

## Bladder & Bowel Care Service - 'Friends and Family Test' - Jan-15 to May-15

*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 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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jan-15	2	100.0	0.0	0.0
Feb-15	No data	No data	No data	No data
Mar-15	18	100.0	0.0	0.0
Apr-15	97	100.0	0.0	0.0
May-15	88	100.0	0.0	0.0

### Qualitative Feedback - Jan-15

	Month	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	Jan	Crediton Community Hospital	Extremely likely	Staff who have helped me have been understanding - and have dealt with my problems in an extremely sensitive way and done everything they could to help me.	Ensure this service is maintained - it is extremely valuable.	Female	over 65	White British	No tick
2	Jan	Ilfracombe Community Hospital	Extremely likely	Excellent service from everybody in a local situation.		Female	56-65		No tick

### Qualitative Feedback - Mar-15

	Month	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	Mar	Bideford Community Hospital	Extremely likely	Extremely professional and able to make me as a patient feel confident about my situation.	No.	Male	56-65	White British	No tick
2	Mar	Bideford Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be

									made public
3	Mar	Bideford Community Hospital	Extremely likely	Very friendly doctor/nurse. Very helpful and caring.	Not that I can think of.	Female	16-25	White British	No tick
4	Mar	Franklyn House	Extremely likely	Very helpful staff. Successful treatment.		Female	56-65	White British	No tick
5	Mar	Franklyn House	Extremely likely	R. was very helpful. All staff friendly and caring.		Female	46-55	White British	No tick
6	Mar	Franklyn House	Extremely likely	Friendly, caring and helpful.		Female	over 65	White British	No tick
7	Mar	Franklyn House	Likely	Good attention, care.	Make the entrance a bit cleaner.	Female	36-45	White British	No tick
8	Mar	Okehampton Community Hospital	Extremely likely	Listened to us in detail and took our concerns to form diagnosis. Good reassurance of problem.		Female	26-35	White British	No tick
9	Mar	Torrington Community Hospital	Extremely likely	I think the main reason is the caring you feel when your with L. It's like being with a friend. Thank you.		Female	over 65	White British	No tick
10	Mar	Torrington Community Hospital	Extremely likely			Male	over 65	White British	No tick
11	Mar	NDDH	Extremely likely	Lovely friendly and helpful member of staff.		Female	26-35	White British	No tick
12	Mar	NDDH	Extremely likely	Very helpful, friendly, good advice, and easy to talk to.					No tick

13	Mar	NDDH	Extremely likely	Professional but caring about a subject that is embarrassing.	Having to ask at the general reception where to go was embarrassing.	Female		White British	No tick
14	Mar	NDDH	Extremely likely	I found the service very good and efficient.		Female	56-65	White British	No tick
15	Mar	NDDH	Extremely likely				46-55	White British	I DO NOT wish my anonymised comments to be made public
16	Mar	NDDH	Likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
17	Mar	NDDH	Likely	She was helpful and reassuring.		Female	56-65	White British	No tick
18	Mar	Torrington Community Hospital	Extremely likely	Nice atmosphere, very friendly.		Female	over 65	White British	No tick

### **Qualitative Feedback - Apr-15**

	Month	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	Apr	Bideford Community Hospital	Extremely likely	Very knowledgeable staff, friendly, informative, professional and kind. Have given me lots of tips to help myself.	Parking!	Female	36-45	White British	No tick

2	Apr	Bideford Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
3	Apr	Bideford Community Hospital	Extremely likely	Friendly. Helpful - problem dealt with and follow up offered.	No.	Female	36-45	White British	No tick
4	Apr	Bideford Community Hospital	Extremely likely	I found this visit very helpful.		Female	46-55	White British	No tick
5	Apr	Bideford Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	Apr	Bideford Community Hospital	Extremely likely	Excellent advice.		Male	over 65	White British	No tick
7	Apr	Bideford Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
8	Apr	Bideford Community Hospital	Extremely likely	I was treated in a very caring way - attention to detail etc.		Female	over 65	White British	No tick
9	Apr	Bideford Community Hospital	Extremely likely	Most helpful and informative. Thank you		Female	over 65	White British	No tick
10	Apr	Exmouth Community Hospital	Extremely likely	Very kind and understanding.			46-55	White British	No tick
11	Apr	Exmouth Community Hospital	Extremely likely	I was seen promptly and given a thorough explanation about my	None.	Male	over 65	White British	No tick

				condition, the nurse was very nice with a good personality.					
12	Apr	Exmouth Community Hospital	Extremely likely	All staff are very helpful and kind.		Female	over 65	White British	No tick
13	Apr	Exmouth Community Hospital	Extremely likely	Excellent service.					No tick
14	Apr	Exmouth Community Hospital	Extremely likely	Unfailing courtesy and friendly help and concern. No sense of being rushed.	No. If everyone has as considerate help as I have/and still am/having there seems to be a very efficient service.	Female	over 65	White British	No tick
15	Apr	Exmouth Community Hospital	Extremely likely			Male	over 65	White British	No tick
16	Apr	Exmouth Community Hospital	Extremely likely	Do not wait long. Excellent staff. All very nice. 10 out of 10		Female	56-65	White British	No tick
17	Apr	Exmouth Community Hospital	Extremely likely	The nurse was very thorough and explained everything very well to me, putting my mind at rest.	No.	Female	over 65	White British	No tick
18	Apr	Exmouth Community Hospital	Extremely likely	Appointment on time. Staff on desk very friendly and helpful. My appointment very helpful and most caring and could not	No.	Female	over 65	White British	No tick

				have been better. Came out quite happy.					
19	Apr	Exmouth Community Hospital	Likely	Good understanding of my situation and helpful response and action.		Male	56-65	White British	No tick
20	Apr	NDDH	Extremely likely	I was given good help and advice on certain things I could do to help the problems I had been experiencing which has made my problem much better than it was.			46-55	White British	No tick
21	Apr	NDDH	Extremely likely	Lovely lady made to feel comfortable and not embarrassed.		Female	26-35	White British	No tick
22	Apr	NDDH	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
23	Apr	NDDH	Extremely likely	Because it was very helpful and lots of info.		Female	26-35	White British	No tick
24	Apr	NDDH	Extremely likely	Polite, helpful, very clear in making me understand.		Female	over 65	White British	No tick
25	Apr	NDDH	Extremely likely	Very helpful and reassuring.		Female	56-65	White British	No tick
26	Apr	NDDH	Extremely likely	LS (physiotherapist) was really clear and informative with telling me about	Increase access to gynae physiotherapists - more resourcing for	Female	46-55	White British	No tick

				aspects of my health issue. Very calm and kind manner which I found reassuring.	non-invasive corrective practices? Starter Pilates classes?				
27	Apr	NDDH	Extremely likely	Efficient, kind treatment.	No, everything went very well.	Female	46-55	White British	No tick
28	Apr	NDDH	Extremely likely	Very friendly and efficient, made comfortable throughout examination.	No.	Female	26-35	White British	No tick
29	Apr	NDDH	Extremely likely	I was listened to, reassured and had my queries answered. Thank you.	Perhaps improve the waiting time to see physiotherapist.	Female	over 65	White British	No tick
30	Apr	NDDH	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
31	Apr	NDDH	Extremely likely	The physiotherapist put me at ease and dealt with my issues, very sensitively without causing any embarrassment.		Male	56-65	White British	No tick
32	Apr	NDDH	Extremely likely			Female	46-55	Other ethnic group	I DO NOT wish my anonymised comments to be made public
33	Apr	NDDH	Extremely likely	Mrs S. was extremely helpful, friendly and informative.		Female	56-65	White British	No tick
34	Apr	NDDH	Extremely likely	Good information to		Female	56-65	White	No tick



				me.				British	
35	Apr	NDDH	Extremely likely	Very happy with all staff and treatment.		Female	46-55	White British	No tick
36	Apr	NDDH	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
37	Apr	NDDH	Extremely likely			Female	46-55	White British	No tick
38	Apr	NDDH	Likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
39	Apr	NDDH	Likely	Friendly, helpful and informative staff.		Female	46-55	White British	No tick
40	Apr	NDDH	Likely	Friendly staff, quick appointments.		Female	16-25	White British	No tick
41	Apr	Newton Abbot Community Hospital	Extremely likely	This is a flawed and pointless process and as an NHS worker I don't want to see a fellow organisation get a black mark!		Male	56-65	White British	No tick
42	Apr	Newton Abbot Community Hospital	Extremely likely	It has helped me a great deal with a problem I have had for years.		Female	36-45	White British	No tick
43	Apr	Newton Abbot Community Hospital	Extremely likely	They were very warm and friendly from the start. They reassured me and made me feel comfortable.		Female	36-45	White British	No tick
44	Apr	Newton	Extremely likely			Male	over	White	I DO NOT wish my

		Abbot Community Hospital					65	British	anonymised comments to be made public
45	Apr	Newton Abbot Community Hospital	Extremely likely	I have a learning disability and consultant R. listens carefully and explains things in a way which I can understand.	The service I received has always been very good.		26-35	White British	No tick
46	Apr	Newton Abbot Community Hospital	Extremely likely	A very efficient, helpful clinic.	Enlarge the car parking area, sometimes it is difficult to find a space, there is also no alternative parking close by!	Female	46-55	White British	No tick
47	Apr	Newton Abbot Community Hospital	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
48	Apr	Newton Abbot Community Hospital	Extremely likely	Very kind and friendly.	Things are very comfortable.	Male	over 65	White British	No tick
49	Apr	Newton Abbot Community Hospital	Extremely likely	Staff friendly, listened to concerns and acted accordingly.	I think the service is already very good.	Female	over 65	White British	No tick
50	Apr	Newton Abbot Community Hospital	Extremely likely						No tick
51	Apr	Newton	Extremely likely	Friendly atmosphere		Male	over	White	No tick

		Abbot Community Hospital		from staff.			65	British	
52	Apr	Newton Abbot Community Hospital	Extremely likely	Efficient, friendly nurses.	Water dispenser.	Male	over 65	White British	No tick
53	Apr	Newton Abbot Community Hospital	Extremely likely			Male		White British	No tick
54	Apr	Newton Abbot Community Hospital	Extremely likely			Male	over 65	White British	No tick
55	Apr	Newton Abbot Community Hospital	Extremely likely	Excellent care and R. made me feel at ease and not embarrassed.	Make great use of the facilities at Newton Abbot Hospital.	Female	over 65	White British	No tick
56	Apr	Newton Abbot Community Hospital	Extremely likely	All needs were answered when I asked all my questions.	Not really.	Female	over 65	White British	No tick
57	Apr	Newton Abbot Community Hospital	Extremely likely	Very pleasant environment, very helpful and pleasant staff. It's a nice place to attend.	No - it's pretty well perfect.	Female	over 65	White British	No tick
58	Apr	Newton Abbot Community Hospital	Extremely likely	I found her very kind and helpful.		Female	over 65	White British	No tick
59	Apr	Newton	Extremely likely	Nurse put me at ease		Male	over	White	No tick

		Abbot Community Hospital		regarding my condition and was very helpful.			65	British	
60	Apr	Newton Abbot Community Hospital	Extremely likely	Friendly and patient staff.					No tick
61	Apr	Newton Abbot Community Hospital	Extremely likely	Helpful and friendly.		Male	56-65	White British	No tick
62	Apr	Newton Abbot Community Hospital	Extremely likely	The advice given was very helpful and gave me confidence that I could overcome the problem.			over 65	White British	No tick
63	Apr	Newton Abbot Community Hospital	Extremely likely	Friendly treatment and helpful advice.			over 65	White British	No tick
64	Apr	Newton Abbot Community Hospital	Extremely likely	Because at last we have been offered some help. Thank you.					No tick
65	Apr	Newton Abbot Community Hospital	Extremely likely	Because I trust my nurse R. She explains everything very well, listens to me and is very patient.	None.	Female	56-65	White British	No tick
66	Apr	Newton Abbot Community Hospital	Extremely likely			Male	56-65		I DO NOT wish my anonymised comments to be made public

67	Apr	Newton Abbot Community Hospital	Extremely likely	I found very helpful advice and friendly staff.		Female	over 65	White British	No tick
68	Apr	Newton Abbot Community Hospital	Extremely likely	Very good knowledge from the staff.	Keep up the good work.	Female	46-55	White British	No tick
69	Apr	Newton Abbot Community Hospital	Extremely likely		No.	Female	46-55	White British	No tick
70	Apr	Newton Abbot Community Hospital	Extremely likely	There is light at the end of the tunnel.		Female	56-65	White British	No tick
71	Apr	Newton Abbot Community Hospital	Extremely likely	Professional, knowledgeable help delivered in a positive friendly manner, thanks. Nice touch P. showing patients to correct waiting area.	Change the instructions on the parking machine instructions - refer to 'Green Button' which isn't Green! Really confusing for me and other patients too. Otherwise the visit to the hospital very positive, thanks.	Female	56-65	White British	No tick
72	Apr	Newton Abbot Community Hospital	Extremely likely	Professional, informative and friendly consultation - very helpful and informative.		Female	over 65	White British	No tick
73	Apr	Newton	Extremely likely	Very prompt, efficient			over	White	No tick

		Abbot Community Hospital		service.			65	British	
74	Apr	Newton Abbot Community Hospital	Extremely likely	Very helpful, friendly staff that make you feel individual and care for your needs.	N/A.	Female	46-55	White British	No tick
75	Apr	Newton Abbot Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
76	Apr	Newton Abbot Community Hospital	Extremely likely			Male	46-55	White British	No tick
77	Apr	Newton Abbot Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
78	Apr	Newton Abbot Community Hospital	Extremely likely	Friendly and helpful information.		Female	over 65	White British	No tick
79	Apr	Newton Abbot Community Hospital	Extremely likely	Pleasant service.			over 65	White British	No tick
80	Apr	Newton Abbot Community Hospital	Extremely likely			Male	46-55	White British	No tick
81	Apr	Newton Abbot	Likely	Staff is very friendly.		Male	16-25	White British	No tick

		Community Hospital							
82	Apr	Newton Abbot Community Hospital	Likely	Staff are very friendly and courteous.		Male	46-55	White British	No tick
83	Apr	Newton Abbot Community Hospital	Likely	The staff are really nice and friendly.	No.	Female	46-55	White British	No tick
84	Apr	Newton Abbot Community Hospital	<b>Not Entered</b>			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
85	Apr	<b>Not Entered</b>	Extremely likely	I found it helpful. Good explanation given. Clear instructions. Gentle examination and positive outcome.	No.	Female	over 65	White British	No tick
86	Apr	<b>Not Entered</b>	Extremely likely	The nurse was excellent, no feeling of embarrassment and very thorough.	I haven't lived in the area long enough - what services I have received have been very good.	Female	over 65	White British	No tick
87	Apr	Sidmouth Community Hospital	Extremely likely	Helpful. Time given and everything explained.	No.	Male	over 65	White British	No tick
88	Apr	Sidmouth Community Hospital	Extremely likely	I have always been pleased with the service and help at Sidmouth Hospital. Have had an OP here.		Female	over 65	White British	No tick

89	Apr	Sidmouth Community Hospital	Likely	Mrs F. is very understanding and helpful. Appointment always on time.	Lovely cottage hospital and long may it stay.	Female	over 65	White British	No tick
90	Apr	South Molton Community Hospital	Extremely likely	Mrs S. was very caring and helpful, as the first time we made contact when I was apprehensive she put me completely at ease.	Parking is always a nightmare.	Female	over 65	White British	No tick
91	Apr	South Molton Community Hospital	Extremely likely	The lady in charge of this clinic was very caring and understanding, explained everything very clearly.		Female	46-55	White British	No tick
92	Apr	South Molton Community Hospital	Extremely likely	Good advice given on my problems - has helped to resolve it. Convenient venue.		Female	over 65	White British	No tick
93	Apr	South Molton Community Hospital	Likely	Very helpful in explaining treatment, made you feel comfortable.		Female	36-45	White British	No tick
94	Apr	South Molton Community Hospital	Likely						No tick
95	Apr	Torrington Community Hospital	Extremely likely	JS is lovely, competent and approachable. She is great in her experience, advice,	No.	Female	46-55	White British	No tick



				knowledge and extremely professional. Thank you.					
96	Apr	Torrington Community Hospital	Extremely likely	Was made to feel very relaxed and able to ask questions and given food answers and advice.		Female	56-65	White British	No tick
97	Apr	Torrington Community Hospital	Extremely likely	Extremely helpful - new way of looking at problems. Very supportive.	No - excellent.	Female	46-55	White British	No tick
98	Apr	Torrington Community Hospital	Extremely likely	Staff are friendly, parking is free. Hospital is easy to get to.		Female	36-45	White British	No tick

### **Qualitative Feedback - May-15**

	Month	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	May	Bideford Community Hospital	Extremely likely	Very convenient hospital for me, easy to find and park. Lovely staff.		Female	56-65	White British	No tick
2	May	Exmouth Community Hospital	Extremely likely	Have been given a lot of help which has made my daily life a lot more comfortable.		Female	over 65	White British	No tick
3	May	Exmouth	Extremely likely						No tick

		Community Hospital							
4	May	Exmouth Community Hospital	Extremely likely	Friendly, helpful advice from caring staff.		Female	56-65	White British	No tick
5	May	Exmouth Community Hospital	Extremely likely	Made to feel at ease. Detail given in a clear and understandable way, being helpful and giving practical information.		Female	over 65	White British	No tick
6	May	Exmouth Community Hospital	Extremely likely	Nurse was extremely understanding and has given me some excellent advice and encouragement.		Female	over 65	White British	No tick
7	May	Exmouth Community Hospital	Extremely likely	Good motivation and kindness.		Female	56-65	White British	No tick
8	May	Exmouth Community Hospital	Extremely likely	Helpful and informative.		Female	over 65	White British	No tick
9	May	Exmouth Community Hospital	Likely	Helpful and practical despite wait for initial appointment.		Female	over 65	White British	No tick
10	May	Holsworthy Community Hospital	Extremely likely	I was treated with respect and dignity in a private issue.		Female	36-45	White British	No tick
11	May	NDDH	Extremely likely	Friendly but also very professional.	No.	Female	over 65	White British	No tick
12	May	NDDH	Extremely likely	Very discrete and useful information.					No tick
13	May	NDDH	Extremely likely	Extremely helpful with		Female	56-65	White	No tick

				positive results.				British	
14	May	NDDH	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
15	May	NDDH	Extremely likely	Was given lots of help, information and hope, very happy.	No.	Female	36-45	White British	No tick
16	May	NDDH	Extremely likely	Extremely informative and helpful.		Female	46-55	White British	No tick
17	May	NDDH	Extremely likely	Very friendly and helpful advice given.		Male	over 65	White British	No tick
18	May	NDDH	Extremely likely	The lady was very nice and I have learnt a lot, made me feel at home.	None.	Female	46-55	White British	No tick
19	May	NDDH	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
20	May	NDDH	Extremely likely	Very kind and helpful felt at ease all the time.					No tick
21	May	NDDH	Extremely likely	Extremely knowledgeable and very helpful.		Male	56-65	White British	No tick
22	May	NDDH	Extremely likely	Helpful, friendly and informative service.		Female	56-65	White British	No tick
23	May	NDDH	Extremely likely	Very good information given.					No tick
24	May	NDDH	Extremely likely	JS was very helpful - nice manner and explained everything		Female	over 65	White British	No tick

				in detail.					
25	May	NDDH	Extremely likely	Having reassurance over symptoms, being listened to.		Female	over 65	White British	No tick
26	May	NDDH	Extremely likely	Very helpful, listened to me, understood my complex health issues. Referrals made to appropriate departments.	More staff would mean people could be seen faster. The department I have been referred to are specialised and have long waiting lists because of this. I know this is a funding issue though and nothing to do with the staff who work hard.		26-35	White British	No tick
27	May	NDDH	Extremely likely	J. was very helpful and understanding.		Female	over 65	White British	No tick
28	May	Newton Abbot Community Hospital	Extremely likely	Nurse RA - very professional, efficient and caring.		Female	56-65	White British	No tick
29	May	Newton Abbot Community Hospital	Extremely likely	I found the business of bowel problems embarrassing but R. handles everything so nicely I found it was ok. I felt very cared for in this department and its reassuring to know I can come back if my problems occur again.	Only signage - I sat in wrong waiting area on one visit because they look so alike!	Female	56-65	White British	No tick
30	May	Newton	Extremely likely	Treated as a person		Female	over	White	No tick

		Abbot Community Hospital		not talked AT.			65	British	
31	May	Newton Abbot Community Hospital	Extremely likely	I have always felt relaxed and comfortable with R. She is warm, helpful and informative.		Female	over 65	White British	No tick
32	May	Newton Abbot Community Hospital	Extremely likely				over 65	Other ethnic group	I DO NOT wish my anonymised comments to be made public
33	May	Newton Abbot Community Hospital	Extremely likely	Very pleasant and good sense of humour. Made me feel comfortable and didn't have to do anything I didn't want to.	No.	Female	56-65	White British	No tick
34	May	Newton Abbot Community Hospital	Extremely likely				56-65	White British	No tick
35	May	Newton Abbot Community Hospital	Extremely likely	Great care.		Female	over 65	White British	No tick
36	May	Newton Abbot Community Hospital	Extremely likely	Prompt appointment - timely. Friendly and kind staff.		Male	over 65	White British	No tick
37	May	Newton Abbot	Extremely likely			Male	over 65	White British	No tick

		Community Hospital							
38	May	Newton Abbot Community Hospital	Extremely likely	Specialist nurse very helpful, pleasant and informative in quiet surroundings. Everything was explained in an easy way for the layman to understand.		Female	over 65	White British	No tick
39	May	Newton Abbot Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
40	May	Newton Abbot Community Hospital	Extremely likely	Very helpful and professional service.		Female	46-55	White British	No tick
41	May	Newton Abbot Community Hospital	Extremely likely	Quiet, friendly public areas, prompt appointments. Ease of access (Bus 75).		Female	over 65	White British	No tick
42	May	Newton Abbot Community Hospital	Extremely likely	Good, thorough and friendly service from RA and reception.	No.	Female	over 65	White British	No tick
43	May	Newton Abbot Community Hospital	Extremely likely	The care and attention given me by the staff of the centre.	No, quite well organised.	Male	over 65	White British	No tick
44	May	Newton Abbot Community	Extremely likely	Everyone very helpful. Hospital very pleasant.		Male	over 65	White British	No tick

		Hospital							
45	May	Newton Abbot Community Hospital	Extremely likely	She was very pleasant and helpful.			over 65	White British	No tick
46	May	Newton Abbot Community Hospital	Extremely likely	Warm lady explained everything clearly, felt relaxed.		Female	46-55	White British	No tick
47	May	Newton Abbot Community Hospital	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
48	May	Newton Abbot Community Hospital	Extremely likely	The care is efficient and nurse extremely friendly.		Female	46-55	White British	No tick
49	May	Newton Abbot Community Hospital	Extremely likely	Treated very well and everything explained to me.		Female	46-55	White British	No tick
50	May	Newton Abbot Community Hospital	Extremely likely	Staff are always helpful and polite. Treated with respect.					No tick
51	May	Newton Abbot Community Hospital	Extremely likely	We could not cope without your help and support. Thank you.	Have someone here we can just pop into if we got a problem when we can't get help with the Doc's.	Female	over 65	White British	No tick
52	May	Newton Abbot Community	Extremely likely	Friendly, professional care - brilliant.	None.	Male	over 65	White British	No tick

		Hospital							
53	May	Newton Abbot Community Hospital	Extremely likely	Nurses very kind and helpful.		Male	over 65	White British	No tick
54	May	Newton Abbot Community Hospital	Extremely likely	We have been coming here for some time and we have always been extremely grateful for the service and kindness we have received for our problems.	It is just fine.	Male	over 65	White British	No tick
55	May	Newton Abbot Community Hospital	Extremely likely	Very happy with my discussions with the practitioner.	Keep the car park ticket vending machines in order.	Female	over 65	White British	No tick
56	May	Newton Abbot Community Hospital	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
57	May	Newton Abbot Community Hospital	Extremely likely			Female	over 65	White British	No tick
58	May	Newton Abbot Community Hospital	Extremely likely	Very helpful advice and made a difference.		Female	56-65	White British	No tick
59	May	Newton Abbot Community Hospital	Extremely likely			Female	56-65	White British	No tick



60	May	Newton Abbot Community Hospital	Extremely likely	Very happy with treatment.		Female	over 65	White British	No tick
61	May	Newton Abbot Community Hospital	Extremely likely	R. was lovely - put me at ease, gave advice.		Female	36-45	White British	No tick
62	May	Newton Abbot Community Hospital	Extremely likely	I have had a great deal of help from RA and all the medication given to me was a great help.	No, everyone at the hospital was kind and helpful.	Female	over 65	White British	No tick
63	May	Newton Abbot Community Hospital	Extremely likely	Friendly and efficient staff. Prompt attention - brilliant!!!		Male	56-65	White British	No tick
64	May	Newton Abbot Community Hospital	Extremely likely	Good service, informative.	No, wonderful service.	Male	56-65	White British	No tick
65	May	Newton Abbot Community Hospital	Extremely likely	I was given a lot of understanding and helpful advice, also appropriate medication which may well help me to cover and cope with my obvious distress.	No, your service appears to be friendly relaxed and most satisfactory.	Female	over 65	White British	No tick
66	May	Newton Abbot Community Hospital	Extremely likely	The service is very helpful and the care was very understanding.					No tick

67	May	Newton Abbot Community Hospital	Extremely likely	Bladder test.		Male	56-65	White British	No tick
68	May	Newton Abbot Community Hospital	Extremely likely	Very helpful advice and friendly, put me at ease.		Male	over 65	White British	No tick
69	May	Newton Abbot Community Hospital	Extremely likely	Happy with all aspects of visit for bladder test.		Male	56-65	White British	No tick
70	May	Newton Abbot Community Hospital	Extremely likely	Very helpful and understanding staff.		Male	over 65	White British	No tick
71	May	Newton Abbot Community Hospital	Extremely likely	Information provided, attention to detail, caring treatment, clean surroundings, nice staff.		Male	over 65	White British	No tick
72	May	Newton Abbot Community Hospital	Extremely likely	The information given was a big surprise to us and no-one else has given before. Very friendly staff made us relaxed. Many thanks.	A lot of forms to take in and routines to follow so try and simplify them where possible.	Female	56-65	White British	No tick
73	May	Newton Abbot Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
74	May	Newton Abbot	Likely			Male	over 65	White British	No tick

		Community Hospital							
75	May	Newton Abbot Community Hospital	Likely	Friendly relaxed approach. No embarrassment. Prompt and efficient.		Male	56-65	White British	No tick
76	May	Newton Abbot Community Hospital	Likely	A very caring and professional nurse.		Male	over 65	White British	No tick
77	May	Newton Abbot Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
78	May	Sidmouth Community Hospital	Extremely likely	Good treatment.		Female	over 65	White British	No tick
79	May	Sidmouth Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
80	May	Sidmouth Community Hospital	Extremely likely	Very grateful for the attention and help I have received.	No, it was very good.	Female	over 65	White British	No tick
81	May	Sidmouth Community Hospital	Extremely likely	Polite, good results, local service. Very grateful.	No.	Female	over 65	White British	No tick
82	May	Sidmouth Community Hospital	Extremely likely	Punctual, personal and friendly staff.					No tick
83	May	Sidmouth Community Hospital	Extremely likely	Very efficient service and on time.	I was perfectly satisfied, no, I cannot. No complaints.	Female	56-65	White British	No tick

84	May	Sidmouth Community Hospital	Extremely likely						No tick
85	May	Sidmouth Community Hospital	Likely	Happy with care.		Male	over 65	White British	No tick
86	May	Torrington Community Hospital	Extremely likely	Very friendly and put me at ease.		Female	56-65	White British	No tick
87	May	Torrington Community Hospital	Extremely likely	It saves travelling time to Barnstaple.		Male	56-65	White British	No tick
88	May	Torrington Community Hospital	Likely	But I still think it should be a hospital with BEDS.					No tick