely likely		More staff, shorter waiting times between appointments. 6 months waiting list is far too long.	Male	over 65	White British	No tick
55	Eye Clinic	Extremely likely	Clean & tidy, very pleasant staff, waiting time could be better.	More consultants.	Female	over 65	White British	No tick
56	Eye Clinic	Extremely likely			Male	over 65	White British	No tick
57	Eye Clinic	Extremely likely	I had a warm greeting from the receptionist & I was seen quite quickly considering it was very busy.		Female	26-35	White British	No tick
58	Eye Clinic	Extremely likely	All staff + doctors are extremely friendly and reassuring. Desk staff very polite + helpful as well.		Female	36-45	White British	No tick
59	Eye Clinic	Extremely likely	Very prompt & friendly.		Female		Black / African / Caribbean / Black British	No tick

60	Eye Clinic	Extremely likely			Female	over 65	White British	No tick
61	Eye Clinic	Extremely likely	Good care and attention to detail.	Good as it is.	Male	over 65	White British	No tick
62	Eye Clinic	Extremely likely	Very good treatment all round.		Female	over 65	White British	No tick
63	Eye Clinic	Extremely likely	This clinic have been wonderful and spent time with me explaining my problem. At one point had to attend as an emergency and they were great as I was very frightened in what was happening to my eye.	No.	Female	over 65	White British	No tick
64	Eye Clinic	Extremely likely	Good service.	Much clearer, louder announcements, difficult to hear name called / background noise.	Male	over 65	White British	No tick
65	Eye Clinic	Extremely likely	Attending clinic as private patient.		Male		White British	No tick
66	Eye Clinic	Likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
67	Eye Clinic	Neither likely nor unlikely	I don't understand why everybody arrives around the same time & then just sit and wait and wait. I have attended this clinic	It would be helpful to know what the delay is. Told today by a HCA that the doctors were 1/2hour late in starting. Appreciate they are all	Female	56-65	White British	No tick

			yearly for 7 years and its always been the same. My appointment 9.10am this morning - still here at 10.30am. Why?	busy but helpful to know what's going on.				
68	Eye Clinic	Unlikely	Extremely busy and a long wait, but what options do we have?	An appointment was booked for me last week but the letter arrived after the appointment. There were no appointments available when I was at the hospital as the doctors were taking time off and there was no cover.	Female	over 65	White British	No tick
69	Eye Clinic	Unlikely	Unfriendly reception staff, not helpful on phone. Cramped seating area, stuffy. Lighting not helpful for eye clinic. Too busy, kept waiting, appointments behind schedule. System of directing patients not helpful.	Change lighting. Train reception staff to be 'human'. Expand services to reduce waiting times.	Female	56-65	White British	No tick
70	Eye Clinic	Extremely unlikely	Appointment time 1.15pm, arrived 1.10pm, eye test 1.30pm, then told to	More staff, more information about delay times. Treat us like people, not	Female	56-65	White British	No tick

			wait for doctor. Called in at 2.45pm. No information about delay times, just left to sit and wait. I have a job to get back to!	commodities.				
71	Eye Clinic	Not entered		Keep appointment times - appointment was 9.05am - told to be here 30mins before and was seen at 9.43pm to have preparatory drops BEFORE appt. time!!!	Male	over 65	White British	No tick
72	Eye Clinic	Not entered		On a previous appt. @ eye clinic I observed an elderly gentleman being brought to clinic by porter. I think patient was inpatient as he was in wheelchair & hospital gown. Gown was slipping from shoulders & he had no slippers. Porter did not communicate with him at all & after said gentleman was booked in he was just left alone with no comment from porter or staff. This was dreadfully undignified. I spoke to reception asking for his gown to				No tick

				be brought over shoulders and requested a blanket for him as he looked cold. Staff said that they had no blanket & that the porters generally left patients without comment. A nurse eventually got blanket & slippers for the elderly patient. When the doctor called for him, the patient had to say that he could not walk & required help. He was taken into consult room by nurse.				
73	Fracture Clinic	Extremely likely	Having frequent visits. I find staff helpful & friendly.		Female	over 65	White British	No tick
74	Fracture Clinic	Extremely likely			Male	46-55	White British	No tick
75	Fracture Clinic	Extremely likely	Numerous visits, always good service.		Female	26-35	White British	No tick
76	Fracture Clinic	Extremely likely	Extremely professional and first class care.	No.	Male	46-55	White British	No tick
77	Fracture Clinic	Extremely likely	The thoroughness and attention to my injury were fantastic!!! The staff were amazing and very thoughtful.	Nope.	Male	26-35	White British	No tick
78	Fracture Clinic	Extremely likely	Excellent treatment.	No. Very good.	Female	over 65	White British	No tick

79	Fracture Clinic	Extremely likely	Good service. Thanks.		Male	over 65	White British	No tick
80	Fracture Clinic	Extremely likely			Female	over 65	White British	No tick
81	Fracture Clinic	Extremely likely	Very good service.	No.	Male	16-25	White British	No tick
82	Fracture Clinic	Extremely likely	G. & H. were extremely helpful & friendly. Great service.		Male	46-55	White British	No tick
83	Fracture Clinic	Extremely likely	Friendly and compassionate, efficient.		Male	46-55	White British	No tick
84	Fracture Clinic	Extremely likely	5-star service.			56-65	White British	No tick
85	Fracture Clinic	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
86	Fracture Clinic	Extremely likely						No tick
87	Fracture Clinic	Extremely likely	It's been a very bad 2 months with broken toes but the staff have been amazing. Nothing has been too much trouble. Many thanks.		Female	36-45	White British	No tick
88	Fracture Clinic	Extremely likely	Lovely staff.			26-35	White British	No tick
89	Fracture Clinic	Extremely likely	D. + E., the HCAs, were kind, caring and very efficient. They made my visit almost pleasurable. Thank you girls x.					No tick
90	Fracture Clinic	Extremely likely	The care & the manner of the staff. Seen very quickly.		Female	over 65	White British	No tick

			Very efficient.					
91	General Medicine	Extremely likely	Prompt, on time, efficient clinic - had to wait 25mins to date for scan.		Female	over 65	White British	No tick
92	General Surgery	Extremely likely		Appointments sent by post arrive too late to attend. They should not arrive on the day of the appointment.	Female	56-65	White British	No tick
93	Gynaecology	Extremely likely	Excellent service.		Female	16-25	White British	No tick
94	Gynaecology	Extremely likely			Female	over 65	White British	No tick
95	Gynaecology	Extremely likely	Staff very professional and friendly. Had to wait a little longer but these things sometimes are inevitable.		Female	26-35	White British	No tick
96	Gynaecology	Extremely likely	I have always found them efficient and friendly. It is a very long drive to any other hospital.		Female	over 65	White British	No tick
97	Gynaecology	Not entered			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
98	Haematology	Extremely likely	New, modern department, efficient and friendly staff.		Male	46-55	White British	No tick
99	Maxillofacial	Extremely likely	Very helpful.		Female	46-55	White British	No tick
100	Maxillofacial	Extremely likely			Female	over 65	White British	No tick

101	Maxillofacial	Extremely likely	Efficient / friendly.			46-55	White British	No tick
102	Maxillofacial	Extremely likely						No tick
103	Maxillofacial	Extremely likely	No.					No tick
104	Maxillofacial	Extremely likely	Mr M. & Ms M. (& dental assistants) are brilliant (on-going).	Reception staff.	Female	46-55	White British	No tick
105	Maxillofacial	Extremely likely	So helpful & everyone so kind & patient.		Female	36-45	White British	No tick
106	Maxillofacial	Extremely likely			Female	46-55	White British	No tick
107	Maxillofacial	Extremely likely	Quick service & gentle.		Male	56-65	White British	No tick
108	Maxillofacial	Extremely likely	Staff are always helpful + communicate well with patients.		Female	16-25	White British	No tick
109	Maxillofacial	Extremely likely	Professional and caring.		Male	26-35	White British	No tick
110	Maxillofacial	Extremely likely	Everyone friendly and professional.		Male	36-45	White British	No tick
111	Maxillofacial	Extremely likely	Always very efficient, kind & explained everything to us.	Making appointments before leaving to save postage & then sending text reminder before appointment.	Female	36-45	White British	No tick
112	Maxillofacial	Extremely likely			Female	56-65	White British	No tick
113	Maxillofacial	Extremely likely	Friendly approach, explained procedure in lay terms. Explained options.		Male	56-65	White British	No tick
114	Maxillofacial	Extremely likely	Very good care.		Male	16-25	White British	No tick
115	Maxillofacial	Extremely likely	Doctor and nurses very friendly and calming.	None.	Female	46-55	White British	No tick

116	Maxillofacial	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
117	Maxillofacial	Extremely likely	Everyone very helpful & polite.	Water dispenser for drinks.	Female	over 65	White British	No tick
118	Maxillofacial	Extremely likely	Really helpful & friendly staff.		Female	46-55	White British	No tick
119	Maxillofacial	Extremely likely	Efficient, friendly, convenient, local + very informative!		Female	16-25	White British	No tick
120	Maxillofacial	Extremely likely	Very friendly, helpful & explained everything.		Male		White British	No tick
121	Maxillofacial	Extremely likely			Male	46-55	White British	No tick
122	Maxillofacial	Extremely likely	I feel that the support I have received from the team has been extremely reassuring and would be a key factor as to why I'd recommend the department to others. The staff are friendly and the treatment I've received has been very professional and successful. Thank you.	The waiting room is always very hot so perhaps air con.	Female	16-25	Mixed / Multiple ethnic groups	No tick
123	Maxillofacial	Extremely likely	Efficient and pleasant service.		Female	56-65	White British	No tick
124	Maxillofacial	Extremely likely			Female	56-65	White British	No tick
125	Maxillofacial	Extremely likely			Female	36-45	White British	No tick

126	Maxillofacial	Extremely likely	Excellent, helpful service.					No tick
127	Maxillofacial	Extremely likely	Saw quickly. Explained well.			over 65	White British	No tick
128	Maxillofacial	Extremely likely	I was satisfied with the treatment and it's the nearest to home.	No, everything was fine and the procedure and follow-up clearly explained.	Female	56-65	White British	No tick
129	Maxillofacial	Extremely likely						No tick
130	Maxillofacial	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
131	Maxillofacial	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
132	Maxillofacial	Extremely likely			Female	16-25	White British	No tick
133	Maxillofacial	Extremely likely	My appointment was on-time & the nurse & dentist were very helpful.		Female	over 65	White British	No tick
134	Maxillofacial	Extremely likely	Very good care + lovely staff.	More direct number to get through for emergency appts.	Female	36-45	White British	No tick
135	Maxillofacial	Extremely likely	Always had a very good experience and always very informative information given.	No, all good!	Female	16-25	White British	No tick
136	Maxillofacial	Extremely likely	Lovely calm atmosphere. Nice	None.	Male	36-45	White British	No tick

			staff. Prompt.					
137	Maxillofacial	Extremely likely	Very kind, polite and helpful.		Female	36-45	White British	No tick
138	Maxillofacial	Extremely likely			Male	over 65	White British	No tick
139	Maxillofacial	Extremely likely	Everyone is very kind and helpful.	No.	Female	46-55	White British	No tick
140	Maxillofacial	Extremely likely	Everyone has been so kind.					No tick
141	Maxillofacial	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
142	Maxillofacial	Extremely likely	Very helpful and working to time.		Male	over 65	White British	No tick
143	Maxillofacial	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
144	Maxillofacial	Extremely likely	Good service.		Female	26-35	White British	No tick
145	Maxillofacial	Likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
146	Maxillofacial	Likely	My daughter is having braces fitted.		Female		White British	No tick
147	Maxillofacial	Likely			Female		White British	No tick
148	Maxillofacial	Likely	Quick bookings.		Male	36-45	White British	No tick
149	Maxillofacial	Likely	Very informative.		Female	36-45	White British	No tick
150	Maxillofacial	Likely	Staff friendly, helpful + caring.		Male	26-35	White British	No tick
151	Maxillofacial	Likely	At this hospital we are always looked after	T.V. in reception area. (Dental).	Male	over 65	White British	No tick

			well with friendly, helpful staff. Today was no different in an efficient manner.					
152	Maxillofacial	Likely	Pleased with results.		Male	16-25	White British	No tick
153	Maxillofacial	Likely	Always been helpful.		Male	26-35	White British	No tick
154	Maxillofacial	Likely						No tick
155	Maxillofacial	Likely	Good service, friendly and helpful staff. Close to home.	Wi-fi.	Female	16-25	White British	No tick
156	Maxillofacial	Likely				46-55	White British	No tick
157	Maxillofacial	Likely	All fine. Bit of a long wait - 1/2hr.	Very friendly staff. Enjoyed watching them going in and out of doors - lots of door-banging.	Female	46-55	White British	No tick
158	Maxillofacial	Likely	When phoning up, the receptionist was very helpful and E.S., the doctor, I saw was also very efficient and thorough.		Female	56-65	White British	No tick
159	Maxillofacial	Likely	Easy understanding.	Pretty good.	Male	46-55	White British	No tick
160	Maxillofacial	Likely	Very friendly staff and very apologetic for waiting time.					No tick
161	Maxillofacial	Likely	Very polite and made to feel at ease.		Female	36-45	White British	No tick
162	Maxillofacial	Neither likely nor unlikely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public

163	Maxillofacial	Neither likely nor unlikely			Male	36-45	White British	No tick
164	Maxillofacial	Not entered	Slightly patronised + not made to feel at ease!!		Female	36-45	White British	No tick
165	Neurology	Extremely likely	Fantastic service.		Male	46-55	White British	No tick
166	Not Entered	Extremely likely	The disabled car park is a nightmare. On my last visit no-one would help pushing me in chair in the hospital - complete strangers helped. Why not employ people to assist disabled people? The attitude of staff porters in reception is 'it's not my job'.	Get someone to show some compassion - in waiting room - older people need to be treated as if they are human.		over 65	White British	No tick
167	Not Entered	Extremely likely	Always extremely happy with service at NDDH.		Male	46-55	White British	No tick
168	Not Entered	Extremely likely	Extremely professional & sympathetic.		Male	over 65	White British	No tick
169	Not Entered	Extremely likely	Dr K. - he listens & cares. Blood pressure nurse was very cool & off. I tried to chat & she couldn't get me out fast enough.					No tick
170	Not Entered	Extremely likely	Excellent all-round, great surroundings & very informative,	Not at all - excellent.	Male	over 65	White British	No tick

			thank you.					
171	Not Entered	Extremely likely		Excellent service, very kind and caring staff.	Male	over 65	White British	No tick
172	Not Entered	Extremely likely	Really simple experience, no waiting around with my 5year old son - efficient service and great response and friendly attitudes from staff - excellent.					No tick
173	Not Entered	Extremely likely		The length of wait in clinic.	Male	over 65	White British	No tick
174	Not Entered	Extremely likely						No tick
175	Not Entered	Extremely likely	Very quickly seen.		Female	over 65	White British	No tick
176	Not Entered	Extremely likely			Female	36-45	White British	No tick
177	Not Entered	Extremely likely	Very friendly people.		Male	36-45	White British	No tick
178	Not Entered	Extremely likely	We have used the outpatients on a number of occasions and have always had a good experience.	None.	Male	56-65	White British	No tick
179	Not Entered	Extremely likely			Male	over 65	White British	No tick
180	Not Entered	Extremely likely	Good service.	No.	Male	over 65	White British	No tick
181	Not Entered	Extremely likely	The main reason is they are so kind and helpful at all times - they do not hurry you.		Female	over 65	White British	No tick
182	Not Entered	Extremely likely	Superb treatment.		Male	over 65	White British	No tick
183	Not Entered	Extremely likely	Very professional.					No tick
184	Not Entered	Extremely likely			Female	over 65	White British	I DO NOT wish

								my anonymised comments to be made public
185	Not Entered	Extremely likely	Excellent care, friendly staff, good luck.					No tick
186	Not Entered	Extremely likely						No tick
187	Not Entered	Extremely likely	All very helpful.		Male	56-65	White British	No tick
188	Not Entered	Likely	Good service.		Male	over 65	White British	No tick
189	Not Entered	Likely			Male	16-25	White British	No tick
190	Not Entered	Likely	Everyone is different.		Male	16-25	White British	No tick
191	Not Entered	Likely	Fast, efficient, helpful & friendly in neurology. Doctor extremely helpful & informative. X-ray department slow.		Male	46-55	White British	No tick
192	Not Entered	Likely	Helpful + kind staff.	Sort out appointments system.	Female	over 65	White British	No tick
193	Not Entered	Neither likely nor unlikely	(1) Pre-procedure / OPA. (2) Filling out form as there is a backlog of people to be seen completed pre-procedure.	(1) Car parking facilities. (2) Send out the correct letters pre-appointment.	Female	56-65	White British	No tick
194	Not Entered	Unlikely	I've been waiting for over an hour and I still have at least half an hour left to wait.		Male	16-25	White British	No tick
195	Orthopadics	Extremely likely	Good experience throughout.		Male	56-65	White British	No tick
196	Orthopadics	Extremely likely			Male	26-35	White British	No tick

197	Orthopadics	Unlikely	Waiting times are really long and it's so hot in the waiting room.		Female	56-65	White British	No tick
198	Orthopaedic / Trauma	Extremely likely	Fantastic service, very caring staff.	Just keep it up!!	Male	26-35	White British	No tick
199	Orthopaedic / Trauma	Extremely likely	Staff very helpful. Every treatment explained clearly.		Female	over 65	White British	No tick
200	Orthopaedic / Trauma	Extremely likely	I am treated with respect, courtesy, & skilful understanding.		Female	over 65	White British	No tick
201	Orthopaedic / Trauma	Extremely likely			Male	over 65	White British	No tick
202	Orthopaedic / Trauma	Likely	Great communication from all staff.	None.	Male	26-35	White British	No tick
203	Orthopaedic / Trauma	Likely			Female	46-55	White British	No tick
204	Orthopaedic / Trauma	Likely			Male	46-55	White British	No tick
205	Orthopaedic / Trauma	Unlikely	Had to wait well over an hour and a half just to be seen! Can't say it was every doctor running late though.	Make sure the doctors are on time.	Female	16-25	White British	No tick
206	Orthopaedic / Trauma	Extremely unlikely	Appointment 1hr 20mins late.		Female	over 65	White British	No tick
207	Pathology	Likely	Very friendly & helpful staff.	Ticket dispenser could be kept at reception to make it more accessible. A digital display of due ticket numbers and estimated	Female	26-35	Asian / Asian British	No tick

				waiting time, so patients can catch up with other things if needed.				
208	Phlebotomy Clinic	Extremely likely	Efficient & friendly.		Male	over 65	White British	No tick
209	Phlebotomy Clinic	Extremely likely	Very attentive, helpful, quick service.		Female	56-65	White British	No tick
210	Phlebotomy Clinic	Extremely likely	Support of NHS hospitals.	More money for the NHS.		56-65	White British	No tick
211	Phlebotomy Clinic	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
212	Phlebotomy Clinic	Extremely unlikely	Phlebotomy is meant to start at 9am. I arrived at 8.50am and was second in the queue. The Phlebotomists both arrived back from the wards at 9.10am, called the wrong number and then took the first patient at 9.15am and I got seen at 9.30am.	Phlebotomists are great. Organisation needs work.		36-45	White British	No tick
213	Physiotherapy	Extremely likely	Great service! Happy and efficient reception. J. got it right and I'm very happy. Don't need any further treatment.	Surprised the appointments are still manual, not electronic.	Female		White British	No tick
214	Plastic Surgery	Likely			Male	16-25	White British	No tick

215	Radiology / MRI	Extremely likely	Everything went with ease, early for appointment.		Female	over 65	White British	No tick
216	Radiology / MRI	Extremely likely	Very good with my handicapped daughter.		Female	46-55	White British	No tick
217	Radiology / MRI	Extremely likely	Friendly, fast.		Female	46-55	White British	No tick
218	Radiology / MRI	Extremely likely	It is quite true! I have made 3 monthly check ups during this year & also an unexpected one on a Friday am. All of them have been fairly prompt & I have been treated with cheerful courtesy.		Female	over 65	White British	No tick
219	Radiology / MRI	Extremely likely	Good service, quick response, friendly staff.		Male	46-55	White British	No tick
220	Radiology / MRI	Extremely likely	Excellent service and care.		Female	over 65	White British	No tick
221	Radiology / MRI	Extremely likely	The nursing care I have had at this hospital is of a very high level. Your nursing skills helped me to recover from a bad stroke. Thank you.		Male	over 65	White British	No tick
222	Radiology / MRI	Extremely likely	I have been here several times and have never had a bad experience.	No.	Female	over 65	White British	No tick
223	Radiology / MRI	Extremely likely	Excellent service,	Nothing to improve.	Female	56-65	White British	No tick

			friendly staff, very helpful, very efficient.	Very good.				
224	Radiology / MRI	Extremely likely	Presumably if someone needed an x-ray / scan I would recommend they had one. As far as the service is concerned the appointment was on time.		Male	over 65	White British	No tick
225	Radiology / MRI	Extremely likely	Most convenient, helpful, polite staff.	More reading material. Something more mainstream on TV.	Female	36-45	White British	No tick
226	Radiology / MRI	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
227	Radiology / MRI	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
228	Radiology / MRI	Extremely likely			Male	over 65	White British	No tick
229	Radiology / MRI	Extremely likely	No appointment had to be made. Quick service. Friendly and helpful radiologist explained well what she was doing and what I needed to do. Very relaxed time. Thank you.		Female	over 65	White British	No tick
230	Radiology / MRI	Extremely likely	Staff courteous and helpful.		Male	over 65	White British	No tick

231	Radiology / MRI	Extremely likely	Always been looked after.	Seems fine.	Male	over 65	White British	No tick
232	Radiology / MRI	Extremely likely	I made an error with the date of my appointment - I was absolutely delighted to be fitted in! I am so grateful for the extra efforts made by the staff to accommodate me. Many, many thanks.		Female	over 65	White British	No tick
233	Radiology / MRI	Extremely likely	We have been seen promptly and treated pleasantly.		Female	56-65	White British	No tick
234	Radiology / MRI	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
235	Radiology / MRI	Extremely likely	Always very good treatment.		Female	over 65	White British	No tick
236	Radiology / MRI	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
237	Radiology / MRI	Extremely likely			Female	over 65	White British	No tick
238	Radiology / MRI	Extremely likely	Quick appointment time. Friendly staff. Clean unit.		Female	36-45	White British	No tick
239	Radiology / MRI	Extremely likely	Very friendly, helpful and informative. Explained everything that was going to		Female	46-55	White British	No tick

			happen and checked regularly to see if I was ok and happy.					
240	Radiology / MRI	Extremely likely			Male	over 65	White British	No tick
241	Radiology / MRI	Likely	I was not kept waiting to begin but was kept waiting before scan - generally good though.	Some gentle piped music. Better reading material.	Female	56-65	White British	No tick
242	Radiology / MRI	Likely	X-ray was fine not too long to wait. But parking was not good for disabled - not enough spaces.	Better disabled parking as in MORE.	Female	46-55	White British	No tick
243	Radiology / MRI	Likely	Staff friendly.		Male	36-45	White British	No tick
244	Radiology / MRI	Likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
245	Radiology / MRI	Likely			Male	16-25	White British	No tick
246	Radiology / MRI	Likely		Give an estimate of waiting time on arrival.	Female	56-65	White British	No tick
247	Radiology / MRI	Likely	Very helpful.		Female	36-45	White British	No tick
248	Radiology / MRI	Likely			Female	56-65	White British	No tick
249	Radiology / MRI	Likely	Pretty good so far. After x-ray even better, friendly staff & little waiting. V. good.		Male	over 65	White British	No tick
250	Radiology / MRI	Neither likely nor unlikely	I have been waiting for an appointment for 7 weeks. I was told by my doctor that I	Ensuring you do send appointments if you say you have and, if this is by telephone, leave a	Female	36-45	White British	No tick

			refused the first apt. I was sent but I didn't receive this? I have had a scan today though and the staff were very efficient.	message.				
251	Rheumatology	Extremely likely				36-45	White British	No tick
252	Rheumatology	Extremely likely			Female	56-65	Other ethnic group	I DO NOT wish my anonymised comments to be made public
253	Rheumatology	Extremely likely	Staff are helpful and arranged an apt. at short notice due to a flair - treatment and advice offered were helpful + relevant.	A little less noise in area as I have a hearing impairment other than that staff are very good.	Male	56-65	White British	No tick
254	Rheumatology	Likely	None.	None.	Male		White British	No tick
255	Urology	Extremely likely	We were well informed in a non-patronising way. Tremendous kindness and empathy. The biopsy for prostate cancer was very clearly explained, with no pain experienced at all.	None. How can you improve on perfection?	Male	over 65	White British	No tick
256	Vascular	Extremely likely	Always had good treatment. Friendly & helpful staff.		Male	over 65	White British	No tick

Qualitative Feedback - Nov-15 - 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		Yes	Quick, explained what they were going to do + happy to work with our son to make things easier.		Nothing.	Male	6-8	White British	No tick
2	EEG	Parent / guardian / carer	Yes	Friendly staff.	Staff are really friendly.	Maybe some toys in the waiting room.	Female	under 6	White British	No tick
3	ENT		Yes	The people were really kind very good.	Very calm for my child.	N/A.		under 6	White British	No tick
4	Fracture	Parent / guardian / carer	Yes	Friendly staff. Relaxed atmosphere.	Quick, told plan of action straightaway.	Nothing.	Male	12-15	White British	No tick
5	Fracture	Patient	Yes	Because the staff are helpful and kind.	Glad to get my cast off.	Don't know.	Male	6-8	White British	No tick
6	Not Entered	Parent / guardian / carer	Yes	Friendly staff.	Not kept waiting.	N/A.	Female	12-15	White British	No tick
7	Not Entered	Parent / guardian /	Yes	Wait time ridiculous - with	The consultants	Advise of waiting times and keep	Male	6-8	White British	No tick

		carer		no apology! always seems to be so busy - which would answer wait time! Not told if you have booked 1 apt you may see more than 1 person. My unluckiest time was 4hrs!! and with a child this is not fun!!	being very helpful.	patients up to date. Don't book in so many patients at once!!				
8	Not Entered	Parent / guardian / carer	Yes	My daughter was made to feel very relaxed and at ease.	The care and attention.		Female	12-15	White British	No tick
9	X-Ray	Patient	Yes	Very friendly, helpful & efficient service.		N/A.	Female		Other ethnic group	No tick

Qualitative Feedback - Dec-15 - 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	EEG / EMG	Extremely likely	Very friendly and	None.	Female		White British	No tick

			helpful.					
2	EEG / EMG	Extremely likely	Ease of making appointment. Very short wait for appointment. Clinic ran to time. All staff most welcoming.	Possibly better signage at entrance.	Female	46-55	White British	No tick
3	EEG / EMG	Extremely likely			Female		White British	I DO NOT wish my anonymised comments to be made public
4	EEG / EMG	Extremely likely	Because it has helped me previously to figure out how to get better + it is a fast, quick treatment to have done.	No.	Female	16-25	White British	No tick
5	EEG / EMG	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	EEG / EMG	Extremely likely			Female	36-45	White British	No tick
7	EEG / EMG	Extremely likely	Very pleased the way I was treated.		Male	56-65	White British	No tick
8	EEG / EMG	Extremely likely	Excellent explanations and thorough testing. Mrs T. was great.		Female	16-25	White British	No tick
9	EEG / EMG	Extremely likely	Caring, friendly staff who bend over backwards to help. Warm, comfortable surroundings. All procedures well					No tick

			explained & expertly carried out. Very, very grateful to you all x.					
10	EEG / EMG	Extremely likely	All very friendly. Did seem a little weird going through Gynaecology & maternity areas.		Male	36-45	White British	No tick
11	EEG / EMG	Extremely likely	Quick, efficient, friendly reception & treatment.	One more sign to neurology just before the alarmed door in the corridor from the hospital.	Male	over 65	White British	No tick
12	EEG / EMG	Extremely likely	We didn't have to wait. In fact, we were early and things were explained very nicely to us.					No tick
13	EEG / EMG	Extremely likely	A fast, pleasant and efficient service.		Male	over 65	White British	No tick
14	EEG / EMG	Extremely likely	Quick, efficient and friendly service.		Female	46-55	White British	No tick
15	EEG / EMG	Extremely likely	Friendly, informative, painless - but a bit of a shock!		Male	56-65	White British	No tick
16	EEG / EMG	Extremely likely	Very efficient and kind staff. Explanations given when asked.		Female	over 65	White British	No tick
17	EEG / EMG	Extremely likely	Helpful & informative & compassionate.	No. It's perfect now.	Male	46-55	White British	No tick
18	EEG / EMG	Extremely likely	The staff were extremely friendly and helpful. Everything		Female	26-35	White British	No tick

			was well explained beforehand.					
19	EEG / EMG	Extremely likely	Friendly, professional service.		Female	46-55	White British	No tick
20	EEG / EMG	Likely	Very useful and friendly staff. Very informative throughout procedure as well as being very pleasant.		Female	16-25	White British	No tick
21	EEG / EMG	Likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
22	Fracture Clinic	Extremely likely	The care & attention I have received has been excellent.		Male	56-65	White British	No tick
23	Fracture Clinic	Extremely likely	Very well-mannered cheerful, helpful people.	N/A.	Male	36-45	White British	No tick
24	Fracture Clinic	Extremely likely	Very helpful and happy staff. The ladies in the treatment room were ace.	Nothing. Perfect!	Male	36-45	White British	No tick
25	Fracture Clinic	Extremely likely			Male	56-65	White British	No tick
26	Fracture Clinic	Extremely likely	We were treated with courtesy and efficient staff. Very helpful and caring.	No.	Male	over 65	White British	No tick
27	Fracture Clinic	Extremely likely	Excellent staff + treatment. Thank you very much for your care.		Female	56-65	White British	No tick

28	Fracture Clinic	Extremely likely	Caring, efficient care.		Female	56-65	White British	No tick
29	Fracture Clinic	Extremely likely	Friendly staff and really satisfactory. The staff discussed with me all the details about my injury.	Nothing.	Female	16-25	Other ethnic group	No tick
30	Fracture Clinic	Likely	Was very quick and staff very nice.			16-25	White British	No tick
31	Haematology	Extremely likely	Friendly & patient. Understanding of dementia.		Male	over 65	White British	No tick
32	Maxillofacial	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
33	Maxillofacial	Extremely likely	Excellent service! Thank you.					No tick
34	Maxillofacial	Extremely likely	E. & V. at Maxillofacial were extremely supportive & helpful to me after a booking catastrophe with Dart. They were a very human face in a bureaucratic world and I am most grateful to them.					No tick
35	Not entered	Extremely likely	Good timekeeping, very pleasant manner, informative. Efficient - create a calm atmosphere.					No tick
36	Not entered	Likely	We only come here					No tick

			because we have to, not because we were recommended. But it is very good here.					
37	Orthopaedics	Extremely likely	Pleasant and efficient staff. Excellent treatment.		Male	56-65	White British	No tick
38	Orthopaedic / Trauma	Extremely likely	First class treatment.		Male	over 65	White British	No tick
39	Physiotherapy	Extremely likely	Physio V. has been excellent. My knee is now working + pain free. She has been extremely professional + is warm & friendly too. Thank you!	No.	Female	46-55	White British	No tick
40	Radiology / MRI	Extremely likely	Would help if letter advises you which x-ray dept. A or B one needs to go to!					No tick
41	Radiology / MRI	Extremely likely	My wife and I have both received treatment at the hospital over the last three weeks and we would like to thank Dr M., Dr K. and Dr G. together with all their supporting staff for the kind and caring way we have been treated - thank you all.	-		56-65	White British	No tick
42	Seamoor Unit	Extremely likely	Always a warm		Male	36-45	White British	No tick

			welcome to the department which is reassuring when considering the nature of the appointment.					
43	Seamoor Unit	Extremely likely	The staff all seem to be well-trained and have time to be courteous and helpful. Medical analysis of my issues have been thorough and intensive, well done.	I have had doctors who have a problem with clarity of expression in English language - very important we understand them!	Male	over 65	White British	No tick
44	Seamoor Unit	Extremely likely	Having had good service since 2012 all staff, medical & nursing, are excellent!		Male	over 65	White British	No tick
45	Seamoor Unit	Extremely likely						No tick
46	Seamoor Unit	Extremely likely	Friendly staff, open and honest approach.		Female	46-55	White British	No tick
47	Seamoor Unit	Extremely likely	Having always been well treated.		Male	over 65	White British	No tick
48	Seamoor Unit	Extremely likely			Male	56-65	White British	No tick
49	Seamoor Unit	Extremely likely	Staff & consultants very helpful.	Always been happy with service.	Male	over 65	White British	No tick
50	Seamoor Unit	Extremely likely	Excellent service, nice and friendly.					No tick
51	Seamoor Unit	Extremely likely	The service is excellent.					No tick
52	Seamoor Unit	Extremely likely	Helpful + kind + caring.		Female	56-65	White British	No tick
53	Seamoor Unit	Extremely likely	Very caring & helpful in every respect.	No.	Male	over 65	White British	No tick

54	Seamoor Unit	Extremely likely	Very friendly staff.		Female	over 65	White British	No tick
55	Seamoor Unit	Extremely likely	The unit is very efficient and staff are very helpful and friendly.					No tick
56	Seamoor Unit	Extremely likely	Because of the friendly and attentive staff.		Male	over 65	White British	No tick
57	Seamoor Unit	Extremely likely	Friendly attitude.		Male		White British	No tick
58	Seamoor Unit	Extremely likely	Understanding & caring from all the medical staff and support staff.		Male	over 65	White British	No tick
59	Seamoor Unit	Extremely likely	Good staff.	No.		over 65	White British	No tick
60	Seamoor Unit	Extremely likely	Good service and nice.					No tick
61	Seamoor Unit	Extremely likely	Excellent, considerate service.	No.	Male	over 65	White British	No tick
62	Seamoor Unit	Extremely likely	Very warm & welcoming in a lovely, light, peaceful & relaxing atmosphere.					No tick
63	Seamoor Unit	Extremely likely	All staff very accommodating and pleasant.		Male	over 65	White British	No tick
64	Seamoor Unit	Extremely likely	Treated so well, does not feel like a scary time. Makes you feel at ease.		Female	46-55	White British	No tick
65	Seamoor Unit	Extremely likely	Friendly & helpful assistance.					No tick
66	Seamoor Unit	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised

								comments to be made public
67	Seamoor Unit	Likely	Because it's clean.		Male	over 65	White British	No tick
68	Seamoor Unit	Likely			Male	over 65	White British	No tick
69	Seamoor Unit	Likely	Sometimes you do have a long wait.		Female	over 65	White British	No tick
70	Seamoor Unit	Likely	It is helpful to have a centre 4 expertise for your condition.					No tick
71	Seamoor Unit	Extremely unlikely	No disabled parking at unit.					No tick
72	Seamoor Unit	Not entered			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public

Qualitative Feedback - Dec-15 - 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	Parent / guardian / carer	Yes	Because the lady was lovely & really helpful & explained everything.	The fact I felt comfortable as well as making my son feel comfortable.	Nothing.	Male	under 6	White British	No tick
2	EEG	Parent /	Yes	My son had an	J. was amazing	Nothing - All		9-11	White	No tick

		guardian / carer		EEG. J. was amazing as always. Thank you.	as always. Thank you.	fantastic. T-you.			British	
3	Fracture		Yes						White British	No tick
4	Fracture	Parent / guardian / carer	Yes	Staff were very caring & explained what they were doing.	Calming in a strange environment.	No, not really.	Male	6-8	White British	No tick

Qualitative Feedback - Jan-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	Cardiology	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Cardiology	Extremely likely		Quite efficient as it is.	Female	over 65	White British	No tick
3	Cardio-Respiratory	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Cardio-Respiratory	Extremely likely				over 65		I DO NOT wish my anonymised

								comments to be made public
5	Cardio-Respiratory	Extremely likely	Helpful staff. Bright and enthusiastic welcome.		Male	46-55	White British	No tick
6	EEG / EMG	Extremely likely	Kind, helpful staff and a relaxed atmosphere.	No.	Female	over 65	White British	No tick
7	EEG / EMG	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
8	EEG / EMG	Extremely likely	Most helpful + explained all through process.					No tick
9	EEG / EMG	Extremely likely	Superb!!		Male	16-25	White British	No tick
10	EEG / EMG	Extremely likely	Kind, courteous staff. Good explanations as to what to expect and what will happen. Overall a good experience. Put my mind at rest. THANK YOU!	None.	Female	46-55	White British	No tick
11	EEG / EMG	Extremely likely	My treatment was done with a great deal of sensitivity and care. I felt that I was being listened to and offered a lot of support.		Female	46-55	White British	No tick
12	EEG / EMG	Extremely likely	Very friendly staff and the procedure was fully explained to us throughout. J. also	None.	Female	46-55	White British	No tick

			tried to help us find out when tests in Bristol are due which was really helpful.					
13	EEG / EMG	Extremely likely	I was made to feel very at ease by the clinicians. Although I was quite worried about having the test her voice was very soothing and she explained the process very thoroughly.	I don't think you need to make any improvements.	Female	46-55	White British	No tick
14	EEG / EMG	Likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
15	Not Entered	Extremely likely	All staff lovely, helpful and could not see a way to improve. Nurse C. in light blue excellent.	None as all good.		46-55		No tick
16	Not Entered	Extremely likely	Mr K. is always so welcoming, supportive and professional. I feel comfortable in asking questions and confident in the care I receive. Outpatients department very efficient and welcoming in general.	Doing well - no suggestions!	Female	46-55	White British	No tick
17	Not Entered	Extremely likely	Lovely staff - made me		Female	56-65	White British	No tick

			feel at ease.					
18	Not Entered	Extremely likely	Most helpful staff.		Female	over 65	White British	No tick
19	Not Entered	Extremely likely	Very helpful and pleasant.	No.	Male	over 65	White British	No tick
20	Not Entered	Likely	Staff friendly.	Colouring sheets, pencils etc. for children to do.	Female	26-35	White British	No tick
21	Not Entered	Likely			Female	over 65	White British	No tick
22	Not Entered	Likely			Female	36-45	White British	No tick
23	Physiotherapy	Extremely likely	My treatment from TKR in Aug 2015 until today mid-Jan 2016 has been 1st class. Advice was given, incorporated in daily life & my op. is a success & I have a fully functioning knee again. The fact I was followed up till the full benefit was achieved.	More liaising between physiotherapists between classes in the gym so more info. was known to different physios that gave the classes each time.	Female	over 65	White British	No tick

Qualitative Feedback - Jan-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	EEG	Parent / guardian / carer	Yes	Nurse was very good with child, very informative.	TV / videos.		Male	under 6	White British	No tick
2	EEG	Patient	Yes	I felt at ease and not worried about process.	Friendly, helpful.	Nothing.	Male	12-15	White British	No tick
3	EEG		Not entered		The lady made us feel so welcome.	You couldn't do anything better.	Male	12-15	White British	No tick

Qualitative Feedback - Feb-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	Audiology / ENT	Extremely likely	Good reception, excellent communication with J., clear instructions.	Not for this appointment. 12/2/16.	Female	over 65	White British	No tick

			Well done all.					
2	Audiology / ENT	Extremely likely	The people who work here are professional and polite. Any assistance or queries are sorted straightaway and the people all kind and supportive.		Female	46-55	White British	No tick
3	Cardiology	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Cardiology	Extremely likely	Very good service.		Female	over 65	White British	No tick
5	Cardiology	Extremely likely	Saw Dr., chest x-ray, ECG, cardio echogram. All in one day! Staff very pleasant + helpful.	N/A.	Female	over 65	White British	No tick
6	Cardiology	Extremely likely	Because I visit different departments in this hospital and have always been very well treated.					No tick
7	Cardiology	Extremely likely	Excellent service, friendly staff. Well-equipped to deal with most tests.	None. It runs well as it is.	Male	56-65	White British	No tick
8	Cardiology	Extremely likely	I was very pleased with my treatment from all staff. The doctor took the trouble to listen to my		Female	over 65	White British	No tick

			concerns & explain what the options were and what he recommended could be done to improve my condition.					
9	Cardiology	Likely	Delays are inevitable and must be accepted.		Male	over 65	White British	No tick
10	Cardio-Respiratory	Extremely likely	The warm, friendly reception received when visiting this cardio resp dept is very gratifying. The staff are courteous, efficient and very helpful. It is exceptionally difficult to suggest ways in which outpatients such as myself can recommend ways to improve this excellent service. Perhaps use of the walls in all waiting areas to advertise ways in which members of the public can help by contributing to the fundraising for the various causes within the hospital. For example the chemo	Lobby all councils: N.D. district cncl - Torridge district cncl - Devon county council - transport into our main Barnstaple hospital especially out in the rural areas needs improving drastically. More and better public transport required. Taxis are expensive.	Male	over 65	White British	No tick

			appeal re: the equipment and the premises in which it is situated always gets support - enhance on it. Good luck.					
11	Cardio-Respiratory	Extremely likely	I have recently had a pacemaker fitted (6 weeks ago). I have received fabulous treatment and customer service from the team in cardiology due to a few complications I have encountered since the op. S. in particular has been brilliant. Thank you all.		Female	46-55	White British	No tick
12	EEG / EMG	Extremely likely	I was treated with respect, listened to and valued as a person.	Clearer directions to the department once inside the building.	Female	over 65	White British	No tick
13	EEG / EMG	Extremely likely	Very thorough, quick service explained what was going to do beforehand.	N/A.	Female	46-55	White British	No tick
14	EEG / EMG	Extremely likely	Polite, helpful staff with good advice.			over 65	White British	No tick
15	EEG / EMG	Extremely likely	Could not have been more welcoming and immediately put me at ease.		Female	over 65	White British	No tick

16	EEG / EMG	Neither likely nor unlikely	Very chaotic - didn't know where to go. Consultant non-communicative but nurse excellent - she helped a great deal.	Communication.	Male	56-65	White British	No tick
17	Fracture Clinic	Extremely likely	Extremely friendly team, made to feel very comfortable, smiley faces all round, Lovely, clean environment - prompt & efficient. Chatty & happy. Thank you.					No tick
18	Not Entered	Extremely likely	We think our hospital is the best in the country.	You're all doing a good job.		over 65	White British	No tick

Qualitative Feedback - Feb-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	EEG		Yes	We were treated very well and our daughter was very relaxed.	Treatment.		Female	9-11	White British	No tick

2	EEG	Parent / guardian / carer	Yes				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
3	EEG	Parent / guardian / carer	Yes	Been to EEG dept. a few times, always friendly, helpful, caring + professional.	Everyone caring + kind, as always.		Male	6-8	White British	No tick
4	EEG		Yes	Very friendly staff and relaxed environment.	Very relaxed & calm atmosphere.	Nothing.		under 6	White British	No tick
5	EEG		Yes	Friendly, considerate, efficient.	Everything!	Nothing.	Male	under 6	White British	No tick

Qualitative Feedback - Mar-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	EEG / EMG	Extremely likely	Great service.					No tick
2	EEG / EMG	Extremely likely	The lady was very polite & made me feel at ease (very friendly).		Female	46-55	White British	No tick

3	EEG / EMG	Extremely likely	Real personal concern. Plenty of questions asked. Made to feel really at ease. The test was explained in full.		Male	46-55	White British	No tick
4	EEG / EMG	Extremely likely	Because they tell you everything that is going to happen before they start doing the treatment that you need to have. I would very recommend this.					No tick
5	EEG / EMG	Extremely likely	The test was easy and I felt relaxed.					No tick
6	EEG / EMG	Extremely likely	I found your staff very pleasant & professional at all time. Displayed a very good / sound knowledge of their work. Very pleasant.	No. You've got it right, (if it's not broken, don't fix it).	Male	56-65	White British	No tick
7	EEG / EMG	Extremely likely			Male	26-35	White British	No tick
8	EEG / EMG	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
9	EEG / EMG	Extremely likely	Excellent service. Prompt attention. Good communication re: procedure.	Waiting time for appointments should be shorter.	Male	over 65	White British	No tick
10	EEG / EMG	Extremely likely	Very friendly + knowledgeable staff.		Male	36-45	White British	No tick

			Many thanks.					
11	EEG / EMG	Extremely likely	Very friendly & welcoming staff.	N/A.	Male	26-35	White British	No tick
12	Exmoor Unit	Extremely likely	Everyone is so kind & friendly - nurses, doctors, receptionists. I (being an ex-nurse) watch how other patients are cared for & I cannot fault anything. This is the Exmoor Unit but with very few exceptions the same applies in any ward I have been a patient or a friend or relative.	You can't without more money for more staff. I don't approve of doctors or nurses striking. It is a vocation not just a paid job.	Female	over 65	White British	No tick
13	Fracture Clinic	Extremely likely	Really good staff, do best they can, on time mostly.					No tick
14	Fracture Clinic	Extremely likely	Very, very friendly & efficient.		Female	36-45	White British	No tick
15	Fracture Clinic	Extremely likely	Very quick / efficient. Was in apt. before apt. due time. V. well run x.	No.	Female	46-55	White British	No tick
16	Fracture Clinic	Extremely likely	So friendly, lovely & helpful.	No - perfect.	Female	56-65	White British	No tick
17	Maxillofacial	Extremely likely	Very friendly & efficient.		Male	46-55	White British	No tick
18	Maxillofacial	Extremely likely	Very polite & helpful, good service.	No.	Female	46-55	White British	No tick

19	Maxillofacial	Extremely likely	Good treatment given.		Male	16-25	Mixed / Multiple ethnic groups	No tick
20	Maxillofacial	Extremely likely				36-45	White British	No tick
21	Maxillofacial	Extremely likely	Fantastic service. Thank you!		Female	over 65	White British	No tick
22	Maxillofacial	Extremely likely	Clear advice from Dr. Calm reception staff. All around an unstressful experience.	N/A.				No tick
23	Maxillofacial	Likely	Very early on into process but all ok so far!		Female	46-55	White British	No tick
24	Not Entered	Extremely likely	Efficient, caring + compassionate service. All staff cheerful + very willing to help. Very professional care.	I think you are getting it right.	Female	over 65	White British	No tick
25	Not Entered	Extremely likely	We've had excellent care all the way through with my care and treatment. Thank you all so very much.	Just not possible.		over 65	White British	No tick
26	Oncology	Likely		Please install a coffee machine in oncology unit. Too far to walk to get a coffee.	Female	over 65		No tick
27	Orthopadics	Extremely likely	Excellent consultant, clearly very experienced and	Not really maybe a clock showing how late a 'consultation' is	Male	over 65	White British	No tick

			patient.	running?				
28	Physiotherapy	Extremely likely	Excellent consultant, clearly very experienced and patient. Most helpful. General helpfulness of all staff.	Unlikely (!) but a bit of confusion about my initial appt. Which was cancelled but a 'phone call resolved that.'	Male	over 65	White British	No tick
29	Radiology / MRI	Extremely likely	Very polite, caring staff.		Male	over 65	White British	No tick
30	Radiology / MRI	Extremely likely	Easy visit. Waiting time short. Comfy waiting room staff pleasant (all of them!) no problems. Very simple & efficient. good atmosphere.	More visible signs for toilets. (That's all!).	Male	over 65	White British	No tick
31	Seamoor Unit	Likely	Desk staff & auxiliary nurses friendly & pleasant. Nurses on the chemo unit need to be more interested in their patients - cheerful & welcoming. Why are so many patients booked in the same time? It means inevitably patients will have to wait. If it reaches 1pm - you are then treated too quickly as it is lunch time.	Remove refuse container from outside the unit as it makes turning impossible. Reduce patient waiting time - poorly patients are having to wait 1hr or more in a very crowded waiting room.	Female	56-65	White British	No tick

Qualitative Feedback - Mar-16 - Children and young person's FFT card responses

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1	EEG		Yes	They kept my granddaughter talking and relaxed at all times, making her feel relaxed and not scared.	Very quick at seeing us.		Female	12-15	White British	No tick
2	EEG	Parent / guardian / carer	Yes	Excellent, friendly service.	Didn't have to wait long in reception, very friendly and professional.		Female	under 6	White British	No tick
3	EEG		Yes	Staff excellent, kept to time.	All of it.	Nothing.	Female	under 6	White British	No tick
4	EEG	Parent / guardian / carer	Yes	Very informative, friendly & welcoming.	Helpful staff on time.	Nothing.	Female	12-15	White British	No tick
5	EEG	Parent / guardian / carer	Yes	Because we were very well looked after. Thank you.	My son was comfortable and test went well.		Male	9-11	White British	No tick
6	EEG	Parent / guardian /	Yes	Friendly staff, questions	Everything.	Nothing.	Male	12-15	White British	No tick

		carer		answered, my son was made to feel welcome.						
7	EEG	Parent / guardian / carer	Yes	Staff very friendly and explained the procedure well.	Son was seen quickly and staff were efficient.		Male	6-8	White British	No tick
8	Fracture	Patient	Yes	Because there's things for children to do.	I got a coloured cast.	Made an earlier call to make an appointment quicker.	Male	6-8	White British	No tick
9	Maxillofacial	Patient	Yes	Because you take things very seriously and your doctors are very experienced. Plus your a great a&e department.	The doctors took things very seriously.	Nothing.	Male	9-11	White British	No tick