

Bladder & Bowel Care Service (Adult) - 'Friends and Family Test' - Feb-16 to May-16

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.

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:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

| Month | Responses | Would recommend | Would not recommend | Neither likely nor unlikely to recommend / Don't know |
|--------|-----------|-----------------|---------------------|---|
| | No. | % | % | % |
| Feb-16 | 66 | 100.0 | 0.0 | 0.0 |
| Mar-16 | 9 | 100.0 | 0.0 | 0.0 |

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| Apr-16 | 42 | 100.0 | 0.0 | 0.0 |
| May-16 | 43 | 97.7 | 0.0 | 2.3 |

Qualitative Feedback - Feb-16

| | Location | '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 community outpatient service? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|-----------------------------|------------------------------------|--|--|--------|---------|---------------|---|
| 1 | Castle Circus Health Centre | Extremely likely | Very happy with my results. | No. | | over 65 | White British | No tick |
| 2 | Castle Circus Health Centre | Extremely likely | Was happy with treatment and advice staff given me. | No. | | 46-55 | White British | No tick |
| 3 | Castle Circus Health Centre | Extremely likely | Lots of information and help. | No - great service. | Female | 26-35 | White British | No tick |
| 4 | Castle Circus Health Centre | Extremely likely | Good information, helpful lady. | No. | | over 65 | White British | No tick |
| 5 | Castle Circus Health Centre | Extremely likely | Most helpful. | No. | Female | 46-55 | White British | No tick |
| 6 | Castle Circus Health Centre | Extremely likely | Very pleased with information and kind nurse, very helpful. Kept at ease with her. | No. | | over 65 | White British | No tick |
| 7 | Castle Circus Health Centre | Extremely likely | We found information given helpful. | | Male | over 65 | White British | No tick |
| 8 | Castle Circus | Extremely likely | I have found the clinic very | | Female | 56-65 | White | No tick |

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| | Health Centre | | helpful with the information given to me. | | | | British | |
| 9 | Castle Circus Health Centre | Extremely likely | Everything has always been fine. | No. | | over 65 | White British | No tick |
| 10 | Castle Circus Health Centre | Extremely likely | Very satisfied, thank you. | No. | | over 65 | White British | No tick |
| 11 | Castle Circus Health Centre | Extremely likely | Very useful advice. I feel I am making progress now. | No. | | over 65 | White British | No tick |
| 12 | Castle Circus Health Centre | Extremely likely | | | Female | 56-65 | White British | I DO NOT wish my anonymised comments to be made public |
| 13 | Castle Circus Health Centre | Extremely likely | Nurse very helpful & understanding. | | Female | 56-65 | White British | No tick |
| 14 | Castle Circus Health Centre | Extremely likely | The service is very good. Problem sometimes is phone contact. | The answerphone sometimes is a problem when you want to speak directly to someone. | Female | 56-65 | Black / African / Caribbean / Black British | No tick |
| 15 | Castle Circus Health Centre | Extremely likely | Very good care. | | Female | 46-55 | White British | No tick |
| 16 | Castle Circus Health Centre | Extremely likely | Courteous treatment, very patient and tried to get to bottom of problems & resolve them. Would be quite happy to come again. | No. | | over 65 | White British | No tick |
| 17 | Castle Circus Health | Extremely likely | Yes, happy with treatment. | No. | | over 65 | White British | No tick |

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| | Centre | | | | | | | |
| 18 | Castle Circus Health Centre | Likely | Happy with service. | | Female | 36-45 | White British | No tick |
| 19 | Castle Circus Health Centre | Likely | I've received good service. | No. | Female | over 65 | White British | No tick |
| 20 | Castle Circus Health Centre | Likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 21 | Castle Circus Health Centre | Likely | | | Female | 26-35 | White British | I DO NOT wish my anonymised comments to be made public |
| 22 | Dawlish Community Hospital | Extremely likely | Staff are marvellous. Treatment very good. | No. | | over 65 | White British | No tick |
| 23 | Dawlish Community Hospital | Extremely likely | Overall, given help and information regarding my condition. | No. | | over 65 | White British | No tick |
| 24 | Dawlish Community Hospital | Extremely likely | Very friendly and helpful nurse, no problem for her to answer all our questions. Excellent. | | Male | over 65 | White British | No tick |
| 25 | Dawlish Community Hospital | Extremely likely | Very happy with treatment, very helpful. | No. | | 56-65 | White British | No tick |
| 26 | Dawlish Community Hospital | Extremely likely | Very happy with service. | No. | | 36-45 | White British | No tick |
| 27 | Dawlish Community Hospital | Likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be |

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| | | | | | | | | made public |
| 28 | Exmouth Community Hospital | Extremely likely | My experience in an area that is full of potential embarrassment. Has been so [illegible] that I already recommend the service. Very many thanks. | Keep spreading the word as to how helpful and considerate that you are, and your successful outcomes. | Male | over 65 | White British | No tick |
| 29 | Exmouth Community Hospital | Likely | Prompt, pleasant & successful treatment. | | Male | over 65 | White British | No tick |
| 30 | NDDH | Extremely likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 31 | NDDH | Extremely likely | Verbal contact so important as everything was explained thoroughly. My grateful thanks. | None that I can think of but keep doing what you are doing. Many thanks. | Female | over 65 | White British | No tick |
| 32 | NDDH | Extremely likely | Extremely helpful. Pleasant, went out feeling better than when I came in. | | Male | over 65 | White British | No tick |
| 33 | NDDH | Extremely likely | J.S. very helpful and explained all procedures very well. Easy to understand and follow instructions. | | Female | 56-65 | White British | No tick |
| 34 | NDDH | Extremely likely | The help and advice I have been given was excellent and resulted in all my symptoms going away. The support & advice was clear and professional and H. is very approachable. | | Female | 56-65 | White British | No tick |
| 35 | NDDH | Extremely likely | I felt the practitioner was | Already efficient & | Female | over 65 | White | No tick |

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| | | | informative & efficient. She made me feel very comfortable & listened to. | professional. No improvements necessary. | | | British | |
| 36 | Newton Abbot Hospital | Extremely likely | | | Male | over 65 | White British | No tick |
| 37 | Newton Abbot Hospital | Extremely likely | Service is excellent, thank you. | | Male | over 65 | White British | No tick |
| 38 | Newton Abbot Hospital | Extremely likely | | | Female | 36-45 | White British | I DO NOT wish my anonymised comments to be made public |
| 39 | Newton Abbot Hospital | Extremely likely | Very good service, friendly. | | | over 65 | White British | No tick |
| 40 | Newton Abbot Hospital | Extremely likely | Very kind and sympathetic lady. Easy to understand. | None. | Female | over 65 | White British | No tick |
| 41 | Newton Abbot Hospital | Extremely likely | Staff very helpful. Nice, relaxing atmosphere in hospital, staff polite & warm. | | | | | No tick |
| 42 | Newton Abbot Hospital | Extremely likely | Efficient team. Prompt attention. Courteous. | | Male | 56-65 | White British | No tick |
| 43 | Newton Abbot Hospital | Extremely likely | Staff very polite & courteous & respected the delicate nature of my problems. Excellent facility. Thank you. | | Male | 56-65 | White British | No tick |
| 44 | Newton Abbot Hospital | Extremely likely | Kept informed and reassured, very friendly. | | Male | over 65 | White British | No tick |
| 45 | Newton | Extremely likely | Very helpful lady. | | Female | 46-55 | White | No tick |

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| | Abbot Hospital | | | | | | British | |
| 46 | Newton Abbot Hospital | Extremely likely | Efficiency / knowledge. | No - fantastic service. | Female | over 65 | White British | No tick |
| 47 | Newton Abbot Hospital | Extremely likely | Grateful for the explanation, advice and the patience and also the calm manner of the nurse / sister who dealt with me. | More volunteers - more funds - speeding up appointment times. | Female | over 65 | White British | No tick |
| 48 | Newton Abbot Hospital | Extremely likely | Made to feel relaxed and not embarrassed. | | Female | 56-65 | White British | No tick |
| 49 | Newton Abbot Hospital | Extremely likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 50 | Newton Abbot Hospital | Extremely likely | | | Female | 56-65 | White British | I DO NOT wish my anonymised comments to be made public |
| 51 | Newton Abbot Hospital | Likely | Extremely good care and treatment, charming ladies. | Could have been given a pot for sample, if required. | Male | over 65 | White British | No tick |
| 52 | South Molton Community Hospital | Extremely likely | Very reassuring and professional. | | | | | No tick |
| 53 | Teignmouth Community Hospital | Extremely likely | The kindness and sensitivity shown me. 100%. | Not really. | | over 65 | White British | No tick |
| 54 | Teignmouth Community | Extremely likely | The advice given especially for constipation has been | No, it is good already. | Female | over 65 | White British | No tick |

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| | Hopsital | | extremely helpful. | | | | | |
| 55 | Totness | Extremely likely | Very pleased with the service and given me a lot of advice. | No. | Female | over 65 | White British | No tick |
| 56 | Totness | Extremely likely | Was made to feel very comfortable and was not made to feel embarrassed about my condition. They were extremely supportive & helpful which makes a big difference to me. | No, was very happy with service. | Female | 56-65 | White British | No tick |
| 57 | Totness | Extremely likely | Great service, lovely nurse. | None. 10/10. | Male | over 65 | White British | No tick |
| 58 | Totness | Extremely likely | I was seen very quickly & the nurse was very thorough & had highlighted the main [illegible] to my GP surgery previously. Actions are being taken to ensure I empty fully now. | | Female | 46-55 | White British | No tick |
| 59 | Totness | Extremely likely | Minimal waiting time, local clinic making it easy to get to, very thorough and pleasant consultation information and helpful advice received. A really good experience, thank you. | No, I think it's a brilliant service. | Female | 56-65 | White British | No tick |
| 60 | Totness | Extremely likely | Reasonably prompt response. Considerate treatment despite me being late due to 45 minute traffic jam! Helpful leaflets. Referral to specialist at Torbay. | Parking overfull! | Male | over 65 | White British | No tick |
| 61 | Totness | Extremely likely | Perfectly happy with treatment today. | No. | | over 65 | White British | No tick |
| 62 | Totness | Extremely likely | I was seen immediately I arrived. The nurse was knowledgeable, very efficient | | Female | over 65 | White British | No tick |

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| | | | and helpful. | | | | | |
| 63 | Totness | Extremely likely | Help with catheter problems. | | Female | 46-55 | White British | No tick |
| 64 | Totness | Extremely likely | Very efficient and thorough and kind. | No. | Female | 56-65 | White British | No tick |
| 65 | Totness | Likely | Some useful info. As well as supportive approach. | | Female | 36-45 | White British | No tick |
| 66 | Totness | Likely | As a pathway to other services - physio / consultant. This is an excellent service and should be continued. | Nurse fronting the service needs to have correct leaflet available to hand to patient. Nurse needs to record examination findings to avoid re-examining 2 appointments later. Quality check who is fronting this excellent service. | Female | 46-55 | White British | No tick |

Qualitative Feedback - Mar-16

| | Location | '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 community outpatient service? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|-----------------------------|---|--|---|---------------|------------|------------------|--|
| 1 | Bideford Community Hospital | Extremely likely | Although my operation was nearly a year ago, I was experiencing problems with my bowel. Knowing I could ring the BBCS & have a chat & that they would help me was invaluable. Subsequently, I was referred for | Just maintain what you currently offer. | Female | 56-65 | White British | No tick |

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| | | | this appointment & the problem identified, solutions given & a further follow-up. | | | | | |
| 2 | Bideford Community Hospital | Extremely likely | | | Female | 46-55 | White British | I DO NOT wish my anonymised comments to be made public |
| 3 | Honiton Community Hospital | Extremely likely | The care and support given have been 1st class. Many thanks. | None. The service has accommodated me excellently. | Male | 56-65 | White British | No tick |
| 4 | NDDH | Extremely likely | The situation was explained well and was reassuring that I could improve my problem. | | Female | over 65 | White British | No tick |
| 5 | NDDH | Extremely likely | Today I saw J.S. about a distressing problem. She was so kind, clear, informative & reassuring. After many months of trying to get some help & advice she restored my faith in the NHS. | | Female | 56-65 | White British | No tick |
| 6 | NDDH | Extremely likely | Very helpful advice & very discreet. J.S. very friendly & understanding & made things very clear. | | Female | over 65 | White British | No tick |
| 7 | NDDH | Extremely likely | Very helpful + good advice and attention. | No - everything is good. | Female | over 65 | White British | No tick |
| 8 | NDDH | Extremely likely | The staff have all been thorough, and explained all aspects of treatment patiently and comprehensively. | Better timekeeping - perhaps? Although this must be difficult at times. | Female | over 65 | White British | No tick |
| 9 | Torrington Community Hospital | Extremely likely | Made to feel very at ease and concerns taken seriously, with lots of good advice. | | Female | 56-65 | White British | No tick |

Qualitative Feedback - Apr-16

| | Location | '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 community outpatient service? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|----|-----------------------------|------------------------------------|---|--|--------|---------|---------------|---|
| 1 | Brixham Hospital | Extremely likely | Very good. T. very thorough. | | | over 65 | White British | No tick |
| 2 | Brixham Hospital | Extremely likely | I am delighted with the service I have received today! | | Male | over 65 | White British | No tick |
| 3 | Castle Circus Health Centre | Extremely likely | Given a lot of useful information. Treated with courtesy. | Fan - very hot room! | Female | over 65 | White British | No tick |
| 4 | Castle Circus Health Centre | Extremely likely | 1st class service from staff. | | Female | over 65 | White British | No tick |
| 5 | Castle Circus Health Centre | Extremely likely | Very helpful and informative. | | | 46-55 | White British | No tick |
| 6 | Castle Circus Health Centre | Extremely likely | Very helpful & knowledgeable. Polite & friendly. | | Female | over 65 | White British | No tick |
| 7 | Castle Circus Health Centre | Extremely likely | Staff was excellent, informative and professional. | | Female | 36-45 | White British | No tick |
| 8 | Castle Circus Health Centre | Extremely likely | Friendly, unbiased advice with no feeling of being looked down on. | | Female | over 65 | White British | No tick |
| 9 | Castle Circus Health Centre | Extremely likely | Excellent care. | Better car parking. | Female | 36-45 | White British | No tick |
| 10 | Castle Circus Health | Likely | | | Female | over 65 | White British | No tick |

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|----|-----------------------------|------------------|---|--|--------|---------|--------------------|--|
| | Centre | | | | | | | |
| 11 | Castle Circus Health Centre | Likely | Very friendly and all well explained. | | Female | 46-55 | Other ethnic group | No tick |
| 12 | Castle Circus Health Centre | Likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 13 | Dawlish Community Hospital | Extremely likely | Treated with courtesy & given helpful information. | It is already very efficient. | Female | over 65 | White British | No tick |
| 14 | Dawlish Community Hospital | Extremely likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 15 | Dawlish Community Hospital | Extremely likely | All seemed very helpful and very thorough. | | Female | 36-45 | White British | No tick |
| 16 | Dawlish Community Hospital | Extremely likely | Very good. Made me comfortable + well trained + experiences. | No. | Male | 56-65 | White British | No tick |
| 17 | Dawlish Community Hospital | Extremely likely | | | | 46-55 | White British | I DO NOT wish my anonymised comments to be made public |
| 18 | Dawlish Community Hospital | Likely | Didn't get the outcome I came for due to lack of information. | Communication between different hospitals. | | 16-25 | White British | No tick |
| 19 | Midvale Clinic | Extremely likely | Very friendly / informative / easy / solved my problem within 2 appointments. Clear + professional. | | Female | 36-45 | White British | No tick |
| 20 | NDDH | Extremely likely | Being taught the correct | None. | Female | 46-55 | White | No tick |

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| | | | method for pelvic floor muscles. Which help to relieve further vaginal / pelvic pain. | | | | British | |
| 21 | Newton Abbot Hospital | Extremely likely | Seen on time and staff very helpful and ready to listen. | No. | Male | over 65 | White British | No tick |
| 22 | Newton Abbot Hospital | Extremely likely | Friendly, efficient, informative. | No. | | over 65 | White British | No tick |
| 23 | Newton Abbot Hospital | Extremely likely | The nurses were fantastic reassuring & helpful! Brilliant!! | | | | | No tick |
| 24 | Newton Abbot Hospital | Extremely likely | Because it's nice. | | Male | 56-65 | White British | No tick |
| 25 | Newton Abbot Hospital | Extremely likely | Friendly reception - made to feel at ease. | | Male | over 65 | White British | No tick |
| 26 | Newton Abbot Hospital | Extremely likely | Helpful & professional. | No. | Male | over 65 | White British | No tick |
| 27 | Newton Abbot Hospital | Extremely likely | Good service, friendly staff. | | Male | over 65 | White British | No tick |
| 28 | Newton Abbot Hospital | Extremely likely | Very helpful & continued monitoring very helpful too. | | | | | No tick |
| 29 | Newton Abbot Hospital | Extremely likely | Staff very kind and friendly. | | Male | over 65 | White British | No tick |
| 30 | Newton Abbot Hospital | Extremely likely | Very efficient, good sense of humour and helpful. | | Male | over 65 | White British | No tick |

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| 31 | Newton Abbot Hospital | Extremely likely | Friendly nurses, efficient treatment. | | Male | over 65 | White British | No tick |
| 32 | Newton Abbot Hospital | Extremely likely | The attention you get is absolutely first class and the staff are brilliant. | No. | | over 65 | White British | No tick |
| 33 | Newton Abbot Hospital | Extremely likely | Friendly & professional service. | | Male | over 65 | White British | No tick |
| 34 | Newton Abbot Hospital | Extremely likely | I was dealt with very sympathetically. My problems were really listened to & understood. Help / information was given immediately. | No. I couldn't improve on the service I received today. | Female | over 65 | White British | No tick |
| 35 | Newton Abbot Hospital | Extremely likely | So helpful and friendly (I saw R.) Really feel that things could improve for me. I felt I was receiving a personal and committed service. I enjoyed my visit! | | Female | 56-65 | White British | No tick |
| 36 | Newton Abbot Hospital | Extremely likely | Prompt appt. time. Friendly, very informative. | Seems to be fine. | Female | over 65 | White British | No tick |
| 37 | Newton Abbot Hospital | Extremely likely | | | Male | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 38 | Newton Abbot Hospital | Extremely likely | | | Male | 56-65 | White British | I DO NOT wish my anonymised comments to be made public |
| 39 | Newton Abbot | Extremely likely | Was given time to listen to the helpful instructions I was being | | Female | over 65 | White British | No tick |

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| | Hospital | | given, not rushed at all. | | | | | |
| 40 | Newton Abbot Hospital | Extremely likely | R. instantly made me feel we would come to grips with my problem - a pleasant interview altogether. | This is my first visit. | Female | over 65 | White British | No tick |
| 41 | Newton Abbot Hospital | Likely | Efficient, friendly service. Easy to get to. Free parking. | Explain what will happen when attending B&B clinic. | Male | over 65 | Other ethnic group | No tick |
| 42 | Sidmouth Community Hospital | Extremely likely | Excellent, helpful & realistic advice. Professional & friendly staff. | My own experiences have always been excellent. | Female | 56-65 | White British | No tick |

Qualitative Feedback - May-16

| | Location | '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 community outpatient service? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|-----------------------------|------------------------------------|---|--|--------|---------|---------------|---|
| 1 | Castle Circus Health Centre | Extremely likely | Nurse very friendly and helpful. | No. | Female | over 65 | White British | No tick |
| 2 | Castle Circus Health Centre | Extremely likely | Know someone who could benefit from a friendly face explaining things. | | Female | 56-65 | White British | No tick |
| 3 | Castle Circus Health Centre | Extremely likely | No problems. | | | over 65 | White British | No tick |
| 4 | Castle Circus Health Centre | Extremely likely | Very thorough and informative and gave me confidence in the belief that my condition / problem can be sorted! Listened! | | Female | 46-55 | White British | No tick |
| 5 | Castle Circus | Extremely likely | Happy. | | | over 65 | White | No tick |

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| | Health Centre | | | | | | British | |
| 6 | Castle Circus Health Centre | Extremely likely | Explained clearly. Pleasant staff. | | Female | over 65 | White British | No tick |
| 7 | Castle Circus Health Centre | Extremely likely | Clear, precise, caring advice given. Testing and [illegible]. Responsive. | Fine. | Male | 56-65 | White British | No tick |
| 8 | Castle Circus Health Centre | Extremely likely | Very helpful & informative. | No. | Female | over 65 | White British | No tick |
| 9 | Castle Circus Health Centre | Extremely likely | | | Female | over 65 | White British | No tick |
| 10 | Castle Circus Health Centre | Extremely likely | Excellent service - treatment on time, good result. | Better car parking. | Female | 56-65 | White British | No tick |
| 11 | Castle Circus Health Centre | Extremely likely | | | Male | 26-35 | White British | No tick |
| 12 | Castle Circus Health Centre | Likely | Very thoroughly explained. | | Female | 46-55 | White British | No tick |
| 13 | Dartmouth Community Hospital | Extremely likely | Everything was very good. | No. | Male | over 65 | White British | No tick |
| 14 | Dartmouth Community Hospital | Extremely likely | Delighted with service, very kind, helpful & grateful. | | | over 65 | White British | No tick |
| 15 | Dartmouth Community Hospital | Extremely likely | Very good nurse and listened to patients. | | | | | No tick |
| 16 | Dartmouth | Extremely likely | Very helpful and made my | | Female | over 65 | White | No tick |

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| | Community Hospital | | appointment very easy. | | | | British | |
| 17 | Dawlish Community Hospital | Extremely likely | | Very happy with the information and help received. | Female | 46-55 | White British | No tick |
| 18 | Dawlish Community Hospital | Extremely likely | Willing to listen to my problems, very helpful. | | | | | No tick |
| 19 | Dawlish Community Hospital | Extremely likely | Friendly, helpful, fast service. | | | 56-65 | White British | No tick |
| 20 | Dawlish Community Hospital | Extremely likely | Very helpful & practical advice not given by GP. | | Female | 56-65 | White British | No tick |
| 21 | Exmouth Community Hospital | Extremely likely | Receptive consultation and sympathetic treatment. | | Female | over 65 | White British | No tick |
| 22 | Exmouth Community Hospital | Extremely likely | Helpful & courteous at all times. | | Male | over 65 | White British | No tick |
| 23 | NDDH | Extremely likely | Quick referral from GP + good advice & treatment given with clear instructions. | | Female | 36-45 | White British | No tick |
| 24 | NDDH | Extremely likely | Very thorough - lots of useful information, friendly and felt it was a personal visit - looked me in the eye. Repeated information & answered questions. | This was my first visit to hospital and I was impressed and have no suggestions for improvement. | Female | over 65 | White British | No tick |
| 25 | NDDH | Extremely likely | Extremely kind and sympathetic approach. Good advice and plan for treatment which was very welcome. Excellent care. | | Female | 56-65 | White British | No tick |

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| 26 | NDDH | Extremely likely | Very helpful advice about what to do & what not to do, & how to make the best of the surgery I have had. | | Female | 56-65 | White British | No tick |
| 27 | Newton Abbot Hospital | Extremely likely | Very friendly, efficient staff. | | | | | No tick |
| 28 | Newton Abbot Hospital | Extremely likely | Courtesy & consideration of the specialist nurse. | It is very good at present so cannot think of much to improve it. | Female | over 65 | White British | No tick |
| 29 | Newton Abbot Hospital | Extremely likely | Excellent staff, close to home. | | Male | over 65 | White British | No tick |
| 30 | Newton Abbot Hospital | Extremely likely | The staff were very pleasant & make you relaxed. | | Male | over 65 | White British | No tick |
| 31 | Newton Abbot Hospital | Extremely likely | Very kind, understanding, felt very at ease. | No. | Male | over 65 | White British | No tick |
| 32 | Newton Abbot Hospital | Extremely likely | | | Male | 56-65 | Asian / Asian British | I DO NOT wish my anonymised comments to be made public |
| 33 | Newton Abbot Hospital | Extremely likely | | | Male | 56-65 | White British | I DO NOT wish my anonymised comments to be made public |
| 34 | Newton Abbot Hospital | Extremely likely | Made the whole experience straightforward and not traumatic and frightening. | | | | | No tick |
| 35 | Newton Abbot | Extremely likely | | | Female | 46-55 | White British | I DO NOT wish my anonymised |

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| | Hospital | | | | | | | comments to be made public |
| 36 | Newton Abbot Hospital | Extremely likely | Pleasant and helpful staff. Easy parking and access. | None. | Female | over 65 | White British | No tick |
| 37 | Newton Abbot Hospital | Extremely likely | Friendly response from staff to delicate problem. Honest and full discussion about test results and what will come next. | | | over 65 | White British | No tick |
| 38 | Newton Abbot Hospital | Extremely likely | Nurse was very efficient and understanding. Also, she gave me all the information I needed. | | Male | over 65 | White British | No tick |
| 39 | Newton Abbot Hospital | Neither likely nor unlikely | At the moment, I cannot see any light at the end of the tunnel. | Keep to appointment time and keep informed when running late. | Male | over 65 | White British | No tick |
| 40 | Totness | Extremely likely | Friendly staff, knowledgeable, set at ease, calm atmosphere, clean, welcoming. | Other than please don't close this valuable resource - no!! | Female | 46-55 | White British | No tick |
| 41 | Totness | Extremely likely | Clear on what was needed, thorough approach. Friendly / approachable - important for my mother who has Alzheimer's. | No. | Female | over 65 | White British | No tick |
| 42 | Totness | Extremely likely | Helpful & friendly. Easy to talk to. | Increase disabled parking at the hospital. | Female | 56-65 | White British | No tick |
| 43 | Totness | Likely | | | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |