

Salaried Dental Service - 'Friends and Family Test' - Jun-15 to Jul-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.	%	%	%
Jun-15	105	97.1	0.0	2.9
Jul-15	64	96.9	0.0	3.1

Qualitative Feedback - Jun-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 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	Jun	Crediton Community Hospital	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
2	Jun	Crediton Community Hospital	Extremely likely			Male	over 65	White British	No tick
3	Jun	Crediton Community Hospital	Likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
4	Jun	Crediton Community Hospital	Likely	Friendly staff, good service.					No tick
5	Jun	Crediton Community Hospital	Likely			Female	46-55	White British	No tick
6	Jun	Crediton Community Hospital	Don't know			Male	56-65	White British	No tick
7	Jun	Exmouth Community Hospital	Extremely likely		Better signs in order to find location.	Male	26-35	White British	No tick
8	Jun	Honiton Community Hospital	Extremely likely	Excellent staff. The best dental treatment we have ever	More parking.	Female	26-35	White British	No tick

				experienced. D. is fantastic with my son. Highly recommended.					
9	Jun	Honiton Community Hospital	Extremely likely	Prompt & thorough.			36-45	White British	No tick
10	Jun	Honiton Community Hospital	Extremely likely	Superb treatment delivered with patience, kindness and humour.	No.		under 16		No tick
11	Jun	<i>Not Entered</i>	Extremely likely			Male		White British	I DO NOT wish my anonymised comments to be made public
12	Jun	Okehampton Community Hospital	Extremely likely	Best dental treatment I have ever received. Polite, caring and professional, excellent.		Male	56-65	White British	No tick
13	Jun	RD&E (Heavitree)	Extremely likely	Expected the worse. Was pleasantly surprised at how quick and easy everything was. Excellent service.	Easier accessibility without going through normal registered dentist - especially for examination!	Female	56-65	White British	No tick
14	Jun	RD&E (Heavitree)	Extremely likely	Quick & helpful. Pleasant staff. Good advice. Thanks.	Open a standard service here.	Male	46-55	White British	No tick
15	Jun	RD&E (Heavitree)	Extremely likely	Surgeon and nurses made me feel relaxed and comfortable. Thank you.		Female	16-25	White British	No tick
16	Jun	RD&E (Heavitree)	Extremely likely	Very helpful.		Female	56-65	White British	No tick

17	Jun	RD&E (Heavitree)	Extremely likely	David was great.		Female	36-45		No tick
18	Jun	RD&E (Heavitree)	Extremely likely	Staff are so friendly and reassuring.	None.	Female	26-35	White British	No tick
19	Jun	RD&E (Heavitree)	Extremely likely	Caring, professional staff! + efficient.					No tick
20	Jun	RD&E (Heavitree)	Extremely likely	Dentist was extremely friendly, explains what is happening very well.		Female	16-25	White British	No tick
21	Jun	RD&E (Heavitree)	Extremely likely	The quickness in getting an appointment and the care.			over 65	White British	No tick
22	Jun	RD&E (Heavitree)	Extremely likely	Very professional + looked after well.	No.	Male	16-25	White British	No tick
23	Jun	RD&E (Heavitree)	Extremely likely	Very understanding.		Female	under 16	White British	No tick
24	Jun	RD&E (Heavitree)	Extremely likely	Dealt with J. very well, friendly and efficient.	N/A.	Male	16-25	White British	No tick
25	Jun	RD&E (Heavitree)	Extremely likely	Human, friendly, efficient, knowledgeable, professional.	No need.	Male	46-55	White British	No tick
26	Jun	RD&E (Heavitree)	Extremely likely	Very friendly, very helpful, very understanding.		Female	under 16	White British	No tick
27	Jun	RD&E (Heavitree)	Extremely likely			Female	26-35	White British	No tick
28	Jun	RD&E (Heavitree)	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
29	Jun	RD&E	Extremely likely			Female	16-25	White	I DO NOT wish my

		(Heavitree)						British	anonymised comments to be made public
30	Jun	RD&E (Heavitree)	Extremely likely	Nice people, efficient service.	None - it was great.	Male	56-65	White British	No tick
31	Jun	RD&E (Heavitree)	Extremely likely	Was very frank + explained all.		Female	56-65	White British	No tick
32	Jun	RD&E (Heavitree)	Extremely likely	Very prompt, friendly service.		Male	56-65	White British	No tick
33	Jun	RD&E (Heavitree)	Extremely likely	Have always received polite and courteous treatment.			over 65	White British	No tick
34	Jun	RD&E (Heavitree)	Extremely likely	Treated very well.	No.	Male	56-65	White British	No tick
35	Jun	RD&E (Heavitree)	Extremely likely	Very good service. Mr J.L. - very good.					No tick
36	Jun	RD&E (Heavitree)	Extremely likely	Well looked after.			46-55	White British	No tick
37	Jun	RD&E (Heavitree)	Extremely likely	Amazing service. A-star!					No tick
38	Jun	RD&E (Heavitree)	Extremely likely	Felt really relaxed and calm.		Female	26-35	White British	No tick
39	Jun	RD&E (Heavitree)	Extremely likely	Excellent treatment, friendly.			56-65	White British	No tick
40	Jun	RD&E (Heavitree)	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
41	Jun	RD&E (Heavitree)	Extremely likely	Very friendly & made me feel comfortable & safe.			46-55	White British	No tick
42	Jun	RD&E (Heavitree)	Extremely likely			Male	56-65	White British	No tick

43	Jun	RD&E (Heavitree)	Extremely likely						No tick
44	Jun	RD&E (Heavitree)	Extremely likely	The dentist and staff are really kind and gentle with mum.		Female	over 65	White British	No tick
45	Jun	RD&E (Heavitree)	Extremely likely	Everyone was very friendly, communicated clearly and very helpful.		Female	36-45	White British	No tick
46	Jun	RD&E (Heavitree)	Extremely likely	Well good. Thank you.			46-55	White British	No tick
47	Jun	RD&E (Heavitree)	Extremely likely	Very impressed with the efficiency and manner of all staff. Thank you!	None needed.	Female	46-55	White British	No tick
48	Jun	RD&E (Heavitree)	Extremely likely	Excellent service, v. friendly staff.		Male	36-45	White British	No tick
49	Jun	RD&E (Heavitree)	Extremely likely	Very friendly & professional.		Female	46-55	White British	No tick
50	Jun	RD&E (Heavitree)	Extremely likely	Lovely people, felt very comfortable, great with kids.		Male	under 16	White British	No tick
51	Jun	RD&E (Heavitree)	Extremely likely	D. & R. were exceptional. We have agreed on the right plan & happy with good all-round service P.S. receptionist K. and thanks to S. for appointment. THANK YOU ALL.	None - was absolutely fab. G. was comfortable and happy with the communication from D. & R.				No tick
52	Jun	RD&E (Heavitree)	Extremely likely	Common problem. I arrive early and get		Female	46-55	White British	No tick

				called (20mins) after appointment time. Very comfortable and friendly service, well pleased!					
53	Jun	RD&E (Heavitree)	Extremely likely	Trouble with plate. Very good service. Thank you.			over 65	White British	No tick
54	Jun	RD&E (Heavitree)	Extremely likely	Kindness, clear explanations and lots of useful information + lovely toys!		Female	36-45	White British	No tick
55	Jun	RD&E (Heavitree)	Extremely likely	Good dentist.		Female	26-35	White British	No tick
56	Jun	RD&E (Heavitree)	Extremely likely	Friendly staff team, quiet area available for my daughter who is autistic. Easy parking.		Female	36-45	White British	No tick
57	Jun	RD&E (Heavitree)	Extremely likely			Male	36-45	White British	No tick
58	Jun	RD&E (Heavitree)	Extremely likely	Excellent.					No tick
59	Jun	RD&E (Heavitree)	Extremely likely	Very kind, sensitive towards me. Gave me assistance with my baby. J, D and S.		Female	26-35	White British	No tick
60	Jun	RD&E (Heavitree)	Extremely likely	Excellent service, many thanks.		Male	over 65	White British	No tick
61	Jun	RD&E (Heavitree)	Extremely likely	Looked after v. well and explained in detail and advised what to do. V. pleased.		Female	36-45	White British	No tick

62	Jun	RD&E (Heavitree)	Extremely likely	Excellent, very impressed, staff using sign language and very understanding. Given plenty of time.		Male	under 16	White British	No tick
63	Jun	RD&E (Heavitree)	Extremely likely	Very nice people.	No - brilliant service.	Female	46-55	White British	No tick
64	Jun	RD&E (Heavitree)	Extremely likely	The nurses tried their best to fit me in. Also, unlike the other Dental Surgery they did show compassion.		Female	16-25	Black / African / Caribbean / Black British	No tick
65	Jun	RD&E (Heavitree)	Extremely likely	Fast & professional, very friendly too.		Female	36-45	White British	No tick
66	Jun	RD&E (Heavitree)	Extremely likely	Friendly yet professional.		Female	46-55	White British	No tick
67	Jun	RD&E (Heavitree)	Extremely likely			Male	26-35	White British	No tick
68	Jun	RD&E (Heavitree)	Extremely likely	Good information.		Male	56-65	White British	No tick
69	Jun	RD&E (Heavitree)	Extremely likely	Very friendly and polite.		Male	26-35	White British	No tick
70	Jun	RD&E (Heavitree)	Extremely likely	Polite staff.	Parking.				No tick
71	Jun	RD&E (Heavitree)	Extremely likely			Female	under 16	White British	No tick
72	Jun	RD&E (Heavitree)	Extremely likely			Female	over 65	White British	No tick
73	Jun	RD&E (Heavitree)	Extremely likely	Very quick, professional service. Well explained and helpful service.		Male	26-35	White British	No tick
74	Jun	RD&E	Extremely likely	Fast service. Prompt		Male	26-35	White	No tick

		(Heavitree)		and friendly.				British	
75	Jun	RD&E (Heavitree)	Extremely likely	Prompt, efficient service.		Male	46-55	White British	No tick
76	Jun	RD&E (Heavitree)	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
77	Jun	RD&E (Heavitree)	Extremely likely	Extremely kind and helpful. Thank you!!					No tick
78	Jun	RD&E (Heavitree)	Extremely likely	Very pleased with dentist and nurse towards my child.		Female	26-35	White British	No tick
79	Jun	RD&E (Heavitree)	Extremely likely	Extremely friendly staff who were very patient with my 5yr old and explained everything clearly.		Female	36-45	White British	No tick
80	Jun	RD&E (Heavitree)	Extremely likely	Staff lovely and friendly.			16-25	White British	No tick
81	Jun	RD&E (Heavitree)	Extremely likely	Very helpful and attentive staff.	Seems fine.	Female	over 65	White British	No tick
82	Jun	RD&E (Heavitree)	Extremely likely	I received an excellent treatment at the emergency dental service. I arrived with no appointment and was seen promptly. The dentist and nurse were excellent and explained clearly what they were doing and what I needed to do afterwards.	Just continue providing such an excellent service. Wonderful NHS service.		56-65	White British	No tick

83	Jun	RD&E (Heavitree)	Extremely likely	Excellent service provided with care.			over 65	White British	No tick
84	Jun	RD&E (Heavitree)	Extremely likely	Nice and pleasant experience.	No.	Female	over 65	Other ethnic group	No tick
85	Jun	RD&E (Heavitree)	Extremely likely	Mr J.L. was extremely reassuring throughout. Lovely, gentle manner. Extraction (wisdom tooth) was very quick, only took couple of minutes!		Female	26-35	White British	No tick
86	Jun	RD&E (Heavitree)	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
87	Jun	RD&E (Heavitree)	Extremely likely	The receptionists were <u>SUPER</u> helpful with getting my appointments sorted. V.V. patient with my pained phone calls & keen to help me when in pain!! Then J. extremely patient with explanations & w. kind, dental nurses also have excellent banter!	None! Such fun.	Female	26-35	White British	No tick
88	Jun	RD&E (Heavitree)	Extremely likely	From start to finish a great job, thank you.		Male	56-65	White British	No tick
89	Jun	RD&E	Extremely likely	D. (dentist) amazing,		Female	36-45	White	No tick

		(Heavitree)		brilliant. 9yr old daughter very happy. Super service, explained everything to her. Brilliant. Thank you.				British	
90	Jun	RD&E (Heavitree)	Extremely likely	Excellent service, very happy.		Male	56-65	White British	No tick
91	Jun	RD&E (Heavitree)	Extremely likely	They were very polite, efficient and friendly.		Female	16-25	Other ethnic group	No tick
92	Jun	RD&E (Heavitree)	Likely	I haven't been able to get a dentist + they have accepted me + my daughter as I have health needs. Some people with extra needs fall through the net + have no dentist for years like me.	Much quicker appointments after referral. Awareness of people's mental health problems in terms of ability to remember or make appointments if too far ahead.	Female	46-55	White British	No tick
93	Jun	RD&E (Heavitree)	Likely	Good service for emergency treatment.					No tick
94	Jun	RD&E (Heavitree)	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
95	Jun	RD&E (Heavitree)	Likely			Male	46-55	White British	No tick
96	Jun	RD&E (Heavitree)	Likely	Friendly & helpful.	N/A.	Female	16-25	White British	No tick
97	Jun	RD&E (Heavitree)	Likely	Friendly, helpful staff.		Female	36-45	Asian / Asian British	No tick

98	Jun	RD&E (Heavitree)	Likely	No.			16-25	White British	No tick
99	Jun	RD&E (Heavitree)	Likely	Helpful + always friendly service.		Female	26-35	White British	No tick
100	Jun	RD&E (Heavitree)	Likely	Good service.					No tick
101	Jun	RD&E (Heavitree)	Likely	They were all very caring for my condition.		Female	16-25	Other ethnic group	No tick
102	Jun	RD&E (Heavitree)	Likely	The reason why I have done this is because the staff are lovely and they know what they are doing.		Male	16-25	White British	No tick
103	Jun	RD&E (Heavitree)	Likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
104	Jun	RD&E (Heavitree)	Neither likely nor unlikely			Female	over 65	White British	No tick
105	Jun	RD&E (Heavitree)	Neither likely nor unlikely			Male	over 65	White British	No tick

Qualitative Feedback - Jul-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 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	Jul	Barnstaple Health	Extremely likely	Staff amazing - patient, caring. Great		Female	26-35	White British	No tick

		Centre		treatment - good support. Good information. Great communication.					
2	Jul	Barnstaple Health Centre	Extremely likely	The two ladies provided an excellent, friendly and professional service.					No tick
3	Jul	Barnstaple Health Centre	Extremely likely	The whole team are brilliant.		Male	36-45	White British	No tick
4	Jul	Barnstaple Health Centre	Extremely likely	Very friendly and helpful staff.		Female	56-65	Other ethnic group	No tick
5	Jul	Barnstaple Health Centre	Extremely likely	Brilliant service for my daughter. She was very nervous about coming but this has been a great experience for her.		Female	26-35	White British	No tick
6	Jul	Barnstaple Health Centre	Extremely likely	Very caring and helpful. Polite welcome. The treatment is brilliant.		Female	26-35	White British	No tick
7	Jul	Barnstaple Health Centre	Extremely likely	I think the practice is full of wonderful staff and dentists.					No tick
8	Jul	Barnstaple Health Centre	Extremely likely	Good service. Friendly staff.		Female	36-45	White British	No tick
9	Jul	Barnstaple Health Centre	Extremely likely	Very thorough and kind to A. who's 9 - talked through all that		Male	under 16		No tick

				was happening.					
10	Jul	Barnstaple Health Centre	Extremely likely	The staff here are kind & patient. I have been given good information about my teeth & subsequent care.		Female	over 65	White British	No tick
11	Jul	Barnstaple Health Centre	Extremely likely	Great communication, very informative, friendly staff.		Female	36-45	White British	No tick
12	Jul	Barnstaple Health Centre	Extremely likely	You have put me at ease coming to the dentist. Your staff are all very friendly & your dentists are very gentle. Thank you so much.	No. I think you've got it right.	Male	36-45	White British	No tick
13	Jul	Barnstaple Health Centre	Extremely likely	Very lovely staff made my daughter feel completely at ease.		Female	under 16	White British	No tick
14	Jul	Barnstaple Health Centre	Extremely likely	Staff always very helpful, do their utmost to put their patients at ease and are friendly and patient.				White British	No tick
15	Jul	Barnstaple Health Centre	Extremely likely	Very impressed with the manner of the dental team and dentist with my 7-year old. Thanks.		Male	under 16	White British	No tick
16	Jul	Barnstaple Health	Extremely likely	Patient staff, very caring.		Male	under 16	White British	No tick

		Centre							
17	Jul	Barnstaple Health Centre	Extremely likely	Got an appointment very quickly as it was an emergency.	None.		46-55	White British	No tick
18	Jul	Barnstaple Health Centre	Extremely likely			Female	36-45	Other ethnic group	No tick
19	Jul	Barnstaple Health Centre	Extremely likely	The dentist is very good at explaining what is happening and what needs to be done to my service user.		Male	46-55	White British	No tick
20	Jul	Barnstaple Health Centre	Extremely likely	Lovely, friendly staff.		Female	26-35	White British	No tick
21	Jul	Barnstaple Health Centre	Extremely likely	Good service, friendly & caring staff.	Ok as is.	Female	46-55	White British	No tick
22	Jul	Barnstaple Health Centre	Extremely likely	Very kind, caring staff & thoughtful dentist.		Female	36-45	White British	No tick
23	Jul	Barnstaple Health Centre	Extremely likely	Dentist was very patient with my severely Autistic son. She seemed knowledgeable of the condition which was very reassuring.	Parking: I arrived here with two disabled sons and had nowhere to park. Very difficult to walk safely for a long distance.	Male		White British	No tick
24	Jul	Barnstaple Health Centre	Extremely likely	Fantastic staff!!!	Everything is good as it is.	Male	46-55	White British	No tick
25	Jul	Barnstaple	Extremely likely			Female	16-25	White	I DO NOT wish my

		Health Centre						British	anonymised comments to be made public
26	Jul	Barnstaple Health Centre	Extremely likely	Always friendly.		Female	46-55	White British	No tick
27	Jul	Barnstaple Health Centre	Extremely likely	The staff are always lovely & helpful. The dentists are very gentle and helpful.	No.	Female	46-55	White British	No tick
28	Jul	Barnstaple Health Centre	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
29	Jul	Barnstaple Health Centre	Extremely likely	Always friendly, helpful and supportive. I don't live in Devon and have long journeys for my brother - always take his needs into consideration. Thank you.		Male	56-65	White British	No tick
30	Jul	Barnstaple Health Centre	Extremely likely	Excellent service.			36-45	White British	No tick
31	Jul	Barnstaple Health Centre	Extremely likely	Been very patient with my 6yr old daughter whilst having a lot of work done on her teeth and she is not afraid to see a dentist still because of how		Female	under 16	White British	No tick

				good A. has been.					
32	Jul	Barnstaple Health Centre	Extremely likely	Staff were very responsive and empathetic. Very good service.	None to think of.	Male	46-55	White British	No tick
33	Jul	Barnstaple Health Centre	Extremely likely	They were the loveliest 2 ladies I've ever met at the work they did was outstanding. Thanks.	None x.	Male	26-35	White British	No tick
34	Jul	Barnstaple Health Centre	Extremely likely	The appointment was for my young daughter and the dentist was very kind and put my daughter at ease.		Female		White British	No tick
35	Jul	Barnstaple Health Centre	Extremely likely	Excellent care.		Female	36-45	White British	No tick
36	Jul	Barnstaple Health Centre	Extremely likely	Excellent service.	This service was top class but I had trouble finding it as an emergency visitor (6 phone calls).	Female	56-65	White British	No tick
37	Jul	Barnstaple Health Centre	Extremely likely	Very satisfied with my emergency treatment, was calmed well and made welcome by J. + F. Thank you.	Fans in waiting rooms!	Female	16-25	White British	No tick
38	Jul	Barnstaple Health Centre	Extremely likely	Very friendly and informative.		Female	36-45	White British	No tick
39	Jul	Barnstaple Health	Extremely likely	Always receive a good service.	No.	Female	36-45	White British	No tick

		Centre							
40	Jul	Barnstaple Health Centre	Extremely likely	Thorough care + great advice. Thank you so much.			56-65	White British	No tick
41	Jul	Barnstaple Health Centre	Extremely likely	Quick appointment + kind staff. Gave me treatment options + good advice. Thank you!	No!	Female	46-55	White British	No tick
42	Jul	Barnstaple Health Centre	Extremely likely	The receptionist was very helpful when I arrived sorting out my appointment. The dentist and nurse could not have been better! Very friendly and excellent at their jobs. Thank you.	No. All excellent.	Male	56-65	White British	No tick
43	Jul	Barnstaple Health Centre	Extremely likely	Brilliant dentist, excellent with T. - put me at ease.		Male	under 16	White British	No tick
44	Jul	Barnstaple Health Centre	Extremely likely	Friendly staff, explained things very well.		Male	under 16	White British	No tick
45	Jul	Barnstaple Health Centre	Extremely likely	Dentist + nurse + receptionist very friendly + helpful and explained everything.	Quicker appointments.	Female	26-35	White British	No tick
46	Jul	Barnstaple Health Centre	Extremely likely	Fantastic care, great care was taken with M. as she is a special needs child.	No.	Female	under 16	White British	No tick
47	Jul	Barnstaple	Extremely likely	Trust the Dentist		Male	under	White	No tick

		Health Centre		(Daniel) 100%.			16	British	
48	Jul	Barnstaple Health Centre	Extremely likely	All staff I've met on the 2 occasions have been v. sympathetic + helpful. Plenty of time & focus is given to explaining things clearly. K. was patient & clear as I had extra questions because of my neurological conditions & the difficulties & pain it causes. Oral health educator F. was lovely & patient & also encouraging & caring when I became tearful due to recent circumstances. Her explanations & demonstrations about best brushing techniques were v. clear + helpful.	Possibly a larger box for writing complementary comments overleaf. I'm happy 4 any comments 2b used. It's so nice to not feel rushed & have questions answered.	Female	46-55	White British	No tick
49	Jul	Barnstaple Health Centre	Likely	As I became stuck for a dentist and somebody recommended this place so I did and was sorted straightaway.		Female	26-35	White British	No tick
50	Jul	Barnstaple Health	Likely		No - everything was very good.	Female	under 16	White British	No tick

		Centre							
51	Jul	Barnstaple Health Centre	Likely	Top service. Top staff. Came Thurs. for emergency treatment - closed, training Day??? Also, car park very naff.		Male	over 65	White British	No tick
52	Jul	Barnstaple Health Centre	Likely	Extremely friendly and talks through all treatments.		Female	under 16	White British	No tick
53	Jul	Barnstaple Health Centre	Likely	Very friendly + helpful.		Male	under 16	White British	No tick
54	Jul	Barnstaple Health Centre	Likely	Very friendly.		Male	under 16	White British	No tick
55	Jul	Barnstaple Health Centre	Likely	Friendly + helpful.		Female	under 16	White British	No tick
56	Jul	Barnstaple Health Centre	Likely	Only had an assessment. Treatment to come. Staff - really pleasant and encouraging & supportive.	Room needs air con. Too hot / humid.	Male	56-65	White British	No tick
57	Jul	Barnstaple Health Centre	Likely	Positive visit with my daughter.		Female	16-25	White British	No tick
58	Jul	Barnstaple Health Centre	Neither likely nor unlikely	Receptionist very friendly and helpful as were the dentist.			56-65	White British	No tick
59	Jul	Barnstaple Health	Neither likely nor unlikely	Very expensive car parking! £1.80 for a 30	Free parking for patients or at least	Male	36-45	White British	No tick

		Centre		minute visit.	discounted.				
60	Jul	Crediton Community Hospital	Extremely likely	Extremely pleasant & very nice.		Female	46-55	White British	No tick
61	Jul	Crediton Community Hospital	Extremely likely	The service and treatment was very good.		Female	36-45	White British	No tick
62	Jul	Crediton Community Hospital	Extremely likely			Male	46-55	White British	No tick
63	Jul	<i>Not Entered</i>	Extremely likely	Very supportive of 7yr old, spoke to him in calm, friendly manner.		Male	under 16	White British	No tick
64	Jul	Okehampton Community Hospital	Extremely likely						No tick