

Outpatients - North Devon District Hospital - 'Friends and Family Test' - Oct-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-16	145	98.6	0.0	1.4

Qualitative Feedback - Oct-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 (NDDH Outpatients)	Extremely Likely	Very helpful to me, listened. Although longer appointment, hope everything will be ok when I receive new moulds.		Female	Over 65	White British	
2	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very efficient and polite staff. S. was very helpful but it was very cold in her room.		Female	Over 65	White British	
3	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Because I've always been treated very well in all departments except once as an inpatient for several days & nights. The		Male	Over 65	White British	

			night light above my bed in the ward kept going on & off. Although the nurses were told this it wasn't seen to. I don't sleep well - so I read - but not during this [illegible].					
4	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Swift, efficient, no fuss - would've been quicker if I'd arrived earlier in the session (by experience).		Male	56-65	White British	
5	Audiology/ENT (NDDH Outpatients)	Extremely Likely	We have to support every dept. at the NHS hospital & they do their best everywhere [illegible].	It's very well run.	Female	Over 65	White British	
6	Audiology/ENT (NDDH Outpatients)	Likely			Male	Over 65	White British	
7	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient, quick service. Staff very friendly, helpful. Doctors, nurses courteous and helpful. Surroundings bright, cheerful, very clean.		Female	Over 65	White British	
8	Breast Clinic (NDDH Outpatients)	Extremely Likely	Prompt, welcoming, efficient.		Female	46-55	White British	
9	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very polite, helpful and	Don't let the government shut the	Female	26-35	White British	

			informative.	departments at NDDH. Also, do with a tea lady going around waiting areas.				
10	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, pleasant staff plenty of information.		Female	Over 65	White British	
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because it was good.					
12	Breast Clinic (NDDH Outpatients)	Extremely Likely	The nurses and doctors were all so very kind to me and made me feel more relaxed instantly.		Female	36-45	White British	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	The nurse made me feel very comfortable, relaxed my nerves. She was extremely informative as well. Doctors provided an excellent service.					
14	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff on reception were very smiley, helpful. The nurse who attended me with the doctors was lovely.		Female	46-55	White British	
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Have always had great help over many years with this hospital.		Female	Over 65	White British	
17	Cardiac Rehab Clinic (NDDH	Extremely Likely	Thoroughness of check. Friendly		Female	Over 65	White British	

	Outpatients)		service!					
18	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	It is sensible to avail oneself of the excellent advice on offer.	To offer the advice sooner after discharge from hospital.	Male	Over 65	White British	
19	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.	Waiting area in OPD 'C' needs enlarging to cope with larger patients as well as elderly patients with mobility aids. Chairs need to be larger & further apart.	Female	56-65	Other ethnic group	
20	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Helpful, friendly advice. Question answered.		Male	Over 65	White British	
21	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
22	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Excellent class - well-run and informative. Would recommend to anyone.					
23	Cardiology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
24	Cardiology (NDDH Outpatients)		Just to make a comment on your large 'no smoking' sign at the door, only to see a number of people sitting under it smoking!! Signs not working!!!		Male	Over 65	White British	
25	Care of the Elderly	Likely	On time.		Male	Over 65	White British	

	(NDDH Outpatients)							
26	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent, friendly, professional, kind, compassionate. Need I go on!	Keep on doing what you're doing.	Male	46-55	White British	
27	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Dedicated staff.			Over 65		
28	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
29	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good.	No.	Male	46-55	White British	
30	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fast, efficient, friendly, caring & professional.	No.	Male	56-65	White British	
31	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Nil.	Female	46-55	Other ethnic group	
32	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Not book so many people at same time as waiting is a long time.	Female	Over 65	White British	
34	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Well-organised & helpful.		Male	Over 65	White British	
35	Clinic / department not entered (NDDH Outpatients)	Likely			Male	16-25	White British	Do not publish

36	Clinic / department not entered (NDDH Outpatients)	Likely	I have been coming to the outpatients for years and have had no problem with the service and would recommend it to my friends.	No. Can't think of any.	Male	Over 65	White British	
37	Clinic / department not entered (NDDH Outpatients)	Likely				46-55	White British	
38	Clinic / department not entered (NDDH Outpatients)	Likely	Shortage of disabled parking which as made me late for appointments. The lack of wheelchairs. At times the car park is completely full & have been forced to double park.	More disabled parking which is accessible for people that cannot walk far to the car.	Male	Over 65	White British	
39	Clinic / department not entered (NDDH Outpatients)	Likely			Male	46-55	White British	Do not publish
40	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely		Seating [illegible] hard to get to, seat as [illegible].	Male	Over 65	White British	
41	Clinic / department not entered (NDDH Outpatients)		All my close family live abroad! I have always received very good treatment at NDDH so if I was in a position to recommend your services then I would.	Huge shortage of disabled parking. There needs to be a lot more disabled parking bays. Reduce waiting times by increasing length of appointments.	Female	56-65	Other ethnic group	
42	Dietetics (NDDH	Extremely Likely	Friendly, helpful staff,	Keep all services in	Male	Over 65		

	Outpatients)		comfortable waiting.	NDDH.				
43	EEG / EMG (NDDH Outpatients)	Extremely Likely	Have been so well looked after since being poorly a couple of weeks ago. Cannot fault NDDH. Excellent care from all staff.	No, just keep doing what you're doing!	Female	Over 65	White British	
44	EEG / EMG (NDDH Outpatients)	Extremely Likely	I have been treated with such kindness & care by [illegible] & J. And very professional.	Keep it up. Teach the rest of the hospital.	Female	46-55	White British	
45	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		Male	26-35	White British	
46	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		Male	26-35	White British	
47	Exmoor Unit (NDDH Outpatients)	Extremely Likely	They're very friendly - the whole unit. Staff will put themselves out above and beyond expectation. Staff put patients first even though they are very busy.		Female	46-55	White British	
48	Exmoor Unit (NDDH Outpatients)	Likely	Receptionist very welcoming. Bright and open waiting area.	Retinopathy hosted here, but didn't arrive and start setting up until after my appointment time at 8.35am. Services should be set up ready for their first patient. They kept me waiting.	Female	26-35	White British	
49	Eye Clinic (NDDH	Extremely Likely	Brilliant staff,	There is no need for any	Male	56-65	White British	

	Outpatients)		appointment on time, wonderful.	improvements - first class.				
50	Eye Clinic (NDDH Outpatients)	Extremely Likely	The National Health Service is the best in the world.	Yes, we need to keep our regional hospitals and get better funding.	Male	56-65	White British	
51	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have spent many hours at this hospital over the years and I can't find any faults.		Female	Over 65	White British	
52	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful, caring nurses. Quick, efficient appointment. Thank you.		Female	56-65	White British	
53	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have been well looked after and everything explained to me so I understand.		Female	36-45	White British	
54	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite, efficient staff members. Dealt with on time - no wait for initial contact with nurse.	No.	Male	Over 65	White British	
55	Eye Clinic (NDDH Outpatients)	Extremely Likely	The staff are all very helpful and friendly. Great care is taken at every appointment.	I prefer the former way of making appointments when the next one was made before you left the hospital.	Female	Over 65	White British	
56	Eye Clinic (NDDH Outpatients)	Likely	Because I have noticed from past appointments in this clinic the waiting times seem to have improved and patient		Female	Over 65	White British	

			'flow' has much improved.					
57	Eye Clinic (NDDH Outpatients)	Likely	Helpful staff & v. satisfied with the way I was treated. Noisy waiting area.		Male	Over 65	White British	
58	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
59	Eye Clinic (NDDH Outpatients)	Likely	Everyone extremely helpful.	No.	Female	Over 65	White British	
60	Eye Clinic (NDDH Outpatients)	Likely	Good service Mr W. very good explaining procedure & risks.	Arrange appointment by optician at time of referral (eliminate Newton Abbot). Why do you need two receptions for this clinic (eliminate one)?	Female	Over 65	White British	
61	Eye Clinic (NDDH Outpatients)	Likely	Helpful, friendly staff offering advice.		Female	Over 65	White British	
62	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Appointments have always been on time and all staff (reception, plaster nurses, x-ray, consultants) have been extremely professional and reassuring. H., in particular, has been fantastic!	Due to my injury, I have been in a wheelchair. We have found the wheelchair ramp very steep & difficult for the person pushing.		46-55	White British	
63	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Because I had to come!	Run to time.	Female	26-35	White British	

64	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
65	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
66	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I've been well looked after by lovely, caring people. Times are pretty well kept to. Thank you so much.					
67	Fracture Clinic (NDDH Outpatients)	Likely	Great care given to my son from all the staff. Very accommodating.	More receptionists.	Female	26-35	White British	
68	Fracture Clinic (NDDH Outpatients)	Likely		More receptionists. Long wait.	Female	16-25	White British	
69	Fracture Clinic (NDDH Outpatients)		Where else would you go?		Female	26-35	White British	
70	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very helpful nurse practitioner.		Female	Over 65	White British	
71	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Friendly, made me very relaxed.					
72	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	It's a most fantastic service, we are looked after so well!			Over 65	White British	
73	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	The hospital staff are very efficient and very helpful.	Check that notices of staff running late, so patients know if they going to wait longer,	Male	Over 65	White British	

				that's all.				
74	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
75	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Our NHS is great - let's keep it that way.					
76	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Excellent throughout, could not ask for better service.		Male	Over 65	White British	
77	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	No waiting at appointment time. The personal attention by all staff members has been first class. All questions asked have been dealt with fully.	I cannot think of any improvements needed.	Male	Over 65	White British	
78	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Nursing & clerical staff. First class.		Female	Over 65	White British	
79	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent.	No.	Male	Over 65	White British	
80	Maxillofacial (NDDH Outpatients)	Likely			Female	36-45	White British	
81	Multi Disciplinary Team (NDDH Outpatients)	Likely	The whole team are very experienced & caring. A good all round team that can deal with several problems at the same time. V. confident that	Not really.	Female	Over 65	White British	

			I received the best care. Mr W. & Mrs D. are lovely.					
82	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Efficient appt. system giving a mutually convenient time. Seen on time. Friendly & efficient therapist who takes into account lifestyle & needs. Good treatment option offered. Thank you.	Seems to work very well at NDDH.	Female	56-65	White British	
83	Orthopaedics (NDDH Outpatients)	Extremely Likely	Everyone concerned were very helpful, skilled & professional.	None.	Male	Over 65	White British	
84	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff. Professionalism.	Quicker service.	Female	16-25	White British	
85	Physiotherapy (NDDH Outpatients)	Extremely Likely	I am my mum's carer & find these appts excellent in the treatment of my 87 year old mother.	By not closing vital depts. to North Devon.	Male	56-65	White British	
86	Physiotherapy (NDDH Outpatients)	Extremely Likely	Everyone in the physio dept. are lovely, professional, friendly. My hydrotherapy has been a great benefit and is conducted in a firm, friendly manner.		Female	Over 65	White British	
87	Physiotherapy (NDDH)	Extremely Likely	Everyone is caring and concerned for the		Female	56-65	White British	

	Outpatients)		wellbeing of patients. I have felt very supported during my visits to both hydrotherapy and physiotherapy depts.					
88	Physiotherapy (NDDH Outpatients)	Likely	Good, friendly staff. Very helpful.	More disabled parking! I am a gentleman dependent on my wheelchair. Never able to park.	Male	56-65	White British	
89	Physiotherapy (NDDH Outpatients)	Likely	Always very good advice & service from this department.	Very satisfied with this service.	Female	36-45	White British	
90	Physiotherapy (NDDH Outpatients)	Likely	Friendly, helpful staff.		Female	Over 65	White British	
91	Physiotherapy (NDDH Outpatients)	Neither Likely nor Unlikely	Haven't finished therapy so cannot comment on outcome. All staff very friendly / approachable. Nice atmosphere.	Provide longer consultations to allow more treatment.	Male	26-35	White British	
92	Radiology - CT scan	Extremely Likely	As it's in Barnstaple. I don't have to travel. Very happy with the hospital.		Female	Over 65	White British	
93	Radiology - CT scan	Extremely Likely	I am a regular user of the services available to a local person and I am extremely impressed with the medical treatment I	In my experience it is right [illegible] wonderful.	Male	Over 65	White British	

			received. Especially from all the wonderful staff.					
94	Radiology - CT scan	Extremely Likely	Well looked after by the wonderful staff. Thanks to all team. CT staff.		Female	46-55	White British	
95	Radiology - CT scan	Extremely Likely	Everyone I met today, V., D. & E. has tried to put me at ease and treated me with kindness and respect. I feel the wording at the top of the form, should be: 'How would you rate the experience you have received in the department'.		Female	56-65	White British	
96	Radiology - CT scan	Extremely Likely	Very friendly, informative, reassuring.		Female	46-55	White British	
97	Radiology - CT scan	Extremely Likely	I found all the staff extremely friendly and reassuring.		Male	46-55	White British	
98	Radiology - CT scan	Extremely Likely	Professional & the right degree of the personal attention.	No.	Male	Over 65	White British	
99	Radiology - CT scan	Extremely Likely	Staff friendly, welcoming, willing to put patients at ease.	To me none, but [illegible].	Male	Over 65	White British	
100	Radiology - CT scan	Extremely Likely				46-55	White British	Do not publish
101	Radiology - CT scan	Extremely Likely	Staff were extremely		Male	Over 65	White British	

			nice and most respectful, caring & polite.					
102	Radiology - CT scan	Extremely Likely	Staff so kind and friendly. Thank you.		Female	56-65	White British	
103	Radiology - CT scan	Extremely Likely	Friendly staff. Caring service.		Female	Over 65	White British	
104	Radiology - CT scan	Extremely Likely	Very pleased with Barnstaple Hospital.		Male	56-65	White British	
105	Radiology - CT scan	Extremely Likely	All the staff from reception to radiologist are very pleasant.		Male	56-65	White British	
106	Radiology - CT scan	Extremely Likely	Very efficient, caring and friendly staff made me feel very confident in their care.		Male	56-65	White British	
107	Radiology - CT scan	Extremely Likely	Excellent service. Thank you.		Male	56-65	White British	
108	Radiology - CT scan	Extremely Likely	A really friendly, relaxed experience. Staff were excellent.		Male	Over 65	White British	
109	Radiology - CT scan	Extremely Likely	Explained procedures as going along. Always concerned if any discomfort. E. very good.	No - this department is spot on!	Male	Over 65	White British	
110	Radiology - CT scan	Extremely Likely	Friendly staff. Appointment on time. Felt at home.	No. Don't take away from Barnstaple.	Female	56-65	White British	
111	Radiology - CT scan	Extremely Likely	Informative and courteous treatment. Very punctual.		Female	56-65	White British	

112	Radiology - CT scan	Extremely Likely	Quiet. On time in seeing you. Very polite & caring. We've had to go to lots of departments in NDDH lately. The hospital is first class & offers a first class service. Long may it continue!	Nothing but praise but keep waiting areas relaxing & quiet.	Male	Over 65	White British	
113	Radiology - CT scan	Extremely Likely	Friendly, informative, gave thorough explanations of procedures, felt at ease at all times.		Male	56-65	White British	
114	Radiology - CT scan	Likely	Staff are very helpful.		Female	Over 65	White British	
115	Radiology - CT scan	Likely	Nurses and staff I would say were superb and very helpful and kind.		Male	Over 65	White British	
116	Radiology - CT scan	Likely			Female	Over 65	White British	
117	Radiology - CT scan		I wouldn't know if they needed similar care or treatment. I would recommend they see their GP.	No.	Male	56-65	White British	
118	Radiology - DEXA scan	Extremely Likely	My experience at NDDH on 14/10/16 was one of the most helpful & kind experiences I have ever had. From main reception to staff restaurant & then		Female	Over 65	White British	

			here at X-ray A.					
119	Radiology - MRI scan	Extremely Likely	Radiologist / nurse both extremely pleasant & helpful & reassuring. No wait. A good experience in the circumstances.					
120	Radiology - MRI scan	Extremely Likely	Friendly staff. Seen early. No waiting around. MRI procedures explained to me.	No.	Male	16-25	White British	
121	Radiology - Ultrasound	Extremely Likely	Friendly, professional.	Personally needed a lot earlier than date I got it but understand is probably well within your target.	Female	36-45	White British	
122	Radiology - X-ray	Extremely Likely	Very good service.	Cup of tea would be good.	Male	56-65	White British	
123	Radiology - X-ray	Extremely Likely	Efficient.		Female	46-55	White British	
124	Radiology - X-ray	Extremely Likely	All very helpful.	None.	Female	Over 65	White British	
125	Radiology - X-ray	Extremely Likely	Quick service. Polite and kind staff.	Outpatient service must be kept open, it would be too far to go to Exeter.	Female	Over 65	White British	
126	Radiology - X-ray	Extremely Likely			Female	46-55	White British	
127	Radiology - X-ray	Extremely Likely	Pleasant staff. Clean waiting area. Good facilities for children.		Female	36-45	White British	
128	Radiology - X-ray	Extremely Likely	All the staff were lovely, very reassuring and kind. Thank you!!		Female	46-55	White British	

129	Radiology - X-ray	Extremely Likely	Staff very helpful & efficient.	No.	Female	Over 65	White British	
130	Respiratory (NDDH Outpatients)	Extremely Likely	Despite pressure at work due to underfunding all the staff are excellent in all areas.	Keep this hospital open.	Female	46-55	White British	
131	Respiratory (NDDH Outpatients)	Extremely Likely	Always excellent.		Female	Over 65	White British	
132	Respiratory (NDDH Outpatients)	Likely		Disabled car park & wheelchairs too heavy & cumbersome, especially when partner can't handle chair.	Male	Over 65	White British	
133	Rheumatology (NDDH Outpatients)	Extremely Likely	V. well looked after, friendly, efficient, was put at my ease. Took time to explain and answer all questions. Thanks.	Phew? - er. Difficult to improve given great, helpful staff. Get government to give sensible budget! I really appreciate how I'm dealt with.	Male	Over 65	White British	
134	Rheumatology (NDDH Outpatients)	Likely	Rheumatology nurses have always responded to my phone calls & been very helpful in every way possible really.	Not really. One thing - make sure they send the correct appointment letter as was sent wrong one and had to wait over an hour.	Female	56-65	White British	
135	Rheumatology (NDDH Outpatients)	Likely			Female	56-65	White British	
136	Upper Limb Clinic (NDDH)	Extremely Likely	Excellent service.		Male	Over 65	White British	

	Outpatients)							
137	Urology (NDDH Outpatients)	Extremely Likely	Appointment was on time, comfortable waiting area.	Blood test - waiting for test is far too long.	Male	Over 65	White British	

Qualitative Feedback - Oct-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)	Parent/ Guardian/ Carer	Yes	Great play area - very fun.	Very kind staff.	More time given for young patients to adjust.	Male	Under 6	White British	
2	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly, professional staff.			Male	12-15	White British	
3	EEG / EMG (NDDH Outpatients)	N/A	Yes	Very friendly, helpful staff.	Friendly, helpful staff.		Male	9-11	White British	
4	EEG / EMG (NDDH Outpatients)	N/A	Yes				Female	Under 6	Mixed / Multiple ethnic groups	Do not publish
5	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly.	Everyone explained and answered our questions.	Nothing. Thank you.	Male	6-8	White British	

6	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	My son's been coming here. every 6-7 weeks for 4.5 years. There's plenty of toys to play with to keep him occupied & only twice has there been any delays.	No messing around. the staff know what their jobs are and get on with it.		Male	Under 6	Other ethnic group	
7	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff. Clean.	Need better toys and books for the children.	To be told how long we will have to wait.	Female	Under 6	White British	
8	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes			N/A.	Male	6-8	White British	
9	Eye Clinic (NDDH Outpatients)	Patient	Yes	Cause there kind and helpful.	I feel reassured that everything is ok.	Repair your clock!	Female	12-15	White British	
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	V. friendly staff.			Female	Under 6	White British	
11	Fracture Clinic (NDDH Outpatients)	Patient	Yes		It was pretty quick going into the X-ray.	Make the whole thing quicker.	Male	12-15	White British	
12	Orthoptist (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	[Illegible] was [illegible] friendly and nice!	Lots of fun eye games.	Not made me wait so long for my appointment.	Female	Under 6	White British	