

## Salaried Dental Service - 'Friends and Family Test' - Apr-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 %
Apr-15	224	98.2	0.0	1.8
May-15	93	98.9	1.1	0.0

## 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?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Barnstaple Health Centre	Extremely likely	Very clean, friendly and explanations of things made very clear.	Female	56-65	White British	No tick
2	Apr	Barnstaple Health Centre	Extremely likely		Female	56-65	White British	No tick
3	Apr	Barnstaple Health Centre	Extremely likely	Very kind and patient dentist.	Female	36-45	White British	No tick
4	Apr	Barnstaple Health Centre	Extremely likely	Very helpful, patient and explained the procedures really well to my daughter. A relaxed environment, fantastic service.	Female	under 16	White British	No tick
5	Apr	Barnstaple Health Centre	Extremely likely	Really good.				No tick
6	Apr	Barnstaple Health Centre	Extremely likely	Felt happy with the treatment for my child.	Female	26-35	White British	No tick
7	Apr	Barnstaple Health Centre	Extremely likely	Having a young adult with extreme anxiety we have found the practice's staff patience invaluable in getting B. the treatment she needs, your all amazing.	Female	16-25	White British	No tick
8	Apr	Barnstaple Health Centre	Extremely likely	W. has never been scared and he likes the dental practice.	Male		White British	No tick
9	Apr	Barnstaple Health Centre	Extremely likely	The staff were lovely when treating my kids, made them feel at ease and to me that's all that matters that my kids were settled.			White British	No tick
10	Apr	Barnstaple Health	Extremely likely	Very nice dentist put us all at ease and	Male	under	White	No tick

		Centre		made sure we understood it all.		16	British	
11	Apr	Barnstaple Health Centre	Extremely likely	My son was treated really well.	Male		White British	No tick
12	Apr	Barnstaple Health Centre	Extremely likely	Very helpful and understanding of my son's special needs.	Male		White British	No tick
13	Apr	Barnstaple Health Centre	Extremely likely		Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
14	Apr	Barnstaple Health Centre	Extremely likely	Very good with children.	Female	under 16	White British	No tick
15	Apr	Barnstaple Health Centre	Extremely likely		Female	over 65	White British	No tick
16	Apr	Barnstaple Health Centre	Extremely likely		Female	26-35	White British	No tick
17	Apr	Barnstaple Health Centre	Extremely likely		Male	26-35	White British	No tick
18	Apr	Barnstaple Health Centre	Extremely likely	I was very happy with my treatment, polite and helpful.	Male	56-65	White British	No tick
19	Apr	Barnstaple Health Centre	Extremely likely	Everyone was very kind and explained my pending treatment very clearly! Thank you!	Male	16-25	Other ethnic group	No tick
20	Apr	Barnstaple Health Centre	Extremely likely		Female	over 65	White British	No tick
21	Apr	Barnstaple Health Centre	Extremely likely	All the staff are very helpful and friendly.	Female	26-35	White British	No tick
22	Apr	Barnstaple Health Centre	Extremely likely	Always been extremely helpful.	Male		White British	No tick
23	Apr	Barnstaple Health Centre	Extremely likely	Very good treatment.	Male	over 65	White British	No tick
24	Apr	Barnstaple Health Centre	Extremely likely	Nice staff, feel safe, clean.	Male	over 65	White British	No tick
25	Apr	Barnstaple Health	Extremely likely	Because you are really great with my	Male	under	White	No tick

		Centre		son.		16	British	
26	Apr	Barnstaple Health Centre	Extremely likely	Suitable access to provision for disabled.	Female	under 16	White British	No tick
27	Apr	Barnstaple Health Centre	Extremely likely	Friendly and efficient.	Male	under 16	White British	No tick
28	Apr	Barnstaple Health Centre	Extremely likely	Dentist fantastic with my young son.	Male		White British	No tick
29	Apr	Barnstaple Health Centre	Extremely likely	Polite, kind, caring and friendly team all round.	Male		White British	No tick
30	Apr	Barnstaple Health Centre	Extremely likely	J. is lovely! So is S. & everyone else. Much nicer than IDH.	Male	46-55	White British	No tick
31	Apr	Barnstaple Health Centre	Extremely likely		Female	56-65	White British	No tick
32	Apr	Barnstaple Health Centre	Extremely likely	They have been extremely friendly, helpful and great with both my children ages five and six, great service.			White British	No tick
33	Apr	Barnstaple Health Centre	Extremely likely	Friendly staff, very professional and clear, great at putting parents at ease.				No tick
34	Apr	Barnstaple Health Centre	Extremely likely	There always so quick to get me seen.	Female	36-45	White British	No tick
35	Apr	Barnstaple Health Centre	Extremely likely	The service we have received here has been brilliant. The dentists have been great with my daughter. She was very anxious about coming and having treatment done but they explained everything to her and really put her at ease throughout the treatment. C., the oral hygienist, was really informative too.	Female		White British	No tick
36	Apr	Barnstaple Health Centre	Extremely likely	Very helpful, seen as an emergency.				No tick
37	Apr	Barnstaple Health	Extremely likely	Very friendly and approachable, great			White	No tick

		Centre		with kids, made to feel relaxed.			British	
38	Apr	Barnstaple Health Centre	Extremely likely	Friendly and very helpful.	Female	26-35	White British	No tick
39	Apr	Barnstaple Health Centre	Extremely likely		Male	26-35	White British	No tick
40	Apr	Barnstaple Health Centre	Extremely likely	Everything was explained to my satisfaction.	Female	under 16	White British	No tick
41	Apr	Barnstaple Health Centre	Extremely likely	Very good, very friendly.	Female	36-45	White British	No tick
42	Apr	Barnstaple Health Centre	Extremely likely	Great service.	Male	16-25	White British	No tick
43	Apr	Barnstaple Health Centre	Extremely likely	Quick service.				No tick
44	Apr	Barnstaple Health Centre	Extremely likely		Male	36-45	White British	No tick
45	Apr	Barnstaple Health Centre	Extremely likely		Male	26-35	White British	No tick
46	Apr	Barnstaple Health Centre	Extremely likely		Male	56-65	White British	No tick
47	Apr	Barnstaple Health Centre	Extremely likely	J. made me feel at ease and I was seen to quickly.	Female	16-25	White British	No tick
48	Apr	Barnstaple Health Centre	Extremely likely	Our daughter can display challenging behaviour and is always treated with patience and understanding. Staff are kind and professional.	Female		White British	No tick
49	Apr	Barnstaple Health Centre	Extremely likely	Lovely people, very friendly.				No tick
50	Apr	Barnstaple Health Centre	Extremely likely	K. was fantastic and minimised any worries that we had. He explained the process and options available really well and had a lovely reassuring manner. He was fantastic with my teenage daughter.	Female		White British	No tick

51	Apr	Barnstaple Health Centre	Extremely likely	Very relaxed and helpful experience.	Female	under 16	White British	No tick
52	Apr	Barnstaple Health Centre	Extremely likely	Repeated excellent service over many years.	Female	26-35	White British	No tick
53	Apr	Barnstaple Health Centre	Extremely likely	I received a friendly and effective treatment, very satisfied.	Male	36-45	White British	No tick
54	Apr	Barnstaple Health Centre	Extremely likely	Because the dentists here are all very caring and efficient. The receptionist, M., is really wonderful and helpful and deserves a special mention.	Female	56-65	White British	No tick
55	Apr	Barnstaple Health Centre	Extremely likely	Very helpful and kind, make you feel at ease.	Male	46-55	White British	No tick
56	Apr	Barnstaple Health Centre	Extremely likely	Enjoyed coming here, find it very nice.	Male	46-55	White British	No tick
57	Apr	Barnstaple Health Centre	Extremely likely	As very friendly and good with frightened daughter.	Female		White British	No tick
58	Apr	Barnstaple Health Centre	Extremely likely	Always good service, friendly.	Female	46-55	White British	No tick
59	Apr	Barnstaple Health Centre	Likely		Female	26-35	White British	No tick
60	Apr	Barnstaple Health Centre	Likely		Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
61	Apr	Barnstaple Health Centre	Likely		Female	over 65	White British	No tick
62	Apr	Barnstaple Health Centre	Likely	There are good staff and dentist.	Male	46-55	White British	No tick
63	Apr	Barnstaple Health Centre	Likely	Good care of teeth.	Female	under 16	White British	No tick
64	Apr	Barnstaple Health Centre	Likely		Male	26-35	White British	No tick
65	Apr	Barnstaple Health	Likely	Patient and understanding with	Male	under	White	No tick

		Centre		children. Positive, friendly experience for my son.		16	British	
66	Apr	Barnstaple Health Centre	Likely		Female	under 16	White British	No tick
67	Apr	Barnstaple Health Centre	Likely	The dentist we saw was really good with my four year old son and helped our worries.	Male	under 16	White British	No tick
68	Apr	Barnstaple Health Centre	Likely		Male		White British	I DO NOT wish my anonymised comments to be made public
69	Apr	Barnstaple Health Centre	Likely	Always good with my son as disabled and caring and used to seeing him with his learning disability.				No tick
70	Apr	Barnstaple Health Centre	Likely		Male	under 16	White British	No tick
71	Apr	Barnstaple Health Centre	Likely	I have been recommended but cannot be taken on as I do not meet the criteria.				No tick
72	Apr	RD&E (Heavitree)	Extremely likely		Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
73	Apr	RD&E (Heavitree)	Extremely likely		Female	26-35	White British	No tick
74	Apr	RD&E (Heavitree)	Extremely likely	Very friendly staff and efficiently dealt with my problem.	Male	26-35	White British	No tick
75	Apr	RD&E (Heavitree)	Extremely likely	Friendly staff, done what needed to be done.	Male	16-25	White British	No tick
76	Apr	RD&E (Heavitree)	Extremely likely	Great with my son, caring and understanding.	Male		White British	No tick
77	Apr	RD&E (Heavitree)	Extremely likely		Female	over 65	White British	I DO NOT wish my anonymised

								comments to be made public
78	Apr	RD&E (Heavitree)	Extremely likely		Female	46-55	White British	No tick
79	Apr	RD&E (Heavitree)	Extremely likely	I felt my condition was understood and effort made to resolve my problem as far as possible.	Female	over 65	White British	No tick
80	Apr	RD&E (Heavitree)	Extremely likely	Friendly, effective staff. Very accommodating to patients with special needs.	Female	46-55	White British	No tick
81	Apr	RD&E (Heavitree)	Extremely likely	Brilliant, friendly treatment. No pain!	Female	over 65	White British	No tick
82	Apr	RD&E (Heavitree)	Extremely likely	Everything clearly explained.		56-65	White British	No tick
83	Apr	RD&E (Heavitree)	Extremely likely	So understanding of my phobia - kind caring, reassuring, gentle, supportive. Can't believe I actually sat in the chair and allowed the dentist (D.) to examine my mouth. S. was wonderfully supportive.	Female	46-55	White British	No tick
84	Apr	RD&E (Heavitree)	Extremely likely	Good with children, friendly. My son has autism - the dentist was fantastic, many thanks.	Male	under 16	White British	No tick
85	Apr	RD&E (Heavitree)	Extremely likely	Were able to deal with my tooth extraction even though it was just an assessment visit. Very friendly staff and put me at ease for something I was very worried about.	Male	46-55	White British	No tick
86	Apr	RD&E (Heavitree)	Extremely likely	Nice pleasant experience.	Female	36-45	Other ethnic group	No tick
87	Apr	RD&E (Heavitree)	Extremely likely	He was very good the dentist.		46-55	White British	No tick



88	Apr	RD&E (Heavitree)	Extremely likely	Proper thorough examination for the first time ever. Run to appointment times.	Male	16-25	White British	No tick
89	Apr	RD&E (Heavitree)	Extremely likely		Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
90	Apr	RD&E (Heavitree)	Extremely likely	Very understanding and patient with my anxiety. I am slowly overcoming my fear of dentistry. My teeth are vastly improved. Thank you.	Male	36-45	White British	No tick
91	Apr	RD&E (Heavitree)	Extremely likely	Made to feel relaxed. Not a rushed appointment. Explained what was happening and also further treatment needed.	Male	46-55	White British	No tick
92	Apr	RD&E (Heavitree)	Extremely likely		Male	26-35	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
93	Apr	RD&E (Heavitree)	Extremely likely	A very kind, calm and explanatory approach. Seeking the best outcome for the long term. Hang on to this gentleman!	Female	46-55	White British	No tick
94	Apr	RD&E (Heavitree)	Extremely likely	All the staff were incredibly friendly and made me feel as comfortable as possible under the circumstances! They were professional and comforting, couldn't ask for more. You did a fab job	Female	16-25	White British	No tick
95	Apr	RD&E (Heavitree)	Extremely likely		Female	56-65	White British	No tick
96	Apr	RD&E (Heavitree)	Extremely likely	Dealt with quickly.	Female	26-35	White British	No tick

97	Apr	RD&E (Heavitree)	Extremely likely		Male	56-65	White British	No tick
98	Apr	RD&E (Heavitree)	Extremely likely		Female	over 65	White British	No tick
99	Apr	RD&E (Heavitree)	Extremely likely		Female	26-35	Black / African / Caribbean / Black British	No tick
100	Apr	RD&E (Heavitree)	Extremely likely					No tick
101	Apr	RD&E (Heavitree)	Extremely likely		Female	over 65	White British	No tick
102	Apr	RD&E (Heavitree)	Extremely likely	My son has autism and severe leaning disability. He is 18 and has been coming here since the aged of 5. At first he wouldn't even open his mouth. Over the years the dentist team have gained his trust, now he is calm and co-operative. He has always been treated with respect and the team have been amazing. Thank you all!	Male	16-25		No tick
103	Apr	RD&E (Heavitree)	Extremely likely	Good, friendly staff. Only problem was time for pick up phone not mobile friendly.	Male	46-55	White British	No tick
104	Apr	RD&E (Heavitree)	Extremely likely	Very friendly staff.	Female	46-55	White British	No tick
105	Apr	RD&E (Heavitree)	Extremely likely	Very polite and well-explained procedure, thanks.	Female	16-25	White British	No tick
106	Apr	RD&E (Heavitree)	Extremely likely	Dr N. treats people like people not a number, he is very reassuring.	Female	46-55	White British	No tick
107	Apr	RD&E (Heavitree)	Extremely likely		Female	under 16	White British	No tick
108	Apr	RD&E (Heavitree)	Extremely likely	Great friendly staff. Good explanation	Female	46-55	White	No tick

				of procedures.			British	
109	Apr	RD&E (Heavitree)	Extremely likely	Brilliant service, happy to help.		26-35	White British	No tick
110	Apr	RD&E (Heavitree)	Extremely likely	Dentist was great.	Male	26-35	White British	No tick
111	Apr	RD&E (Heavitree)	Extremely likely	Excellent help and understanding in all respects.	Female	over 65	White British	No tick
112	Apr	RD&E (Heavitree)	Extremely likely	They looked after me when I nearly fainted, very nice people.	Female	26-35	White British	No tick
113	Apr	RD&E (Heavitree)	Extremely likely	The dentist was amazing, he was lovely and made me feel at ease and also the other ladies who were helping.				No tick
114	Apr	RD&E (Heavitree)	Extremely likely	Very friendly, patient with me, very understanding about my mouth problem.	Male	26-35	White British	No tick
115	Apr	RD&E (Heavitree)	Extremely likely	Everything excellent - nice people - good services, thank you. Waiting area a bit too stuffy.	Male	under 16	White British	No tick
116	Apr	RD&E (Heavitree)	Extremely likely		Female	26-35	White British	No tick
117	Apr	RD&E (Heavitree)	Extremely likely	Very polite and compassionate.	Male	36-45	White British	No tick
118	Apr	RD&E (Heavitree)	Extremely likely	Very pleased with everything, thank you.	Female	36-45	White British	No tick
119	Apr	RD&E (Heavitree)	Extremely likely	Professional and caring and informative.	Female	56-65	White British	No tick
120	Apr	RD&E (Heavitree)	Extremely likely	Very friendly staff, made me feel relaxed despite being very nervous.	Female		White British	No tick
121	Apr	RD&E (Heavitree)	Extremely likely	Very pleasant.				No tick
122	Apr	RD&E (Heavitree)	Extremely likely	Helpful.	Female	16-25	White British	No tick
123	Apr	RD&E (Heavitree)	Extremely likely	Dentist amazing.				No tick

124	Apr	RD&E (Heavitree)	Extremely likely		Female	under 16	White British	No tick
125	Apr	RD&E (Heavitree)	Extremely likely	Friendly, clean and tidy.	Male	26-35	White British	No tick
126	Apr	RD&E (Heavitree)	Extremely likely		Female	26-35	White British	No tick
127	Apr	RD&E (Heavitree)	Extremely likely	Very nice people made to feel comfortable.	Female	16-25	White British	No tick
128	Apr	RD&E (Heavitree)	Extremely likely		Female	over 65	White British	No tick
129	Apr	RD&E (Heavitree)	Extremely likely	Feeling very anxious, the dental clinicians made me feel totally at ease and were genuinely lovely.	Female	46-55	White British	No tick
130	Apr	RD&E (Heavitree)	Extremely likely		Male	46-55	White British	No tick
131	Apr	RD&E (Heavitree)	Extremely likely	Very sympathetic and reassuring whilst having an extraction keeping me informed of what was going on which helped.	Female	46-55	White British	No tick
132	Apr	RD&E (Heavitree)	Extremely likely	Very friendly, lovely.				No tick
133	Apr	RD&E (Heavitree)	Extremely likely	Nice information given at all times.		over 65	White British	No tick
134	Apr	RD&E (Heavitree)	Extremely likely		Male	under 16	White British	No tick
135	Apr	RD&E (Heavitree)	Extremely likely	Felt at ease, work was very gentle.	Female	26-35	White British	No tick
136	Apr	RD&E (Heavitree)	Extremely likely	Very professional, friendly and explained everything very well.	Male	under 16	White British	No tick
137	Apr	RD&E (Heavitree)	Extremely likely	Because they are gentle on your teeth.	Female	under 16	White British	No tick
138	Apr	RD&E (Heavitree)	Extremely likely	The staff are very patient, reassuring and competent.	Female	46-55	White British	No tick
139	Apr	RD&E (Heavitree)	Extremely likely	Everyone is patient and helpful.				No tick

140	Apr	RD&E (Heavitree)	Extremely likely		Male	over 65		No tick
141	Apr	RD&E (Heavitree)	Extremely likely	Really friendly and put me at ease.	Female	16-25	White British	No tick
142	Apr	RD&E (Heavitree)	Extremely likely		Male	46-55	White British	No tick
143	Apr	RD&E (Heavitree)	Extremely likely	Very kind and professional staff.	Female	16-25	Mixed / Multiple ethnic groups	No tick
144	Apr	RD&E (Heavitree)	Extremely likely	I was well looked after, I wasn't rushed through my appointment and I was always accommodated when I needed to return more urgently than normal. The staff, especially Mr L. and his team, were excellent.	Female	26-35	White British	No tick
145	Apr	RD&E (Heavitree)	Extremely likely		Female	16-25		No tick
146	Apr	RD&E (Heavitree)	Extremely likely	Very happy with dentist, was made to feel very comfortable, thank you, wouldn't hesitate to come back.	Female	36-45	White British	No tick
147	Apr	RD&E (Heavitree)	Extremely likely	Very good, talked to me etc.	Male	16-25	White British	No tick
148	Apr	RD&E (Heavitree)	Extremely likely	Lovely staff.				No tick
149	Apr	RD&E (Heavitree)	Extremely likely	Very helpful.	Female	16-25	White British	No tick
150	Apr	RD&E (Heavitree)	Extremely likely	The dental surgeon is very adept at making my daughter feel safe and comfortable and explains every procedure thoroughly.	Female		White British	No tick
151	Apr	RD&E (Heavitree)	Extremely likely	Because the service can provide dental care for those with other medical problems.	Male	over 65	White British	No tick
152	Apr	RD&E (Heavitree)	Extremely likely	No rush, good explanations, most	Male	over		No tick

				courteous and helpful.		65		
153	Apr	RD&E (Heavitree)	Extremely likely	Assessment to have wisdom tooth out, VERY HELPFUL STAFF.	Male	36-45	White British	No tick
154	Apr	RD&E (Heavitree)	Extremely likely	More care.	Female	56-65	White British	No tick
155	Apr	RD&E (Heavitree)	Extremely likely	Did not have to wait long. D. and crew were excellent.	Male	46-55	White British	No tick
156	Apr	RD&E (Heavitree)	Extremely likely	The dental service that I have received here is second to none. Extremely efficient. The dentist is wonderful.				No tick
157	Apr	RD&E (Heavitree)	Extremely likely		Male	56-65	White British	No tick
158	Apr	RD&E (Heavitree)	Extremely likely	Friendly and professional.	Male	under 16	White British	No tick
159	Apr	RD&E (Heavitree)	Extremely likely		Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
160	Apr	RD&E (Heavitree)	Extremely likely	Although I have been told to register with a dentist I still hadn't and the dentist who saw me today was aware of this but still treated me with 100% integrity putting my interest first.	Male	26-35	White British	No tick
161	Apr	RD&E (Heavitree)	Extremely likely	The dentist is excellent with children I am four years and they made me feel very at ease, thank you.	Male	under 16	White British	No tick
162	Apr	RD&E (Heavitree)	Extremely likely	Dentist very thorough and detailed.				No tick
163	Apr	RD&E (Heavitree)	Extremely likely	The staff and dentist listened to me and was great in every way, many thanks.	Male	56-65	White British	No tick
164	Apr	RD&E (Heavitree)	Extremely likely	From start to finish everyone was fantastic, the receptionist, the dental nurse and dentist, thank you so much.	Female	46-55	White British	No tick

165	Apr	RD&E (Heavitree)	Extremely likely	Started to get my faith back in dentists after six hellish years in my childhood.	Male	36-45	White British	No tick
166	Apr	RD&E (Heavitree)	Extremely likely		Male	56-65	White British	No tick
167	Apr	RD&E (Heavitree)	Extremely likely	Helpful even after being late.				No tick
168	Apr	RD&E (Heavitree)	Extremely likely	Very good service.	Male	26-35	White British	No tick
169	Apr	RD&E (Heavitree)	Extremely likely		Male	26-35	White British	No tick
170	Apr	RD&E (Heavitree)	Extremely likely	Friendly and professional.	Female			No tick
171	Apr	RD&E (Heavitree)	Extremely likely	Professionalism of the staff that we experience at every visit.	Female	26-35	White British	No tick
172	Apr	RD&E (Heavitree)	Extremely likely	All staff extremely polite and friendly. Dentist explained procedure clearly and consciously. Not a long waiting list.	Female	46-55	White British	No tick
173	Apr	RD&E (Heavitree)	Extremely likely	Made me feel completely at ease. Kind and understanding as was very anxious.	Male	36-45	White British	No tick
174	Apr	RD&E (Heavitree)	Extremely likely	Dentist was lovely he made me feel at ease and talked me through everything.	Male	26-35	White British	No tick
175	Apr	RD&E (Heavitree)	Extremely likely					No tick
176	Apr	RD&E (Heavitree)	Extremely likely	More experienced staff than at my usual dental surgery.				No tick
177	Apr	RD&E (Heavitree)	Extremely likely	The staff are friendly and very helpful.	Female	46-55	White British	No tick
178	Apr	RD&E (Heavitree)	Extremely likely	Very good dentist and nurse excellent care to my elderly mother, thank you.	Female		White British	No tick
179	Apr	RD&E (Heavitree)	Extremely likely	Happy.	Male	36-45		No tick
180	Apr	RD&E (Heavitree)	Extremely likely	Great service.	Male	under 16	White British	No tick

181	Apr	RD&E (Heavitree)	Extremely likely		Female	26-35	White British	No tick
182	Apr	RD&E (Heavitree)	Extremely likely	Quick, easy, friendly.	Female	over 65	White British	No tick
183	Apr	RD&E (Heavitree)	Extremely likely		Female	36-45	White British	No tick
184	Apr	RD&E (Heavitree)	Extremely likely	Quick, not too painful, friendly and helpful.	Male	16-25	White British	No tick
185	Apr	RD&E (Heavitree)	Extremely likely		Female	over 65	White British	No tick
186	Apr	RD&E (Heavitree)	Extremely likely		Male	26-35	White British	No tick
187	Apr	RD&E (Heavitree)	Extremely likely		Male	under 16	White British	No tick
188	Apr	RD&E (Heavitree)	Extremely likely	Very friendly dentist, very helpful.	Female	46-55	White British	No tick
189	Apr	RD&E (Heavitree)	Extremely likely		Male	36-45	White British	No tick
190	Apr	RD&E (Heavitree)	Extremely likely		Female	16-25	White British	No tick
191	Apr	RD&E (Heavitree)	Extremely likely	Friendly, efficient and kind.	Female	over 65	White British	No tick
192	Apr	RD&E (Heavitree)	Extremely likely	Helpful, friendly staff.				No tick
193	Apr	RD&E (Heavitree)	Extremely likely	Good professional, friendly and punctual service.				No tick
194	Apr	RD&E (Heavitree)	Extremely likely		Male	36-45	White British	No tick
195	Apr	RD&E (Heavitree)	Extremely likely	They were really nice and helpful.	Male	26-35	White British	No tick
196	Apr	RD&E (Heavitree)	Likely	I find any dental treatment very traumatic, but I have received excellent and sensitive care every time.	Female	26-35	White British	No tick



197	Apr	RD&E (Heavitree)	Likely	Great service but had to wait over one hour after my appointment time to be seen. Keep to times.	Male	26-35	White British	No tick
198	Apr	RD&E (Heavitree)	Likely	Friendly and helpful.	Male	under 16	White British	No tick
199	Apr	RD&E (Heavitree)	Likely	Explained things well. Treated my daughter considerably.	Female		White British	No tick
200	Apr	RD&E (Heavitree)	Likely		Female	over 65	White British	No tick
201	Apr	RD&E (Heavitree)	Likely	Great service from D. for a difficult client.	Male	26-35	White British	No tick
202	Apr	RD&E (Heavitree)	Likely		Male	under 16	White British	No tick
203	Apr	RD&E (Heavitree)	Likely					No tick
204	Apr	RD&E (Heavitree)	Likely		Male	46-55	White British	No tick
205	Apr	RD&E (Heavitree)	Likely		Female	46-55	White British	No tick
206	Apr	RD&E (Heavitree)	Likely	Helpful staff.	Male	26-35	Asian / Asian British	No tick
207	Apr	RD&E (Heavitree)	Likely	I had the right urgent treatment and got the suitable advice for what to do next.	Female	26-35		No tick
208	Apr	RD&E (Heavitree)	Likely		Female	26-35	White British	No tick
209	Apr	RD&E (Heavitree)	Likely	Helpful and polite.	Male	26-35	White British	No tick
210	Apr	RD&E (Heavitree)	Likely					No tick
211	Apr	RD&E (Heavitree)	Likely		Female	under 16	White British	No tick
212	Apr	RD&E (Heavitree)	Likely	I felt I had good treatment, great people and made me feel at ease.	Female	56-65	White British	No tick

213	Apr	RD&E (Heavitree)	Likely		Male	over 65	White British	No tick
214	Apr	RD&E (Heavitree)	Likely	Made to feel comfortable, great team.	Female	16-25	White British	No tick
215	Apr	RD&E (Heavitree)	Likely	Kind friendly dentist, easy to understand.	Male	36-45	White British	No tick
216	Apr	RD&E (Heavitree)	Likely					No tick
217	Apr	RD&E (Heavitree)	Likely	Treated in a calm, gentle manner. Explained procedure of treatment before carrying it out. Happy with treatment, no feelings of being anxious.	Female	under 16	White British	No tick
218	Apr	RD&E (Heavitree)	Likely	Nice dentist.	Female	16-25	White British	No tick
219	Apr	RD&E (Heavitree)	Likely					No tick
220	Apr	RD&E (Heavitree)	Likely	Having an out of hours service when you can be seen immediately the same day, as a child in pain is excellent. The reception staff were friendly and welcoming. The disappointment was the excessive waiting time to be seen when given an appointment time.	Male	under 16	White British	No tick
221	Apr	RD&E (Heavitree)	Neither likely nor unlikely		Male	26-35	White British	No tick
222	Apr	RD&E (Heavitree)	Neither likely nor unlikely	Waiting time.	Male	56-65	White British	No tick
223	Apr	RD&E (Heavitree)	Neither likely nor unlikely	I would urge people to go private if possible as I've had an awful experience with NHS dentists in general. However for this surgery in particular I would recommend if you could choose to see J. Bad experience	Female	16-25	White British	No tick

				with other dentists here not diagnosing properly etc.				
224	Apr	RD&E (Heavitree)	Don't know	Your staff were very friendly which put me at ease, so thank you.				No tick
225	Apr	RD&E (Heavitree)	<b>Not entered</b>	Very helpful, solved my problem also very polite and caring.	Female	16-25	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	Crediton Community Hospital	Extremely likely	Very good and caring to person with special needs.	None.	Male	26-35	White British	No tick
2	May	Crediton Community Hospital	Extremely likely	Caring, sensitive approach with patients.		Female	46-55	White British	No tick
3	May	Crediton Community Hospital	Extremely likely	Local service that I can travel to without big expense.	More appointments.	Female	26-35	White British	No tick
4	May	Crediton Community Hospital	Extremely likely			Female	under 16	White British	No tick
5	May	Crediton Community Hospital	Likely	Good treatment from clinic.	Even though I had a disabled parking badge there were no parking spaces available in the hospital, we had to	Male	56-65	White British	No tick

					park across the road and walk.				
6	May	Crediton Community Hospital	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	May	Crediton Community Hospital	Likely			Male	36-45	White British	No tick
8	May	Crediton Community Hospital	Likely			Female	36-45	White British	No tick
9	May	Exmouth Community Hospital	Extremely likely	Very good with children with special needs, have a lot of patience with them too.		Male	under 16	White British	No tick
10	May	Exmouth Community Hospital	Extremely likely	Comfortable and friendly and fantastic and patient with the children.				White British	No tick
11	May	Exmouth Community Hospital	Extremely likely	Always reliable.		Male		White British	No tick
12	May	Exmouth Community Hospital	Extremely likely	I've had a lifelong phobia about dental treatment since the school dentist. Mr P. has given me confidence to come for treatment.		Male	over 65	White British	No tick
13	May	Exmouth Community	Extremely likely	Family are already seen at the clinic,		Female	16-25	White British	No tick

		Hospital		always seen on time.					
14	May	Exmouth Community Hospital	Extremely likely	Very good with extremely nervous patients.		Female	36-45	White British	No tick
15	May	Exmouth Community Hospital	Extremely likely			Female	under 16	White British	I DO NOT wish my anonymised comments to be made public
16	May	Exmouth Community Hospital	Extremely likely	Excellent service, so good and patient with the children.	None.	Female	under 16	White British	No tick
17	May	Exmouth Community Hospital	Extremely likely	The people who work in the dental clinic are very friendly and are very good with children with special needs.				White British	No tick
18	May	Exmouth Community Hospital	Extremely likely	Dentist very patient and took time to explain clearly about treatment.		Male	16-25	White British	No tick
19	May	Exmouth Community Hospital	Extremely likely	Very helpful.		Female	over 65	White British	No tick
20	May	Exmouth Community Hospital	Extremely likely	Because they very understanding and caring, always make you feel at ease.		Male	26-35	White British	No tick
21	May	Exmouth Community Hospital	Extremely likely	They are very helpful towards the people we care for.			over 65	White British	No tick
22	May	RD&E (Heavitree)	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised

									comments to be made public
23	May	RD&E (Heavitree)	Extremely likely	Efficient system for those struggling to find a dental practice taking on new patients.		Male	16-25	Mixed / Multiple ethnic groups	No tick
24	May	RD&E (Heavitree)	Extremely likely	Very kind and helpful, efficient and good communication skills.		Female	36-45	White British	No tick
25	May	RD&E (Heavitree)	Extremely likely	Everyone very helpful and friendly.		Female	36-45	White British	No tick
26	May	RD&E (Heavitree)	Extremely likely			Female	over 65		I DO NOT wish my anonymised comments to be made public
27	May	RD&E (Heavitree)	Extremely likely	Lovely receptionist, fantastic nurse and dentist, put a nervous child at ease straightaway!				White British	No tick
28	May	RD&E (Heavitree)	Extremely likely	Everything went swimmingly!		Male	36-45	White British	No tick
29	May	RD&E (Heavitree)	Extremely likely	Very friendly, explain things to my son as they go along to keep him relaxed.					No tick
30	May	RD&E (Heavitree)	Extremely likely				56-65	White British	I DO NOT wish my anonymised comments to be made public
31	May	RD&E (Heavitree)	Extremely likely	Same day appointment for son	No, doing a great job.	Male	26-35	White British	No tick

				in pain, brilliant, thank you.					
32	May	RD&E (Heavitree)	Extremely likely	Each time I have come here either for myself or my son everyone is so friendly and cheerful which is needed when you have to come to the dentist.		Female	46-55	White British	No tick
33	May	RD&E (Heavitree)	Extremely likely	Dentist was brilliant (D.).		Female	over 65	White British	No tick
34	May	RD&E (Heavitree)	Extremely likely	Staff very friendly and helpful.		Female	under 16	White British	No tick
35	May	RD&E (Heavitree)	Extremely likely			Female		White British	No tick
36	May	RD&E (Heavitree)	Extremely likely	Everyone was very friendly and reassuring to my very nervous daughter!		Female	under 16	White British	No tick
37	May	RD&E (Heavitree)	Extremely likely	Friendly, helpful advice.		Female	26-35	White British	No tick
38	May	RD&E (Heavitree)	Extremely likely	Good friendly service, put child at ease.		Male	under 16	White British	No tick
39	May	RD&E (Heavitree)	Extremely likely	Because you care around the patient to get the best results.		Female	46-55	White British	No tick
40	May	RD&E (Heavitree)	Extremely likely	Quick, painless and efficient service.		Male	56-65	White British	No tick
41	May	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public

42	May	RD&E (Heavitree)	Extremely likely	Everybody was very polite and really made my daughter feel comfortable, she was nervous but you made her feel at ease and made it fun.		Female		White British	No tick
43	May	RD&E (Heavitree)	Extremely likely						No tick
44	May	RD&E (Heavitree)	Extremely likely	Very good service.			16-25	White British	No tick
45	May	RD&E (Heavitree)	Extremely likely	Very, very helpful.		Female	over 65	White British	No tick
46	May	RD&E (Heavitree)	Extremely likely	Dentists gave me clear options about treatment so that I was able to choose the correct choice. These were well-explained and clear. The staff were friendly and made the experience more pleasant making me feel at ease. The wait was just over an hour.	No.	Female	16-25	White British	No tick
47	May	RD&E (Heavitree)	Extremely likely	Quick service extremely friendly staff.		Female	16-25		No tick
48	May	RD&E (Heavitree)	Extremely likely	Everyone was very charming, helpful and efficient.		Female	over 65	White British	No tick
49	May	RD&E	Extremely likely	Friendly, calm and		Female	16-25	White	No tick



		(Heavitree)		quick.				British	
50	May	RD&E (Heavitree)	Extremely likely	Punctual, professional and friendly.		Male	36-45	White British	No tick
51	May	RD&E (Heavitree)	Extremely likely	Service is efficient and responsive to patient needs.		Male	56-65	White British	No tick
52	May	RD&E (Heavitree)	Extremely likely	Dentist treated M. who is severely learning disabled very well.	No.	Male	16-25	Mixed / Multiple ethnic groups	No tick
53	May	RD&E (Heavitree)	Extremely likely	Very helpful reception staff.		Female	36-45	White British	No tick
54	May	RD&E (Heavitree)	Extremely likely			Female	56-65	White British	No tick
55	May	RD&E (Heavitree)	Extremely likely	Very helpful and experienced staff.	N/A.	Female	under 16	White British	No tick
56	May	RD&E (Heavitree)	Extremely likely	Dentist was very clear with his diagnosis.		Male	46-55	White British	No tick
57	May	RD&E (Heavitree)	Extremely likely	Very friendly and made my daughter feel relaxed and calm.		Female	under 16		No tick
58	May	RD&E (Heavitree)	Extremely likely	Really welcoming and relaxing, put me at ease.		Female	16-25	White British	No tick
59	May	RD&E (Heavitree)	Extremely likely			Female	26-35	Other ethnic group	No tick
60	May	RD&E (Heavitree)	Extremely likely			Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
61	May	RD&E (Heavitree)	Extremely likely	Very kind and friendly staff, informative and	If running behind informing patients and	Female	26-35	White British	No tick

				considerate. Apologise about waiting.	give them an estimated time.				
62	May	RD&E (Heavitree)	Extremely likely	Made my daughter feel relaxed and confident within the dental environment, she now loves coming to the dentist and listens intently to all advice given.		Female	under 16	White British	No tick
63	May	RD&E (Heavitree)	Extremely likely	Great service, friendly and professional.		Male	36-45	White British	No tick
64	May	RD&E (Heavitree)	Extremely likely	Always friendly staff on desk. Dental staff are just as nice.		Male	46-55	White British	No tick
65	May	RD&E (Heavitree)	Extremely likely	Better than going to local dentist.		Male	56-65	White British	No tick
66	May	RD&E (Heavitree)	Extremely likely	Always good friendly service.		Female	36-45	White British	No tick
67	May	RD&E (Heavitree)	Extremely likely	Dr L. and his assistants made me feel relaxed and taken care of in quite a nervy situation.		Female	16-25	White British	No tick
68	May	RD&E (Heavitree)	Extremely likely	Very good service, very pleased.	No suggestions.	Male	46-55	White British	No tick
69	May	RD&E (Heavitree)	Extremely likely	Very good with children.		Female	under 16	White British	No tick
70	May	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	No tick
71	May	RD&E (Heavitree)	Extremely likely	The process very professional and fast. Great advice and	Not at the moment.	Female	26-35	Black / African / Caribbean	No tick

				recommendations.				/ Black British	
72	May	RD&E (Heavitree)	Extremely likely	Prompt, friendly, helpful! Thank you.		Female	36-45	White British	No tick
73	May	RD&E (Heavitree)	Extremely likely	Dentist was excellent, very good with my son, made him feel very comfortable.		Male	under 16	White British	No tick
74	May	RD&E (Heavitree)	Extremely likely	Brilliant support to my son with extra needs.		Male	under 16		No tick
75	May	RD&E (Heavitree)	Extremely likely	I feel that we have been given very good services as my grandson suffers from learning difficulties and the staff was very good at meeting his needs.	No.	Male	under 16	White British	No tick
76	May	RD&E (Heavitree)	Extremely likely	A lot of care and advice given. My daughter has special needs and she was made to feel relaxed and calm.		Female		White British	No tick
77	May	RD&E (Heavitree)	Extremely likely	Great.					No tick
78	May	RD&E (Heavitree)	Extremely likely	Very friendly and relaxed.		Female	under 16	White British	No tick
79	May	RD&E (Heavitree)	Extremely likely			Male	under 16	White British	No tick
80	May	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be

									made public
81	May	RD&E (Heavitree)	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
82	May	RD&E (Heavitree)	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
83	May	RD&E (Heavitree)	Likely	Preparing an urgent appointment. Contacted with my practice to see why they didn't offer appointment.		Male	36-45	Other ethnic group	No tick
84	May	RD&E (Heavitree)	Likely	Accessibility being a wheelchair user.		Female	over 65	White British	No tick
85	May	RD&E (Heavitree)	Likely			Male	56-65	White British	No tick
86	May	RD&E (Heavitree)	Likely	Because they are very kind and tell you what they are doing.		Female	16-25	White British	No tick
87	May	RD&E (Heavitree)	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
88	May	RD&E (Heavitree)	Likely	Good service.	No.	Female	over 65	White British	No tick
89	May	RD&E (Heavitree)	Likely	Quick and painless.		Male	36-45		No tick
90	May	RD&E (Heavitree)	Likely	Friendly dentist.		Male	56-65	White British	No tick
91	May	RD&E	Likely	Nice polite, very				White	No tick

		(Heavitree)		helpful.				British	
92	May	RD&E (Heavitree)	Likely			Female	36-45	White British	No tick
93	May	RD&E (Heavitree)	Extremely unlikely	Went to main entrance - no-one on reception to ask where to go so phoned asking where to go. Told I'm in the wrong hospital, went to the other hospital where we are told we should be where we started. Once here and found it C., who has severe LD, had to wait 1/2 hour (when we actually in right hospital).		Female	46-55	White British	No tick