

## Salaried Dental Service - 'Friends and Family Test' - Aug-15 to Sep-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 (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.	%	%	%
Aug-15	265	97.4	0.8	1.9
Sep-15	120	98.3	0.0	1.7

## Qualitative Feedback - Aug-15

	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 the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Barnstaple Health Centre	Extremely likely	Helpful and friendly, resolved my problem.	No celebrity magazines - makes the pain worse.	Male	26-35	White British	No tick
2	Barnstaple Health Centre	Extremely likely	Very helpful & friendly dentist. Made my 5yr old very at ease.		Female	36-45	White British	No tick
3	Barnstaple Health Centre	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
4	Barnstaple Health Centre	Extremely likely			Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
5	Barnstaple Health Centre	Extremely likely	Excellent services, saw me same day and sorted pain.		Male	36-45	White British	No tick
6	Barnstaple Health Centre	Extremely likely	No.		Male	26-35	White British	No tick
7	Barnstaple Health Centre	Extremely likely	Very well looked after.		Female	over 65	White British	No tick
8	Barnstaple Health Centre	Extremely likely	Friendly staff, felt comfortable.			36-45	White British	No tick
9	Barnstaple	Extremely likely			Male	36-45	White British	I DO NOT wish my

	Health Centre							anonymised comments to be made public
10	Barnstaple Health Centre	Extremely likely	Always received good care.		Female	under 16	White British	No tick
11	Barnstaple Health Centre	Extremely likely			Male	under 16	White British	No tick
12	Barnstaple Health Centre	Extremely likely	Swift and professional.		Male	under 16	White British	No tick
13	Barnstaple Health Centre	Extremely likely	Extremely helpful + very nice dentist and nurse. Extremely happy with service + treatment + very caring.	No.	Female	46-55	White British	No tick
14	Barnstaple Health Centre	Extremely likely	Very efficient, friendly and made my appointment comforting!!		Female	36-45	White British	No tick
15	Barnstaple Health Centre	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
16	Barnstaple Health Centre	Extremely likely	Very good with service users with learning disabilities.	For each service users to have the same dentist each time.	Female	36-45	White British	No tick
17	Barnstaple Health Centre	Extremely likely				46-55	White British	No tick
18	Barnstaple	Extremely likely	Very patient with my	Some decent air con	Male	under 16	White British	No tick

	Health Centre		son as he is on the autistic spectrum.	for the staff.				
19	Barnstaple Health Centre	Extremely likely	Very quick service & great care.		Male	46-55	White British	No tick
20	Barnstaple Health Centre	Extremely likely			Female	under 16	White British	No tick
21	Barnstaple Health Centre	Extremely likely	Staff's brilliant.		Male	26-35	Black / African / Caribbean / Black British	No tick
22	Barnstaple Health Centre	Extremely likely	The staff was friendly and helpful.	No.	Male	16-25	White British	No tick
23	Barnstaple Health Centre	Extremely likely	Because the dentist and the nurses were very helpful, happy, understanding, supportive, just brilliant!! Honestly brilliant.	None. Thank you for your understanding today, 35yrs and always been so so scared of the dentist but today A. and staff where great.	Female	26-35	White British	No tick
24	Barnstaple Health Centre	Extremely likely	Prompt, helpful, good advice, friendly.		Female	16-25	White British	No tick
25	Barnstaple Health Centre	Extremely likely	Brilliant with children!					No tick
26	Barnstaple Health Centre	Extremely likely			Male	56-65	White British	No tick
27	Barnstaple Health	Extremely likely			Male	36-45	White British	I DO NOT wish my anonymised

	Centre							comments to be made public
28	Barnstaple Health Centre	Extremely likely			Female	26-35	Other ethnic group	No tick
29	Barnstaple Health Centre	Extremely likely	Caring friendly staff, feel very reassured.		Male	under 16	White British	No tick
30	Barnstaple Health Centre	Extremely likely	The dentist was amazing, explaining to my 11 year old grandson exactly what she was doing. She was patient and understanding and couldn't have done more to help him feel at ease. Thank you.		Male	under 16	Mixed / Multiple ethnic groups	No tick
31	Barnstaple Health Centre	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
32	Barnstaple Health Centre	Extremely likely	Friendly atmosphere. Runs on time. Time allowed for appointment for appropriate treatment.	Not give injections.	Male	under 16	White British	No tick
33	Barnstaple Health Centre	Extremely likely	Very good service, thanks.		Male	over 65	White British	No tick
34	Barnstaple Health	Likely	Good service and antibiotics given.	None.	Female	26-35	White British	No tick

	Centre							
35	Barnstaple Health Centre	Likely			Female	26-35	White British	No tick
36	Barnstaple Health Centre	Likely			Female	26-35	White British	No tick
37	Barnstaple Health Centre	Likely	Fantastic service.		Female		White British	No tick
38	Barnstaple Health Centre	Likely	Seen fairly quickly as an emergency appointment.		Female	46-55	Mixed / Multiple ethnic groups	No tick
39	Barnstaple Health Centre	Neither likely nor unlikely	Only in Devon for temporary period.			over 65	White British	No tick
40	Barnstaple Health Centre	Neither likely nor unlikely			Male	46-55	Mixed / Multiple ethnic groups	I DO NOT wish my anonymised comments to be made public
41	Exmouth Community Hospital	Extremely likely	No issues and pleasant people.		Female	56-65	White British	No tick
42	Exmouth Community Hospital	Extremely likely			Female	56-65	White British	No tick
43	Exmouth Community Hospital	Extremely likely	The service has been excellent & the dentist & nurses always very nice.	No.	Female	16-25	Asian / Asian British	No tick
44	Exmouth Community	Extremely likely			Female	46-55	White British	No tick

	Hospital							
45	Exmouth Community Hospital	Extremely likely	First class service, helpful, all good.	Not really.	Male	56-65	White British	No tick
46	Honiton Community Hospital	Extremely likely	Very kind and understanding, wish he was my doctor.		Female	over 65	White British	No tick
47	Not Entered	Extremely likely	Very friendly & efficient service.	None.	Male	36-45	White British	No tick
48	Not Entered	Extremely likely	Pain-free, lovely dentist & co.		Female	56-65	White British	No tick
49	Not Entered	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
50	Okehampton Community Hospital	Extremely likely	Extremely helpful, kind, thorough professional service.	The disabled toilet at Okehampton Hospital needs a lower mirror and towels nearer the sink.	Female	56-65	White British	No tick
51	Okehampton Community Hospital	Extremely likely	My child has learning disability and he is treated with kindness and patience and understanding. Really excellent.	No - all good.	Male	16-25	White British	No tick
52	Okehampton Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
53	RD&E (Heavitree)	Extremely likely	What a relief!! Thank you.		Female	46-55	White British	No tick
54	RD&E	Extremely likely			Female	46-55	White British	I DO NOT wish my

	(Heavitree)							anonymised comments to be made public
55	RD&E (Heavitree)	Extremely likely	Described everything perfectly and was great with J.					No tick
56	RD&E (Heavitree)	Extremely likely	Fast, easy to make appointment friendly service.		Male	26-35	White British	No tick
57	RD&E (Heavitree)	Extremely likely	Very friendly dentist whilst dealing with my ADHD / autistic son.		Male	under 16	White British	No tick
58	RD&E (Heavitree)	Extremely likely	Local + friendly, professional.	None.	Male	36-45	White British	No tick
59	RD&E (Heavitree)	Extremely likely	Helpful so much.		Female	56-65	White British	No tick
60	RD&E (Heavitree)	Extremely likely			Female	under 16	White British	I DO NOT wish my anonymised comments to be made public
61	RD&E (Heavitree)	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
62	RD&E (Heavitree)	Extremely likely	Great help, felt very pleased.	No.		26-35	White British	No tick
63	RD&E (Heavitree)	Extremely likely	Very helpful.		Male	26-35	White British	No tick
64	RD&E (Heavitree)	Extremely likely	Not much of a wait, all sorted!	No.	Male	56-65	White British	No tick
65	RD&E (Heavitree)	Extremely likely	Everyone was helpful and professional.		Male	26-35	White British	No tick
66	RD&E	Extremely likely	My son was seen		Male	under 16	White British	No tick



	(Heavitree)		about back teeth.					
67	RD&E (Heavitree)	Extremely likely	My usual dentist could not give me the treatment I require so I hope you will be able to help me. You were great when I had teeth out a couple of months ago.					No tick
68	RD&E (Heavitree)	Extremely likely	Gentle, efficient. V. good.		Male	56-65	White British	No tick
69	RD&E (Heavitree)	Extremely likely	Marvellous - thank you so much!					No tick
70	RD&E (Heavitree)	Extremely likely	I was dealt with quickly.		Male	26-35	White British	No tick
71	RD&E (Heavitree)	Extremely likely	Excellent.	No.	Female	16-25	White British	No tick
72	RD&E (Heavitree)	Extremely likely	Very quick service. Very friendly, fantastic dentist & assistant.		Female	46-55		No tick
73	RD&E (Heavitree)	Extremely likely	The approach was very professional and has given us a lot of ideas for the dental health of our daughter. Thank you! God Bless.	Keep up the good service.	Female		Other ethnic group	No tick
74	RD&E (Heavitree)	Extremely likely	Calm & supportive environment, friendly team.		Female	36-45	White British	No tick
75	RD&E (Heavitree)	Extremely likely	Very helpful service & great advice given.		Male	16-25	White British	No tick
76	RD&E	Extremely likely	Very nice and					No tick

	(Heavitree)		professional. As a tourist, I was immediately welcome!!					
77	RD&E (Heavitree)	Extremely likely	Because they were very nice.		Female	16-25	White British	No tick
78	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
79	RD&E (Heavitree)	Extremely likely	Excellent.					No tick
80	RD&E (Heavitree)	Extremely likely	The receptionist and doctor was lovely with us and with my daughter, as well as the services are very good.		Male	36-45	Asian / Asian British	No tick
81	RD&E (Heavitree)	Extremely likely	As always very professional & caring service from S.A.					No tick
82	RD&E (Heavitree)	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
83	RD&E (Heavitree)	Extremely likely	The service I received was very efficient and effective and good advice was given.					No tick
84	RD&E (Heavitree)	Extremely likely	Very informative visit. Very kind, efficient team. Would love for the dentist to be mine	Just keep on doing what you are doing.	Female	46-55	White British	No tick

			on a regular basis! Lovely man!					
85	RD&E (Heavitree)	Extremely likely	Efficient.	No.		56-65	White British	No tick
86	RD&E (Heavitree)	Extremely likely	First class service.		Male	over 65	White British	No tick
87	RD&E (Heavitree)	Extremely likely	Very friendly and informative.		Male	26-35	White British	No tick
88	RD&E (Heavitree)	Extremely likely	Thank you so much for all the patience and support.	Few more magazines?	Female	56-65	White British	No tick
89	RD&E (Heavitree)	Extremely likely	Seen early 10.20am for a 10.30am appt. Friendly, informative, caring, professional.					No tick
90	RD&E (Heavitree)	Extremely likely	Dentists were very calming.		Female	16-25	White British	No tick
91	RD&E (Heavitree)	Extremely likely	Friendly and helpful and understanding of children with special needs.		Male	under 16	White British	No tick
92	RD&E (Heavitree)	Extremely likely	Very helpful with booking info. to treatment.		Male	46-55	White British	No tick
93	RD&E (Heavitree)	Extremely likely	Excellent dentistry, dentist caring & understanding of your needs. Receptionists are very helpful + always kind & pleasant.	No.		56-65	White British	No tick
94	RD&E (Heavitree)	Extremely likely	Very reassuring. More information than I	No.	Female	36-45	White British	No tick

			have been given on my teeth in a long time, so happy. Thank you!					
95	RD&E (Heavitree)	Extremely likely	Staff are lovely & reassuring, especially with nervous patients.		Female	16-25	White British	No tick
96	RD&E (Heavitree)	Extremely likely	Everything was explained in detail to my son before his filling and step by step as it happened, making our visit stress-free. Thank you.		Female	36-45	White British	No tick
97	RD&E (Heavitree)	Extremely likely	Very nervous patient and got made to feel ok again about having a tooth pulled out.		Female	16-25	White British	No tick
98	RD&E (Heavitree)	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
99	RD&E (Heavitree)	Extremely likely	Had an appointment really quick, had brilliant care and given good solutions to my problems.	No - it was really good.	Male	16-25	White British	No tick
100	RD&E (Heavitree)	Extremely likely	Everybody friendly & very professional.	Keep doing the same.	Female	56-65	White British	No tick
101	RD&E (Heavitree)	Extremely likely	Quick - polite - friendly, well explained.			26-35	White British	No tick
102	RD&E	Extremely likely	Fast response to		Female	36-45	White British	No tick

	(Heavitree)		phone call yesterday appt. 8.45am today. Brilliant treatment, very quick. Thank you. Very kind staff, + friendly, brill service.					
103	RD&E (Heavitree)	Extremely likely	Always had good care. Always gone the extra mile!		Female	16-25	White British	No tick
104	RD&E (Heavitree)	Extremely likely	Nervous patient, I am at relative ease here.	All good.	Male	16-25	White British	No tick
105	RD&E (Heavitree)	Extremely likely	Very helpful and informative.		Female	16-25	White British	No tick
106	RD&E (Heavitree)	Extremely likely	Staff was very nice and explain everything.		Female	26-35	Other ethnic group	No tick
107	RD&E (Heavitree)	Extremely likely	Had really good treatment - very, very happy.	None.	Female	26-35	White British	No tick
108	RD&E (Heavitree)	Extremely likely	The kindness from all staff and the concern for me as a person not just my mouth was above & beyond what I would expect - ranging from the receptionist up to the dentist. Nurses were very caring and my questions answered and I was not rushed out because others were waiting.		Female	56-65	White British	No tick

109	RD&E (Heavitree)	Extremely likely	Splendid service. Splendid dentistry. Splendid reception welcome.	None at all.	Male	16-25	White British	No tick
110	RD&E (Heavitree)	Extremely likely	Friendly, professional service.			over 65	White British	No tick
111	RD&E (Heavitree)	Extremely likely	A very good service.		Male	56-65	White British	No tick
112	RD&E (Heavitree)	Extremely likely	Because it is the one hospital that your most likely to get into if you can't find any others.		Female	46-55	White British	No tick
113	RD&E (Heavitree)	Extremely likely	Everybody - dentists to nurses and office staff have always been considerate, kind and helpful & are very aware of my disability.		Female	over 65	White British	No tick
114	RD&E (Heavitree)	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
115	RD&E (Heavitree)	Extremely likely	Good service. Friendly staff and very child- friendly.			under 16	White British	No tick
116	RD&E (Heavitree)	Extremely likely	The dentist & his nurse were both very friendly & made me feel at ease. Both V. professional & treated me gently & V. quickly. Thank you!		Female	46-55	Mixed / Multiple ethnic groups	No tick

117	RD&E (Heavitree)	Extremely likely	The immediate response to be seen on the day as requested for my gums to be examined.		Male	over 65	White British	No tick
118	RD&E (Heavitree)	Extremely likely	We have come on holiday and are son had tooth problems. Rang up last night and was told to come the following day to see the dentist.		Male	under 16	White British	No tick
119	RD&E (Heavitree)	Extremely likely	Because the friendly staff and good work.	No.	Female	16-25	White British	No tick
120	RD&E (Heavitree)	Extremely likely	Excellent treatment & fear allayment.			46-55	White British	No tick
121	RD&E (Heavitree)	Extremely likely	Very pleasant staff. Dr dentist is excellent with my daughter who has Asperger syndrome.		Female		White British	No tick
122	RD&E (Heavitree)	Extremely likely	Staff (dentist & nurses) are extremely friendly & made me feel very special.		Female	26-35	White British	No tick
123	RD&E (Heavitree)	Extremely likely	Friendly service. Very helpful.		Male	46-55	Black / African / Caribbean / Black British	No tick
124	RD&E (Heavitree)	Extremely likely		Fantastic team - no need to improve.	Male	under 16	White British	No tick
125	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	No tick

126	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	No tick
127	RD&E (Heavitree)	Extremely likely			Male	36-45	Other ethnic group	I DO NOT wish my anonymised comments to be made public
128	RD&E (Heavitree)	Extremely likely			Male	under 16	Other ethnic group	No tick
129	RD&E (Heavitree)	Extremely likely		Was treated very well with great patience.	Female	26-35	White British	No tick
130	RD&E (Heavitree)	Extremely likely			Male	26-35	Other ethnic group	I DO NOT wish my anonymised comments to be made public
131	RD&E (Heavitree)	Extremely likely			Male	over 65	White British	No tick
132	RD&E (Heavitree)	Extremely likely	Extremely helpful & friendly & make it very easy to work around my disability.	The ability to make appts. more than 4 week in advance would help with arranging carer to bring me.		46-55	White British	No tick
133	RD&E (Heavitree)	Extremely likely	Friendly, patient, helpful.	Sign post needed at main entrance.		56-65	White British	No tick
134	RD&E (Heavitree)	Extremely likely	Good explanation of the treatment, everybody very kind.	Stop the music in the reception waiting room.		over 65	Other ethnic group	No tick
135	RD&E (Heavitree)	Extremely likely	Excellent care and explanations given all the way through.		Female	46-55	White British	No tick
136	RD&E (Heavitree)	Extremely likely	Excellent communication.		Male	46-55	White British	No tick
137	RD&E	Extremely likely	Quick efficient & no	N/A.	Male	36-45	White British	No tick



	(Heavitree)		waiting.					
138	RD&E (Heavitree)	Extremely likely	Very helpful, reassuring and calming, almost enjoyed it.					No tick
139	RD&E (Heavitree)	Extremely likely	Everything explained fully.		Female	16-25	White British	No tick
140	RD&E (Heavitree)	Extremely likely	Seen quickly, very efficient & friendly, very professional treatment, treatment stopped pain. Thanks.					No tick
141	RD&E (Heavitree)	Extremely likely	Friendly, professional, thorough.		Male	26-35	White British	No tick
142	RD&E (Heavitree)	Extremely likely	Lovely people, calm, relaxed environment.		Female	36-45	White British	No tick
143	RD&E (Heavitree)	Extremely likely	Friendly.		Female	26-35	White British	No tick
144	RD&E (Heavitree)	Extremely likely	J. and his team were brilliant. I am an extremely nervous patient and I was made to feel at ease, wasn't rushed and looked after really well (I had a tooth removed). Even came out smiling.	First time I've been here - first impression was very good.	Female	26-35	White British	No tick
145	RD&E (Heavitree)	Extremely likely	Friendly, informative, helpful, relaxed atmosphere.		Male	26-35	White British	No tick
146	RD&E (Heavitree)	Extremely likely	Very calming & friendly. Reassuring.		Female	36-45	White British	No tick

147	RD&E (Heavitree)	Extremely likely	Very quick appointment when needed.		Female	16-25	White British	No tick
148	RD&E (Heavitree)	Extremely likely				26-35	White British	I DO NOT wish my anonymised comments to be made public
149	RD&E (Heavitree)	Extremely likely	Very pleasant & professional. Great care & advice given.		Male	36-45	White British	No tick
150	RD&E (Heavitree)	Extremely likely	Everyone is very friendly.		Female	16-25	White British	No tick
151	RD&E (Heavitree)	Extremely likely	Fast, friendly & effective service.	Not really.	Female	26-35	White British	No tick
152	RD&E (Heavitree)	Extremely likely	Didn't feel a thing! Excellent service. Thank you.		Male	over 65	White British	No tick
153	RD&E (Heavitree)	Extremely likely	Very informative.	N/A.	Female	under 16	White British	No tick
154	RD&E (Heavitree)	Extremely likely			Female	36-45	White British	No tick
155	RD&E (Heavitree)	Extremely likely	The warmth & safety one felt in the room throughout.					No tick
156	RD&E (Heavitree)	Extremely likely	Friendly staff and service.		Female	16-25	White British	No tick
157	RD&E (Heavitree)	Extremely likely	Efficient, friendly service.					No tick
158	RD&E (Heavitree)	Extremely likely	Very quick!	No, very good.	Male	26-35	White British	No tick
159	RD&E (Heavitree)	Extremely likely	Very nice people and quick.	N/A.	Male	16-25	White British	No tick
160	RD&E	Extremely likely				56-65	White British	No tick

	(Heavitree)							
161	RD&E (Heavitree)	Extremely likely	Mr J.L. so nice & helpful. I feel I can trust him as I am a very nervous patient.	No - fine.	Female	over 65	White British	No tick
162	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	No tick
163	RD&E (Heavitree)	Extremely likely	Wonderful team, lovely treatment. Thanks.		Female	46-55	White British	No tick
164	RD&E (Heavitree)	Extremely likely	Very friendly staff, fast treatment.		Male	16-25	White British	No tick
165	RD&E (Heavitree)	Extremely likely	Warm welcome. Professional approach from all staff, clinic running on time!	No.	Male	56-65	White British	No tick
166	RD&E (Heavitree)	Extremely likely	Fantastic service, friendly knowledgeable staff put me straight at ease and answered all my questions well. Great facilities, bright and comfortable. Fantastic place. Thank you.	No, so far my experience has been outstanding. Fantastic service. Well done.	Male	36-45	White British	No tick
167	RD&E (Heavitree)	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
168	RD&E (Heavitree)	Extremely likely	Very good service by friendly staff.			over 65	White British	No tick
169	RD&E	Extremely likely				over 65	White British	No tick

	(Heavitree)							
170	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
171	RD&E (Heavitree)	Extremely likely	Excellent, a pleasure - which is very rare for me to say about a visit to the dentist. Everything explained, quick, painless and professional.		Female	36-45	White British	No tick
172	RD&E (Heavitree)	Extremely likely	Good, friendly service.		Female	under 16	White British	No tick
173	RD&E (Heavitree)	Extremely likely	Very good service.		Female	26-35	White British	No tick
174	RD&E (Heavitree)	Extremely likely	Extra fast and helpful.		Male	26-35	White British	No tick
175	RD&E (Heavitree)	Extremely likely	Quick to fit in. Polite & helpful people on the desk.		Male	56-65	White British	No tick
176	RD&E (Heavitree)	Extremely likely	Got me a quick appointment when in a lot of pain.		Male	46-55	White British	No tick
177	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
178	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
179	RD&E	Extremely likely	Efficient service		Male	under 16	White British	No tick

	(Heavitree)		provided with care and understanding of specific needs.					
180	RD&E (Heavitree)	Extremely likely	Very compassionate, very explanatory, very happy overall. 5*		Female	26-35	White British	No tick
181	RD&E (Heavitree)	Extremely likely	Very quick.		Male	46-55	White British	No tick
182	RD&E (Heavitree)	Extremely likely	Always very kind to C.			46-55	White British	No tick
183	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	No tick
184	RD&E (Heavitree)	Extremely likely	Great, peaceful (!) experience. Extremely supportive & kind staff.	I am very pleased with the experience and care.	Female	56-65	White British	No tick
185	RD&E (Heavitree)	Extremely likely	The really genuine friendly & professional care I was given - felt v. personal and compassionate & made me feel relaxed when I was v. anxious.	As a first time user it all felt very welcoming. Thank you.	Female	36-45	White British	No tick
186	RD&E (Heavitree)	Extremely likely	Patient very relaxed.			36-45	White British	No tick
187	RD&E (Heavitree)	Extremely likely			Male	46-55	White British	No tick
188	RD&E (Heavitree)	Extremely likely	Professional, friendly staff.		Female	36-45	White British	No tick
189	RD&E (Heavitree)	Extremely likely	Very relaxed atmosphere.		Male	26-35	White British	No tick
190	RD&E (Heavitree)	Extremely likely	The service I had was very good and the					No tick

			staff were very kind. Thank you very much.					
191	RD&E (Heavitree)	Extremely likely	My son has severe learning disabilities and autism, the care L. receives is excellent, many thanks to all staff.	No.	Male	36-45	White British	No tick
192	RD&E (Heavitree)	Extremely likely	Everyone very helpful, considerate and polite.					No tick
193	RD&E (Heavitree)	Extremely likely	Every member of staff was friendly and put M. at his ease.	No.	Male	under 16	White British	No tick
194	RD&E (Heavitree)	Extremely likely	Arrived early for appt. Seen on time, very courteous, explained well, felt comfortable.	None.	Female	56-65	White British	No tick
195	RD&E (Heavitree)	Extremely likely	Always so reassuring to a nervous patient.		Female	under 16	White British	No tick
196	RD&E (Heavitree)	Extremely likely	Excellent staff, friendly, communicative and professional.		Male	36-45	White British	No tick
197	RD&E (Heavitree)	Extremely likely			Male	under 16	White British	No tick
198	RD&E (Heavitree)	Extremely likely	Excellent service. Thanks.	Happy with the service I received.		over 65	White British	No tick
199	RD&E (Heavitree)	Extremely likely	Extreme dental pain & a lack of a dentist would say this is where one would visit.		Male	26-35	White British	No tick
200	RD&E	Extremely likely			Male	46-55	White British	I DO NOT wish my

	(Heavitree)							anonymised comments to be made public
201	RD&E (Heavitree)	Extremely likely	Prompt & courteous attention.	N/A.	Male	over 65		No tick
202	RD&E (Heavitree)	Extremely likely	Prompt, friendly examination.					No tick
203	RD&E (Heavitree)	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
204	RD&E (Heavitree)	Extremely likely	Very quick, friendly & professional staff.		Female	36-45	White British	No tick
205	RD&E (Heavitree)	Extremely likely	Polite & professional. If I was a person that was nervous about the dentist I wouldn't of been today. Very informative & nice to be shown my x-ray. Thank you.		Female	26-35	White British	No tick
206	RD&E (Heavitree)	Extremely likely	Friendly and polite.					No tick
207	RD&E (Heavitree)	Extremely likely	Very friendly staff, lovely people. Mr L. & his 2 lovely assistants. They finished a job my own dentist could not do.		Female	56-65	White British	No tick
208	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	No tick
209	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	I DO NOT wish my anonymised

								comments to be made public
210	RD&E (Heavitree)	Extremely likely	Very friendly staff, make you feel at ease.		Female	56-65	White British	No tick
211	RD&E (Heavitree)	Extremely likely	Couldn't get appointment locally over 2 days of discomfort. Quick, efficient and pleasant treatment. Thank you.		Male	over 65	White British	No tick
212	RD&E (Heavitree)	Extremely likely	Excellent service - very grateful.	No.	Female	16-25	White British	No tick
213	RD&E (Heavitree)	Extremely likely	On time appointment, v. good staff.			56-65	White British	No tick
214	RD&E (Heavitree)	Extremely likely	Very helpful.		Male	26-35	White British	No tick
215	RD&E (Heavitree)	Extremely likely	Friendly and helpful surgeon. Saw me before appointment time.		Male	16-25	White British	No tick
216	RD&E (Heavitree)	Extremely likely	Good service.	No - it's fine.		over 65	White British	No tick
217	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	No tick
218	RD&E (Heavitree)	Extremely likely	Very helpful & informative, excellent.		Female	56-65	White British	No tick
219	RD&E (Heavitree)	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
220	RD&E (Heavitree)	Extremely likely	Always have had good treatment. Friendly & caring. Always been		Female	16-25		No tick



			very understanding to my daughter's needs.					
221	RD&E (Heavitree)	Extremely likely	Very friendly, welcoming & informative. Great service.	Carry on!!	Female	26-35	White British	No tick
222	RD&E (Heavitree)	Likely			Female	16-25	Mixed / Multiple ethnic groups	No tick
223	RD&E (Heavitree)	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
224	RD&E (Heavitree)	Likely			Male	under 16	White British	No tick
225	RD&E (Heavitree)	Likely	Dentist knows how to deal with young adults with learning difficulties. Willing to bring equipment i.e. lamp to him rather than have to lie down for treatment.	Would be good not to have to fill in medical history etc. every 6 months!				No tick
226	RD&E (Heavitree)	Likely	Professional, fast, polite service.	No.	Female	26-35	White British	No tick
227	RD&E (Heavitree)	Likely			Male	16-25	White British	No tick
228	RD&E (Heavitree)	Likely	Staff's alright.		Male	26-35	Black / African / Caribbean / Black British	No tick
229	RD&E	Likely			Male	under 16	White British	No tick

	(Heavitree)							
230	RD&E (Heavitree)	Likely	Very good manner from reception staff.	No - very good service.	Female	16-25	White British	No tick
231	RD&E (Heavitree)	Likely	Excellent service, good manner.		Female	46-55	White British	No tick
232	RD&E (Heavitree)	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
233	RD&E (Heavitree)	Likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
234	RD&E (Heavitree)	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
235	RD&E (Heavitree)	Likely	Always very accommodating to help.	Forms for free treatment are out of date.	Female	46-55	White British	No tick
236	RD&E (Heavitree)	Likely	Because I wouldn't know who else to recommend as I don't actually have a dentist.		Male	36-45	White British	No tick
237	RD&E (Heavitree)	Likely	If needed would recommend!	None - very good.		56-65	White British	No tick
238	RD&E (Heavitree)	Likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
239	RD&E (Heavitree)	Likely	Use service for work with adults with	Improve waiting times.	Male	16-25	White British	No tick

			learning difficulties, staff patient and good with my clients on every visit. Never had any problems.					
240	RD&E (Heavitree)	Likely	Explain everything very well.	N/A.	Female	under 16	White British	No tick
241	RD&E (Heavitree)	Likely	Friendly & professional.		Male	26-35	White British	No tick
242	RD&E (Heavitree)	Likely	Good, friendly service and helpful.		Female	46-55	White British	No tick
243	RD&E (Heavitree)	Likely	Was seen on time, no waiting around is important, nice staff & good advice.	No.	Female	26-35	White British	No tick
244	RD&E (Heavitree)	Likely	Only place I know to get help.		Male	46-55	White British	No tick
245	RD&E (Heavitree)	Likely	Service is good once I'm able to get an appt. I always have to chase appt.	Make next appt. as I have to phone and chase every appt.	Female	36-45	White British	No tick
246	RD&E (Heavitree)	Likely	Excellent help with our questions.		Female	under 16	White British	No tick
247	RD&E (Heavitree)	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
248	RD&E (Heavitree)	Likely	No.		Female	26-35	Other ethnic group	No tick
249	RD&E (Heavitree)	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public

250	RD&E (Heavitree)	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
251	RD&E (Heavitree)	Likely	Care as always was good and sensitive to the girls' needs.		Female	under 16	White British	No tick
252	RD&E (Heavitree)	Likely			Male	16-25	White British	No tick
253	RD&E (Heavitree)	Likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
254	RD&E (Heavitree)	Likely	Dentist & assistant excellent, surgery clean. Waiting room carpet dirty.					No tick
255	RD&E (Heavitree)	Likely	Very good, treats you well.	No.	Female	16-25	White British	No tick
256	RD&E (Heavitree)	Likely			Female	under 16	White British	No tick
257	RD&E (Heavitree)	Likely	Waiting time for next appointments is too long.			over 65	White British	No tick
258	RD&E (Heavitree)	Likely	Staff were polite.	All good.	Male	26-35	White British	No tick
259	RD&E (Heavitree)	Likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
260	RD&E (Heavitree)	Likely	Very helpful.		Male	36-45	White British	No tick
261	RD&E	Neither likely			Female	46-55	White British	I DO NOT wish my

	(Heavitree)	nor unlikely						anonymised comments to be made public
262	RD&E (Heavitree)	Unlikely			Female	over 65	White British	No tick
263	RD&E (Heavitree)	Unlikely	Very understanding of N.'s needs and her level of understanding.					No tick
264	RD&E (Heavitree)	Don't know						No tick
265	RD&E (Heavitree)	Don't know			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public

### Qualitative Feedback - Sep-15

	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 the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Barnstaple Health Centre	Extremely likely	I have been greatly impressed by the expert and caring help given me by K. He is certainly the best dentist I have seen in my long life!	No - I've been very impressed with the service given me over several months.	Female	over 65	White British	No tick
2	Barnstaple Health Centre	Extremely likely	Everyone has treated my brother with care and respect,			36-45	White British	No tick

			explaining very carefully what is going to happen.					
3	Barnstaple Health Centre	Extremely likely	Very helpful and very good with my little girl.		Female	46-55	White British	No tick
4	Barnstaple Health Centre	Extremely likely	Very pleasant reception, wonderful treatment by the dentist.	No.	Female	over 65	White British	No tick
5	Barnstaple Health Centre	Extremely likely	Very helpful and well explained. Good with patients who may be scared of the dentist.	N/A.	Male	36-45	White British	No tick
6	Barnstaple Health Centre	Extremely likely	Wonderful service & made to feel at ease. Have had a phobia of the dentist for 20 years and haven't had treatment for 7 but managed to lie in the chair & be examined. Thank you.		Female	46-55	White British	No tick
7	Barnstaple Health Centre	Extremely likely			Male	under 16	White British	No tick
8	Barnstaple Health Centre	Extremely likely	Very friendly & helpful. Put at ease instantly. Excellent service.	No.	Female	56-65	White British	No tick
9	Barnstaple Health Centre	Extremely likely	Very friendly, informative care from K.		Female	16-25	White British	No tick

10	Barnstaple Health Centre	Extremely likely	Unbelievably good service and treated with the upmost respect and dignity.		Male	26-35	White British	No tick
11	Barnstaple Health Centre	Extremely likely			Female	under 16	White British	I DO NOT wish my anonymised comments to be made public
12	Barnstaple Health Centre	Extremely likely	Very friendly and helpful. Understanding of young children's needs.	No.	Female	under 16	White British	No tick
13	Barnstaple Health Centre	Extremely likely	Brilliant nurse and dentist I've ever had, made so relaxed.		Male	26-35	White British	No tick
14	Barnstaple Health Centre	Extremely likely	Very helpful, felt really comfortable even my 3year old step daughter felt happy & content.	No.	Female	26-35	White British	No tick
15	Barnstaple Health Centre	Extremely likely	Was very friendly.		Male	26-35	White British	No tick
16	Barnstaple Health Centre	Extremely likely	Quick & friendly.		Female	16-25	White British	No tick
17	Barnstaple Health Centre	Extremely likely	Very efficient telephone help in emergency dental situation - good system - got us straight in. Very		Female	46-55	White British	No tick

			friendly & helpful service at dental access centre. Many thanks (here on holiday).					
18	Barnstaple Health Centre	Extremely likely	Friendly staff!					No tick
19	Barnstaple Health Centre	Extremely likely	Fast emergency appointment allocated friendly service. Great help, especially as I am on holiday! Thank you.		Female	46-55	White British	No tick
20	Barnstaple Health Centre	Extremely likely			Male	16-25	White British	No tick
21	Barnstaple Health Centre	Extremely likely	Quick, efficient, good humoured, treatment.	No.	Male	56-65	White British	No tick
22	Barnstaple Health Centre	Extremely likely	Very good at explaining to my daughter, very patient and all nice.		Female	36-45	White British	No tick
23	Barnstaple Health Centre	Extremely likely	Really friendly & helpful staff, quick diagnosis & treatment.					No tick
24	Barnstaple Health Centre	Extremely likely	It is the only experience I have had in this area! Not an easy place to find.		Male	56-65		No tick
25	Barnstaple Health Centre	Extremely likely	The friendliest dentist I have ever seen, thank you.					No tick



26	Barnstaple Health Centre	Extremely likely	Prompt service, kind & courteous.		Male	over 65	White British	No tick
27	Barnstaple Health Centre	Extremely likely	Very polite. A. very lovely.		Female		White British	No tick
28	Barnstaple Health Centre	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
29	Barnstaple Health Centre	Extremely likely	All very friendly.	Need larger light.	Female	over 65	White British	No tick
30	Barnstaple Health Centre	Extremely likely	Very good from start to finish.			46-55	White British	No tick
31	Barnstaple Health Centre	Extremely likely	Quick, friendly, very impressed.		Male	46-55	White British	No tick
32	Barnstaple Health Centre	Extremely likely			Male	16-25	White British	No tick
33	Barnstaple Health Centre	Extremely likely	It makes you feel at ease, very patient friendly and most helpful.		Male	26-35	White British	No tick
34	Barnstaple Health Centre	Extremely likely	Able to see me for emergency treatment when other dentists wouldn't & staff very pleasant.		Female	56-65	White British	No tick
35	Barnstaple Health	Extremely likely	Very prompt making appointment. Very	Yes. A water machine for staff & patients.		46-55		No tick

	Centre		friendly dentist and caring & reassuring.					
36	Barnstaple Health Centre	Extremely likely	The staff are very friendly and confident in their jobs.		Female	under 16	White British	No tick
37	Barnstaple Health Centre	Extremely likely	Very friendly staff.		Female		White British	No tick
38	Barnstaple Health Centre	Extremely likely	The service was excellent, lovely people, great help. So glad I found them!!!	None, absolutely perfect!	Female	over 65	White British	No tick
39	Barnstaple Health Centre	Extremely likely						No tick
40	Barnstaple Health Centre	Extremely likely	They were very good, took x-ray & explained what & why they were taking this course of treatment. Lovely ladies.	None.	Female	46-55	White British	No tick
41	Barnstaple Health Centre	Extremely likely			Female	36-45	White British	No tick
42	Barnstaple Health Centre	Extremely likely	Very good service.			46-55	White British	No tick
43	Barnstaple Health Centre	Extremely likely	Fantastic caring and very efficient service.		Male	over 65	White British	No tick
44	Barnstaple Health Centre	Extremely likely	All staff have been brilliant and very good at helping my son feel		Male	under 16	White British	No tick

			comfortable, answering his questions & explaining what would be happening. Thank you A. & all the rest of the staff!					
45	Barnstaple Health Centre	Extremely likely	Staff were superb, made experience very pleasant, explained every step of the process and did a great job.	I was a bit nervous when told it would take up to a month to hear back after my dentist's referral - maybe do some more of it!!	Female	16-25	White British	No tick
46	Barnstaple Health Centre	Extremely likely	Everyone was kind & approachable.		Female	26-35	White British	No tick
47	Barnstaple Health Centre	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
48	Barnstaple Health Centre	Extremely likely	Well looked after by all concerned.		Male	over 65	White British	No tick
49	Barnstaple Health Centre	Likely	Helpful advice, good approach with children.		Male	under 16	White British	No tick
50	Barnstaple Health Centre	Likely	Have always found the service friendly and helpful.		Male	over 65	White British	No tick
51	Barnstaple Health Centre	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made

							public	
52	Barnstaple Health Centre	Likely			Female	36-45	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
53	RD&E (Heavitree)	Extremely likely	Very aware of my son's condition & worked very well with him. Thank you.	No.	Female	26-35	White British	No tick
54	RD&E (Heavitree)	Extremely likely	I have been extremely happy with the service I have received for both of my children, patience and understanding.			under 16		No tick
55	RD&E (Heavitree)	Extremely likely	Professional, well explained advice.		Female	36-45	White British	No tick
56	RD&E (Heavitree)	Extremely likely	Very nice & friendly staff.		Female	56-65	White British	No tick
57	RD&E (Heavitree)	Extremely likely	Not made to feel guilty that I hadn't been to the dentist for 8yrs!! Very bad of me, very kind of you. Thank you.		Female	36-45	White British	No tick
58	RD&E (Heavitree)	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
59	RD&E (Heavitree)	Extremely likely	Marvellous! I needed removal of a post left from a crown. The procedure was			56-65	White British	No tick

			relatively painless. Lovely dentist and assistants.					
60	RD&E (Heavitree)	Extremely likely	Access to expertise of staff is very reassuring. Everyone puts patient at ease & explains procedures excellent.	Not that I can note at this time.	Female	over 65	White British	No tick
61	RD&E (Heavitree)	Extremely likely				16-25		No tick
62	RD&E (Heavitree)	Extremely likely	Fantastic care - thank you so much. Excellent dentist who was both knowledgeable & understanding.	None.	Female	36-45	White British	No tick
63	RD&E (Heavitree)	Extremely likely			Male		White British	I DO NOT wish my anonymised comments to be made public
64	RD&E (Heavitree)	Extremely likely	Lovely service. Very friendly, gentle, nothing too much trouble (provide a pillow for my bad back).	No - it's first class already.	Female	46-55	White British	No tick
65	RD&E (Heavitree)	Extremely likely				26-35		No tick
66	RD&E (Heavitree)	Extremely likely			Male	36-45	Asian / Asian British	No tick
67	RD&E (Heavitree)	Extremely likely	Very friendly & explain everything really well.		Female	under 16	White British	No tick
68	RD&E (Heavitree)	Extremely likely	Friendly, patient with my 4 year old made		Female	26-35	White British	No tick

			her relax - feel at ease.					
69	RD&E (Heavitree)	Extremely likely			Male	under 16	White British	No tick
70	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
71	RD&E (Heavitree)	Extremely likely	Fantastic with a very anxious child!		Male	under 16	White British	No tick
72	RD&E (Heavitree)	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
73	RD&E (Heavitree)	Extremely likely	Everyone was very friendly and welcoming and spoke to my 11yr old in an adult way.		Female	46-55	White British	No tick
74	RD&E (Heavitree)	Extremely likely	Very kind, understanding and explanatory people who are happy to help. The treatment was quick and easy.		Male	under 16	White British	No tick
75	RD&E (Heavitree)	Extremely likely	Very speedy and helpful. Great service!!		Male	36-45	White British	No tick
76	RD&E (Heavitree)	Extremely likely	Polite, caring manner, professional.	No.		over 65	White British	No tick
77	RD&E (Heavitree)	Extremely likely	Very good with my daughter.		Female	26-35	White British	No tick
78	RD&E (Heavitree)	Extremely likely	Quick, friendly service.	No.	Male	36-45	White British	No tick
79	RD&E	Extremely likely			Female	26-35	White British	No tick

	(Heavitree)							
80	RD&E (Heavitree)	Extremely likely	We have always been treated with kindness and respect on our many visits.	N/A.	Male	under 16	White British	No tick
81	RD&E (Heavitree)	Extremely likely			Female	26-35	White British	No tick
82	RD&E (Heavitree)	Extremely likely			Female	26-35	White British	No tick
83	RD&E (Heavitree)	Extremely likely	Very well treated. Staff bright & cheerful. Mr L. very kind made me feel relaxed. Top marks from me.		Female	56-65	White British	No tick
84	RD&E (Heavitree)	Extremely likely	Looked after well!		Female	46-55	White British	No tick
85	RD&E (Heavitree)	Extremely likely	Very quick service.			46-55	White British	No tick
86	RD&E (Heavitree)	Extremely likely	Has been a great help.		Female	26-35	White British	No tick
87	RD&E (Heavitree)	Extremely likely	Wisdom tooth problem.	No. Service was great. Thank you.	Female	26-35	White British	No tick
88	RD&E (Heavitree)	Extremely likely	Excellent service.		Female	26-35	White British	No tick
89	RD&E (Heavitree)	Extremely likely			Male	over 65	White British	No tick
90	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	No tick
91	RD&E (Heavitree)	Extremely likely	Prompt service, friendly reception, clean environment.		Male	26-35	White British	No tick
92	RD&E (Heavitree)	Extremely likely	Very happy with all service.		Female	46-55	White British	No tick

93	RD&E (Heavitree)	Extremely likely	Excellent service from booking in to treatment.	None.	Female	36-45	White British	No tick
94	RD&E (Heavitree)	Extremely likely	Just wanted to say it was friendly and helpful.	It was very good and professional.	Male	26-35	White British	No tick
95	RD&E (Heavitree)	Extremely likely	Everyone was very friendly.		Female	under 16	White British	No tick
96	RD&E (Heavitree)	Extremely likely	Excellent care given by all staff.		Female	56-65	White British	No tick
97	RD&E (Heavitree)	Extremely likely	I was felt at total ease having my tooth out & no pain. The staff always ensured I was comfortable.					No tick
98	RD&E (Heavitree)	Extremely likely	I was very nervous but the nurse and dentist were great. Many thanks.					No tick
99	RD&E (Heavitree)	Extremely likely	The professional way from the reception thru treatment & back to reception.	No.		over 65	White British	No tick
100	RD&E (Heavitree)	Extremely likely	Friendly helpful staff.		Male	46-55	White British	No tick
101	RD&E (Heavitree)	Extremely likely	Very friendly staff. Good advice & very patient and gentle with 4yr old.	No, brilliant service.	Male	under 16	White British	No tick
102	RD&E (Heavitree)	Extremely likely			Female	26-35	White British	No tick
103	RD&E (Heavitree)	Extremely likely	Pleasant service.					No tick



104	RD&E (Heavitree)	Likely	Friendly advice and service given by all.	N/A.	Male	26-35	White British	No tick
105	RD&E (Heavitree)	Likely						No tick
106	RD&E (Heavitree)	Likely	My son had no dentist due to dentist taking him off the system. Rang up to be seen and they made an appointment for the next day.	None.	Female	26-35	White British	No tick
107	RD&E (Heavitree)	Likely	Helpful over the phone and when I arrived.					No tick
108	RD&E (Heavitree)	Likely	Pleasant receptionists.		Male	46-55	White British	No tick
109	RD&E (Heavitree)	Likely	Good service.		Male	26-35	White British	No tick
110	RD&E (Heavitree)	Likely	Great service.	N/A.	Male	26-35	White British	No tick
111	RD&E (Heavitree)	Likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
112	RD&E (Heavitree)	Likely				26-35	Other ethnic group	I DO NOT wish my anonymised comments to be made public
113	RD&E (Heavitree)	Likely	Quick service.		Male	56-65	White British	No tick
114	RD&E (Heavitree)	Likely			Female	26-35		No tick
115	RD&E	Likely			Male	56-65	White British	I DO NOT wish my

	(Heavitree)							anonymised comments to be made public
116	RD&E (Heavitree)	Likely			Female	26-35	Other ethnic group	No tick
117	RD&E (Heavitree)	Likely	Friendly, fast service, very welcome.		Female	36-45	White British	No tick
118	RD&E (Heavitree)	Likely	Apart from the initial delay in receiving an appointment, the service was quick and friendly.	Speed up referrals or at least have a way of communicating any issues.	Female	26-35	White British	No tick
119	RD&E (Heavitree)	Don't know			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
120	RD&E (Heavitree)	Don't know				46-55	White British	No tick