

## Salaried Dental Service - 'Friends and Family Test' - Oct-15 to Jan-16

**Adult FFT card question:** *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.*

**Children and young person's FFT card question:** *Would you tell your friends and family that this is a good service to come to?*

### Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-15	118	98.3	0.8	0.8

Nov-15	120	91.7	0.8	7.5
Dec-15	No data	No data	No data	No data
Jan-16	101	98.0	0.0	2.0

### Qualitative Feedback - Oct-15

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Location	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Barnstaple	Extremely likely		Good.		No – it's fine.	Male	36-45	White British	No tick
2	Barnstaple	Extremely likely		My dentist was lovely!			Female	26-35	White British	No tick
3	Barnstaple	Extremely likely		The dentist was very friendly & informative. Made me feel very relaxed.				36-45	White British	No tick
4	Barnstaple	Extremely likely		Brilliant, very understanding.		None.	Female	over 65	White British	No tick

5	Barnstaple	Extremely likely		I found the dentist we visited with my daughter extremely nice.			Female	36-45	White British	No tick
6	Barnstaple	Extremely likely		Helpful & efficient.			Female	16-25	White British	No tick
7	Barnstaple	Extremely likely		Friendly, helpful, professional, informative.		More regular appointments.	Female	56-65	White British	No tick
8	Barnstaple	Extremely likely		Extremely helpful, welcoming, explaining procedures, outcomes etc. Full understanding of my son's condition and medical needs. Very reassuring with my son and putting him at ease.		N/A.	Female	46-55	White British	No tick
9	Barnstaple	Extremely likely		Friendly dentist, very good with children.			Female	16-25	White British	No tick
10	Barnstaple	Extremely likely		Friendly. Give full explanations. Helpful, made me feel at ease when I was very nervous.						No tick
11	Barnstaple	Extremely likely		Very quick & everyone was nice.			Female	46-55	White British	No tick
12	Barnstaple	Extremely likely		Everybody really friendly & good with my 4-year old who was worried about			Male	under 16	White British	No tick

				seeing the dentist initially.						
13	Barnstaple	Extremely likely		Very helpful, friendly & throughout treatment.			Female	36-45	White British	No tick
14	Barnstaple	Extremely likely		Kind & helpful staff. Dealt with issues quickly & sensitively. Lovely reception staff.			Male	under 16	White British	No tick
15	Barnstaple	Extremely likely		Very good service.				over 65	White British	No tick
16	Barnstaple	Extremely likely		Friendly reception staff did all they could to help us get an appointment. Friendly dental nurse and a very nice, kind and caring dentist.			Male	16-25	White British	No tick
17	Barnstaple	Extremely likely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
18	Barnstaple	Extremely likely		Brill.				26-35	White British	No tick
19	Barnstaple	Extremely likely		The most tolerable, understanding people I've ever had the pleasure to meet.						No tick
20	Barnstaple	Extremely likely		Very good, very quick, and no waiting for appointment.			Male	over 65	White British	No tick

21	Barnstaple	Extremely likely		Super kind - very patient. Very professional team. Superb!!! Receptionist was very kind + welcoming.						No tick
22	Barnstaple	Extremely likely		Because they are trying save my teeth.		No.	Female	under 16	White British	No tick
23	Barnstaple	Extremely likely		Really fantastic with my little boy today! Very little waiting time too.			Female		White British	No tick
24	Barnstaple	Extremely likely		You are really, really friendly!!!			Female	16-25	Other ethnic group	No tick
25	Barnstaple	Extremely likely		100%.				over 65	White British	No tick
26	Barnstaple	Extremely likely		Friendly staff.						No tick
27	Barnstaple	Extremely likely		Lovely dentist.			Female	under 16	White British	No tick
28	Barnstaple	Extremely likely		I had an extreme toothache and this surgery kindly sorted me out. Thanks.		All staff I found lovely.	Male	46-55	White British	No tick
29	Barnstaple	Extremely likely					Female	46-55	White British	No tick
30	Barnstaple	Extremely likely		Very friendly and helpful.		No.	Male	26-35	White British	No tick
31	Barnstaple	Extremely likely		Friendly service.			Male	under 16	White British	No tick
32	Barnstaple	Extremely likely		Because she's really						No tick

		likely		nice and she calmed me down when I was upset.						
33	Barnstaple	Extremely likely		Staff really friendly + helpful.			Female	26-35	White British	No tick
34	Barnstaple	Extremely likely		Very good service.			Female	56-65	White British	No tick
35	Barnstaple	Extremely likely		Welcoming staff, very friendly and efficient.			Female	26-35	White British	No tick
36	Barnstaple	Extremely likely		Very friendly staff, excellent.			Male	under 16	White British	No tick
37	Barnstaple	Extremely likely		Good service, happy faces, pain-free.						No tick
38	Barnstaple	Extremely likely					Female		White British	I DO NOT wish my anonymised comments to be made public
39	Barnstaple	Likely		Been a good experience.			Female	36-45	White British	No tick
40	Barnstaple	Likely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
41	Barnstaple	Likely		Nicer here than [omitted].				26-35	White British	No tick
42	Barnstaple	Likely		Very friendly within their job.						No tick
43	Barnstaple	Likely		We have seen the dentist once. Care & attention was good & treatment is needed.		Not as yet.	Female	46-55	White British	No tick

44	Barnstaple	Likely					Female	26-35	White British	No tick
45	Barnstaple	Likely					Female	26-35	White British	No tick
46	Barnstaple	Extremely unlikely						16-25	White British	I DO NOT wish my anonymised comments to be made public
47	RD&E (Heavitree)	Extremely likely		Fun for kids.		N/A.	Female	over 65	White British	No tick
48	RD&E (Heavitree)	Extremely likely		The lady on the telephone was very helpful and managed to get us an appointment very quickly.			Female	36-45	White British	No tick
49	RD&E (Heavitree)	Extremely likely						26-35		No tick
50	RD&E (Heavitree)	Extremely likely		Quick service. Get what I need do in quick response. Very friendly.			Male	26-35	White British	No tick
51	RD&E (Heavitree)	Extremely likely		Very friendly & helpful.			Female	36-45	White British	No tick
52	RD&E (Heavitree)	Extremely likely		Treat my son with respect & give him time to process what is being done. Excellent.			Female	36-45	Mixed / Multiple ethnic groups	No tick
53	RD&E (Heavitree)	Extremely likely		Dentist was amazing, really put me at ease, so quick and made less scared of			Female	26-35	White British	No tick

				dentists.						
54	RD&E (Heavitree)	Extremely likely		Friendly staff, clean waiting room, polite dentist.			Female	16-25	Asian / Asian British	No tick
55	RD&E (Heavitree)	Extremely likely						46-55	White British	I DO NOT wish my anonymised comments to be made public
56	RD&E (Heavitree)	Extremely likely		Exceptional staff.			Female	46-55	White British	No tick
57	RD&E (Heavitree)	Extremely likely		Friendly service + great advice, wasn't rushed.			Female	26-35	White British	No tick
58	RD&E (Heavitree)	Extremely likely		Helpful and friendly reception. Caring staff. On Time!! - No waiting!			Male	over 65	White British	No tick
59	RD&E (Heavitree)	Extremely likely		The service & treatment was first class.		None that I can think of.	Male	over 65	White British	No tick
60	RD&E (Heavitree)	Extremely likely		The treatment was very good.			Male	over 65	White British	No tick
61	RD&E (Heavitree)	Extremely likely		Polite & professional.			Female	26-35	White British	No tick
62	RD&E (Heavitree)	Extremely likely					Male	16-25	White British	No tick
63	RD&E (Heavitree)	Extremely likely		I received a brilliant service. Every single one of the staff were friendly and helpful. I was treated quickly and effectively.			Male	16-25	White British	No tick
64	RD&E	Extremely		Service was very			Male	26-35	Other	No tick



	(Heavitree)	likely		friendly.					ethnic group	
65	RD&E (Heavitree)	Extremely likely		Prompt + thorough. Patient has additional needs. All staff have shown good understanding of this.			Female	16-25	White British	No tick
66	RD&E (Heavitree)	Extremely likely					Female	16-25	Other ethnic group	I DO NOT wish my anonymised comments to be made public
67	RD&E (Heavitree)	Extremely likely					Male	over 65	White British	No tick
68	RD&E (Heavitree)	Extremely likely					Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
69	RD&E (Heavitree)	Extremely likely					Male	26-35	White British	No tick
70	RD&E (Heavitree)	Extremely likely					Female	over 65	White British	No tick
71	RD&E (Heavitree)	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
72	RD&E (Heavitree)	Extremely likely		I have received new dentures from your dentist Mr B.D. at your clinic 28.9.15. My last 2 dentists could not even take the impressions for		Would it be possible to have a time kept for urgent cases only as one poor lad was there the same day as me as an emergency. He came	Female	over 65	White British	No tick

				me as I have a tremor. He was fantastic & very patient. He made me feel at ease the whole time. A first class dentist in every way. Please convey my appreciation.		at 10.45am & was not called in until 12.30pm when all appointments had been seen to. I could tell he was getting very stressed. I was called at the same time.				
73	RD&E (Heavitree)	Extremely likely				Really good service. Thank you.	Male	26-35	White British	No tick
74	RD&E (Heavitree)	Extremely likely		Caring staff / friendly. Quick service. Good communication on what was happening.			Female	26-35	White British	No tick
75	RD&E (Heavitree)	Extremely likely		Dental abscess Thanks.			Female	16-25	White British	No tick
76	RD&E (Heavitree)	Extremely likely		It's an expert service that cannot be undertaken by a dentist. It's about preserving teeth that might otherwise be lost.		Ditch the radio in the waiting room.	Male	56-65	White British	No tick
77	RD&E (Heavitree)	Extremely likely		Explained accurately & sensitively.				56-65	White British	No tick
78	RD&E (Heavitree)	Extremely likely		Good treatment. Pleasant staff.			Female	46-55	White British	No tick
79	RD&E (Heavitree)	Extremely likely		Fast, efficient, friendly service.			Male	36-45	White British	No tick
80	RD&E (Heavitree)	Extremely likely		The dentist & all staff were extremely		No - all was perfect.	Female	26-35	White British	No tick

				helpful & kind, they explained all to my 10yr old son which put him at ease, I was more than impressed!!						
81	RD&E (Heavitree)	Extremely likely		A very efficient, v. professional service with all staff very pleasant, v. knowledgeable.				46-55	White British	No tick
82	RD&E (Heavitree)	Extremely likely		Very informative and efficient!			Male	26-35	White British	No tick
83	RD&E (Heavitree)	Extremely likely					Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
84	RD&E (Heavitree)	Extremely likely					Male	26-35	White British	No tick
85	RD&E (Heavitree)	Extremely likely		Very polite and explained what was happening - made me feel at ease.				36-45	White British	No tick
86	RD&E (Heavitree)	Extremely likely				It's great as it is.	Female	36-45	Other ethnic group	No tick
87	RD&E (Heavitree)	Extremely likely		Nice service.						No tick
88	RD&E (Heavitree)	Extremely likely		For an appointment quickly - was on time. A nice, friendly atmosphere, supportive and kind		Not really.	Female	over 65	White British	No tick

				attitude.						
89	RD&E (Heavitree)	Extremely likely		Friendly staff & care was 100%.			Female	over 65	White British	No tick
90	RD&E (Heavitree)	Extremely likely		On time, friendly, efficient.						No tick
91	RD&E (Heavitree)	Extremely likely		J. and the team were fantastic! Made me feel calm and explained everything perfectly. In and out in 10 minutes too. Thank you.		Keep up your fabulous service. 5- star service.	Male	46-55	White British	No tick
92	RD&E (Heavitree)	Extremely likely					Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
93	RD&E (Heavitree)	Extremely likely					Female	16-25	White British	No tick
94	RD&E (Heavitree)	Extremely likely		Always excellent treatment for J.						No tick
95	RD&E (Heavitree)	Extremely likely		Friendly, prompt service.			Male	26-35	White British	No tick
96	RD&E (Heavitree)	Extremely likely					Female	16-25	White British	No tick
97	RD&E (Heavitree)	Extremely likely		Everyone very helpful and couldn't do enough to help.			Male	16-25	White British	No tick
98	RD&E (Heavitree)	Extremely likely		Everyone very helpful and pleasant.				over 65	White British	No tick
99	RD&E (Heavitree)	Extremely likely		As you walk in it's warm, welcoming and there is a very relaxing feel in the		No, I think it's a perfect set up! Just WISH I could have my treatment here!!		56-65	Black / African / Caribbean / Black	No tick

				unit and that feeling radiates in the staff. Can I please have a dentist here? Thank you. The service was excellent. The dentist explained everything to me.					British	
100	RD&E (Heavitree)	Extremely likely		Treatment was delivered in a highly professional way and information received was most helpful.			Male	26-35	White British	No tick
101	RD&E (Heavitree)	Likely		Short waiting time. Very friendly. Thank you.			Male	26-35	White British	No tick
102	RD&E (Heavitree)	Likely								No tick
103	RD&E (Heavitree)	Likely		Always try to help.			Female	36-45	White British	No tick
104	RD&E (Heavitree)	Likely					Female	26-35	White British	No tick
105	RD&E (Heavitree)	Likely		Very friendly and explained the process.		None.		46-55	White British	No tick
106	RD&E (Heavitree)	Likely					Female	16-25	White British	No tick
107	RD&E (Heavitree)	Likely		Not horrendous wait (30mins) and professional reassurance of problem that was clear and helpful.		Better magazines e.g. Psychology Today or New Scientist. Don't need to be kept up-to-date then!	Female	16-25	White British	No tick

108	RD&E (Heavitree)	Likely		Quick response to request for emergency appointment.						No tick
109	RD&E (Heavitree)	Likely		Lovely manner from dentist, receptionist + nurses.			Female	36-45	White British	No tick
110	RD&E (Heavitree)	Likely		Friendly staff.			Male	16-25	White British	No tick
111	RD&E (Heavitree)	Likely		A quick, friendly response.			Male	46-55	White British	No tick
112	RD&E (Heavitree)	Likely		My problem was satisfactorily dealt with.			Male	46-55	White British	No tick
113	RD&E (Heavitree)	Likely					Female	36-45	White British	No tick
114	RD&E (Heavitree)	Likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
115	RD&E (Heavitree)	Likely					Female	26-35		I DO NOT wish my anonymised comments to be made public
116	RD&E (Heavitree)	Neither likely nor unlikely					Male	over 65	White British	No tick
117	Tiverton Community Hospital	Extremely likely		Great service!			Male	under 16	White British	No tick
118	Tiverton Community Hospital	Extremely likely		It's so easy to get a wheelchair into the clinic & the			Male	46-55	White British	No tick

				apparatus seem more adaptable to someone in a wheelchair.					
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**Qualitative Feedback - Nov-15**

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Location	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Barnstaple	Extremely likely		Because the people were really friendly and told me that they wouldn't make me do anything I wouldn't want to do. The people were really nice.		I'm not sure.	Female	under 16	White British	No tick
2	Barnstaple	Extremely likely		A bit of a wait but the nurse and dentist were lovely.			Female	16-25	White British	No tick
3	Barnstaple	Extremely likely		Very helpful and accommodating. Nice staff, very			Male	26-35	White British	No tick

				friendly.						
4	Barnstaple	Extremely likely		Very helpful, friendly, informative and reassuring.			Male	16-25	White British	No tick
5	Barnstaple	Extremely likely		Very patient, understanding staff which helps individuals with additional needs feel relaxed and safe.			Female	46-55	White British	No tick
6	Barnstaple	Extremely likely		The dentist D. and nurse R. were brilliant with my 7-year old who has certain SENs. Very happy!			Male	under 16	White British	No tick
7	Barnstaple	Likely		Very polite and efficient. Very patient and considerate dentist.		Better parking. A lick of paint. More toys.	Female	36-45	White British	No tick
8	Barnstaple	Likely					Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
9	Barnstaple	Neither likely nor unlikely				Needed in Bideford.		26-35	White British	No tick
11	Barnstaple	Yes	Parent / guardian / carer				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
12	Barnstaple	Yes		Because they are friendly and make us	Missing school + stickers.	Nothing. It was a friendly +	Male	6-8	White British	No tick



				feel comfortable.		comfortable and the boys enjoyed coming here.				
13	Barnstaple	Yes	Patient	You are all very kind.	J. talks to you about what's going to happen.	Nothing, your perfect!!	Female	9-11	White British	No tick
10	Barnstaple	Maybe		Dentist was nice and friendly and May is my birthday.	Went well for first visit.	TV on to watch.	Male	9-11	White British	No tick
14	RD&E (Heavitree)	Extremely likely		I think he was amazing. I didn't feel a thing. Thank you.						No tick
15	RD&E (Heavitree)	Extremely likely		Quick and helpful.			Female		White British	No tick
16	RD&E (Heavitree)	Extremely likely		Polite and professional staff.			Female	46-55	White British	No tick
17	RD&E (Heavitree)	Extremely likely		Reliable, affordable, service.		N/A.	Female	26-35	White British	No tick
18	RD&E (Heavitree)	Extremely likely		Friendly, efficient, pain-free! Explained everything clearly and repeated when necessary.		More recent magazines / newspapers.	Male	56-65	White British	No tick
19	RD&E (Heavitree)	Extremely likely		Very friendly, explained everything.				36-45		No tick
20	RD&E (Heavitree)	Extremely likely		Very friendly & helpful staff.						No tick
21	RD&E (Heavitree)	Extremely likely		Friendly, helpful staff + good service.			Male	36-45	White British	No tick
22	RD&E (Heavitree)	Extremely likely					Male	over 65	White British	No tick
23	RD&E	Extremely		Very friendly, made						No tick

	(Heavitree)	likely		me feel at ease.						
24	RD&E (Heavitree)	Extremely likely		Great communication, seen quickly.			Female	26-35	White British	No tick
25	RD&E (Heavitree)	Extremely likely		The surgeon and staff made me feel completely at ease!		No.	Male	26-35	White British	No tick
26	RD&E (Heavitree)	Extremely likely		I was seen swiftly, but primary reason being that the dentist was very friendly & considerate & I generally felt very looked after during my visit. Thanks a lot.		N/A.	Male	26-35	White British	No tick
27	RD&E (Heavitree)	Extremely likely		Fast, efficient and amazing service.		No.	Male	26-35	White British	No tick
28	RD&E (Heavitree)	Extremely likely		Good service.			Male	16-25	White British	No tick
29	RD&E (Heavitree)	Extremely likely		Quick, efficient, good explanations.		No.	Male	56-65	White British	No tick
30	RD&E (Heavitree)	Extremely likely						46-55	White British	No tick
31	RD&E (Heavitree)	Extremely likely					Female	26-35	White British	No tick
32	RD&E (Heavitree)	Extremely likely		The dentist was very nice and reassuring.				56-65		No tick
33	RD&E (Heavitree)	Extremely likely					Male	46-55	White British	No tick
34	RD&E (Heavitree)	Extremely likely		N., S. and L. were EXCEPTIONAL. The						No tick

				best NHS service I have ever had.						
35	RD&E (Heavitree)	Extremely likely		Very friendly.			Female	46-55	White British	No tick
36	RD&E (Heavitree)	Extremely likely		Top service / pain-free!			Male	26-35	White British	No tick
37	RD&E (Heavitree)	Extremely likely		Really helpful and explained everything really well and made me feel comfortable.			Male	46-55	White British	No tick
38	RD&E (Heavitree)	Extremely likely					Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
39	RD&E (Heavitree)	Extremely likely		Lovely, friendly staff.			Female	26-35	Other ethnic group	No tick
40	RD&E (Heavitree)	Extremely likely		Help me loads with pain.				16-25	White British	No tick
41	RD&E (Heavitree)	Extremely likely		Friendly and professional service provided.			Female	26-35	White British	No tick
42	RD&E (Heavitree)	Extremely likely		Happy & friendly staff.			Male	26-35	White British	No tick
43	RD&E (Heavitree)	Extremely likely		Friendly, helpful staff who got me an appointment within 2 hours!						No tick
44	RD&E (Heavitree)	Extremely likely		Very kind, explained everything and made it a very calm non-judgemental place.			Female	16-25	White British	No tick
45	RD&E	Extremely					Male	26-35	Asian /	I DO NOT wish my

	(Heavitree)	likely							Asian British	anonymised comments to be made public
46	RD&E (Heavitree)	Extremely likely		Very kind to a very nervous person.		You cannot get better. Very good.	Male	56-65	White British	No tick
47	RD&E (Heavitree)	Extremely likely		Fast, efficient, caring.		Gloomy waiting room. Would be good to be given an estimate of current waiting time.	Male	56-65	White British	No tick
48	RD&E (Heavitree)	Extremely likely		Excellent dentist, no pain, would highly recommend.			Male	46-55	White British	No tick
49	RD&E (Heavitree)	Extremely likely		Friendly, helpful.			Male	36-45	White British	No tick
50	RD&E (Heavitree)	Extremely likely					Male	26-35	White British	No tick
51	RD&E (Heavitree)	Extremely likely		A most friendly service and helpful in every way.		It cannot be much improved in any way.	Male	over 65	White British	No tick
52	RD&E (Heavitree)	Extremely likely					Male		White British	I DO NOT wish my anonymised comments to be made public
53	RD&E (Heavitree)	Extremely likely		Lovely new dentist D. I was really quite relaxed!			Female	16-25	White British	No tick
54	RD&E (Heavitree)	Extremely likely					Female		White British	I DO NOT wish my anonymised comments to be made public
55	RD&E (Heavitree)	Extremely likely		Toothache.			Male	46-55	White British	No tick

56	RD&E (Heavitree)	Extremely likely		Very helpful. Made my son feel better. Explained everything as he was going along. Put his mind at rest.			Male	under 16	White British	No tick
57	RD&E (Heavitree)	Extremely likely		Efficient, good service, friendly.			Female	16-25	White British	No tick
58	RD&E (Heavitree)	Extremely likely		Friendly staff. On time & prompt. Very clean facilities. Excellent organisation. High efficiency.			Male	26-35	Mixed / Multiple ethnic groups	No tick
59	RD&E (Heavitree)	Extremely likely		Very friendly, efficient service. Dentist took time to explain x-ray. Options & examine jaw, which own dentist hadn't.			Female	26-35	White British	No tick
60	RD&E (Heavitree)	Extremely likely		Because of the high standards of service I have received.		Get more staff like the excellent staff you already have.	Male	56-65		No tick
61	RD&E (Heavitree)	Extremely likely					Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
62	RD&E (Heavitree)	Extremely likely		They were so nice, would come again.			Female	over 65	White British	No tick
63	RD&E (Heavitree)	Extremely likely		Everything went well.						No tick
64	RD&E	Extremely					Female	56-65	White	No tick

	(Heavitree)	likely							British	
65	RD&E (Heavitree)	Extremely likely					Female	46-55	White British	No tick
66	RD&E (Heavitree)	Extremely likely		Extremely helpful consultant and staff.		Just being on time.		over 65	White British	No tick
67	RD&E (Heavitree)	Extremely likely					Male	over 65	White British	No tick
68	RD&E (Heavitree)	Extremely likely		Professional care and attention received. Thank you very much.			Female	36-45	White British	No tick
69	RD&E (Heavitree)	Extremely likely		Very friendly and efficient.			Male	56-65	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		Very well-explained regarding future treatment.			Male	46-55	White British	No tick
72	RD&E (Heavitree)	Extremely likely		The need for more dentists is a must, we got an appointment but did not realise till we got here it is a walk-in service. Good service here but please more dentists - not one in Exeter taking on more patients so sad.						No tick
73	RD&E	Likely		Made me feel very at		None.	Female	46-55	White	No tick

	(Heavitree)			ease.					British	
74	RD&E (Heavitree)	Likely		You are good and provide a good service & you are a great help with my teeth.		No, you do a good job & are so helpful.	Female	26-35	White British	No tick
75	RD&E (Heavitree)	Likely		Very good treatment & relationship with worried & frightened children.			Female	36-45	White British	No tick
76	RD&E (Heavitree)	Likely					Male	46-55	White British	No tick
77	RD&E (Heavitree)	Likely					Male	46-55	White British	No tick
78	RD&E (Heavitree)	Likely		Staff are lovely.		Get all the information you need before letting the patient come in.	Female	26-35	White British	No tick
79	RD&E (Heavitree)	Likely					Female	under 16	White British	No tick
80	RD&E (Heavitree)	Likely		Get seen quickly, given solution, treatment a little aggressive, quite painful.						No tick
81	RD&E (Heavitree)	Likely					Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
82	RD&E (Heavitree)	Likely		Quick response on phone - got an appointment immediately.			Male	36-45	White British	No tick

83	RD&E (Heavitree)	Neither likely nor unlikely		X-ray MIC broken. New appt. needed 3hours wasted.			Female	over 65	White British	No tick
84	RD&E (Heavitree)	Yes	Parent / guardian / carer	Very understanding and patient.		Less of a waiting time.	Male	12-15	White British	No tick
85	RD&E (Heavitree)	Yes					Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
86	RD&E (Heavitree)	Yes	Parent / guardian / carer	Because they told me what was going to happen before they did it and because it could have hurt more than it did.	They told me what was going to happen, which made it less scary and made me braver, and they gave me a sticker!	Anything to make it hurt a bit less!	Female	6-8	White British	No tick
87	RD&E (Heavitree)	Yes	Parent / guardian / carer	S. made O. feel at ease.	He got taught how to brush properly.	Would of been better if machine was working but can't be helped.	Male	6-8	White British	No tick
88	RD&E (Heavitree)	Yes	Patient	Because I got a sticker and wore sunglasses. Looking at my teeth was good.	Mum says it was good that we didn't wait long & appointment was right on-time!		Female	under 6	White British	No tick
89	RD&E (Heavitree)	Yes		Because they was nice.			Male	6-8	White British	No tick
90	RD&E (Heavitree)	Yes					Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
91	RD&E	Yes			Quick.		Male	under	White	No tick



	(Heavitree)							6	British	
92	RD&E (Heavitree)	Yes		Because no treatment needed after all.	I didn't need any treatment.	BRUSH MY TEETH BETTER.		9-11	Mixed / Multiple ethnic groups	No tick
93	RD&E (Heavitree)	Yes		Really kind and helpful.	Kind, helpful, gave good advice and information.		Male	12-15	White British	No tick
94	RD&E (Heavitree)	Yes	Patient	Amazing!	Caring, understanding, did not make me feel inadequate.	Nothing. Thank you so much.	Male	under 6	White British	No tick
95	RD&E (Heavitree)	Yes		Staff were really lovely and made her feel very relaxed.						No tick
96	RD&E (Heavitree)	Yes	Parent / guardian / carer	Because never had a problem here and treat young children well.			Male		White British	No tick
97	RD&E (Heavitree)	Yes	Patient	Because the dentist made me feel safe and she was very nice.						No tick
98	RD&E (Heavitree)	Yes		Good dentist, nice nurses.	Quick & easy.			6-8	White British	No tick
99	RD&E (Heavitree)	Yes	Patient	Friendly and they made me laugh.	They taught me how to brush my teeth.	Nothing.	Female	9-11	White British	No tick
100	RD&E (Heavitree)	Yes		Welcoming, friendly. A. felt comfortable playing while waiting.			Female	under 6	White British	No tick
101	RD&E	Yes		Friendly, caring	Friendly.	?	Female	12-15	White	No tick

	(Heavitree)			helpful.					British	
102	RD&E (Heavitree)	Yes		The dentist was very good, kind and understanding as I was very nervous. I will look forward to my next visit!						No tick
103	RD&E (Heavitree)	Yes	Patient	Because he is nice and he did a good job.	That it didn't hurt.		Female	9-11	Other ethnic group	No tick
104	RD&E (Heavitree)	Yes	Patient	Because the ladies were really nice.	To save my teeth.	Nothing.	Female	6-8	White British	No tick
105	RD&E (Heavitree)	Yes	Parent / guardian / carer				Female	6-8	White British	No tick
106	RD&E (Heavitree)	Yes	Parent / guardian / carer	I would tell my friends it is good to go to the dentist. You need to look after you teeth.	I enjoy the visit. The dentist talk through everything with me which it help me to know what is going to happen.		Female	9-11	White British	No tick
107	RD&E (Heavitree)	Maybe		Service good, wait was very long.		Shorter wait.		6-8	White British	No tick
108	RD&E (Heavitree)	Maybe	Patient	Because very nervous of dentists.			Female	9-11	White British	No tick
109	RD&E (Heavitree)	Maybe		Sometime I like it.	She know what's wrong.			12-15	White British	No tick
110	RD&E (Heavitree)	Maybe		I was nervous and confused.	Fine.	???	Male	9-11	White British	No tick
111	RD&E (Heavitree)	Maybe	Patient	Because some of my friends live far away, so they maybe not	That now I know how to brush my teeth in different	Not really - even thanks.	Male	9-11	White British	No tick

				be able to come here.	ways.					
112	RD&E (Heavitree)	Maybe	Parent / guardian / carer				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
113	RD&E (Heavitree)	No	Patient					6-8	White British	I DO NOT wish my anonymised comments to be made public
114	Tiverton Community Hospital	Extremely likely		Amazing, quick & efficient - the whole process. And brilliant & quick & painless treatment with friendly & excellent staff.		Not really - it was excellent.	Female	46-55	White British	No tick
115	Tiverton Community Hospital	Extremely likely		Put at ease here - lovely dentist.				56-65	White British	No tick
116	Tiverton Community Hospital	Extremely likely		Excellent service in an emergency.				over 65	White British	No tick
117	Tiverton Community Hospital	Extremely likely					Male		White British	I DO NOT wish my anonymised comments to be made public
118	Tiverton Community Hospital	Extremely likely		Very good with my child making her feel at ease. Throughout gave good communication as and what they were			Female	36-45	White British	No tick

				doing both to child and parent.						
119	Tiverton Community Hospital	Likely		Friendly, and simply informative.		N/A.	Male	16-25	White British	No tick
120	Tiverton Community Hospital	Likely		The dentist was really nice.			Male	16-25	White British	No tick

### Qualitative Feedback - Jan-16

(Note: The children and young person's Friends and Family Test card wording is highlighted below)

	Location	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Barnstaple	Extremely likely					Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
2	Barnstaple	Extremely likely		Lovely staff, quick appointment time. Great for people stuck in a sticky situation.		No.	Female	26-35	White British	No tick

3	Barnstaple	Extremely likely		Very pleasant people. Thank you!			Male	over 65	White British	No tick
4	Barnstaple	Extremely likely		The dentist Dr D. was very good with my daughter and she is normally scared to go the dentist.			Female	under 16	White British	No tick
5	Barnstaple	Extremely likely		Amazing care & consideration to the patient. Treatment is excellent. A. is very patient & explains to my daughter in language she understands.			Female		White British	No tick
6	Barnstaple	Extremely likely		Friendly, helpful and accommodating.			Female	36-45	White British	No tick
7	Barnstaple	Extremely likely				None - excellent.	Female	over 65	White British	No tick
8	Barnstaple	Extremely likely		Having a huge phobia, the ladies I saw were amazing. Thank you.			Female	36-45	White British	No tick
9	Barnstaple	Extremely likely		Friendly. Very helpful and couldn't do enough to help. Thank you.		No, perfect.		26-35	White British	No tick
11	Barnstaple	Extremely likely		Very understanding of my daughter's nervousness. Took her treatment step by step.			Female		White British	No tick
12	Barnstaple	Extremely		After looking for help			Male	36-45	White	No tick

		likely		this was not looking good until I got in touch and the staff have been very helpful and after thinking I wasn't going to get help they helped me as to which I am grateful.					British	
13	Barnstaple	Extremely likely		Very positive very helpful.		No.	Male	26-35	White British	No tick
10	Barnstaple	Extremely likely					Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
14	Barnstaple	Extremely likely		Very friendly staff, explained everything going along. Brilliant.		No.	Female	26-35	White British	No tick
15	Barnstaple	Extremely likely		Caring, polite & informative with problem solved.		No.	Male	56-65	White British	No tick
16	Barnstaple	Extremely likely		The service I had was very helpful and was polite.		No - was very good.	Female	46-55	White British	No tick
17	Barnstaple	Extremely likely						26-35	White British	I DO NOT wish my anonymised comments to be made public
18	Barnstaple	Extremely likely		Made me feel very at ease. Excellent work.		None.	Female	36-45	White British	No tick
19	Barnstaple	Extremely likely		Kind and caring team. The dentist explained everything		Only more parking but the service was very good.	Male	under 16	White British	No tick

				clearly to mum and patient. Thank you.						
20	Barnstaple	Extremely likely		Friendly, conveniently-placed service.		N/A.	Male	16-25	White British	No tick
21	Barnstaple	Extremely likely		Made you feel very relaxed as petrified of dentists.			Female	36-45	White British	No tick
22	Barnstaple	Extremely likely		Friendly, prompt, professional service expert knowledge.		Keep it going don't close it!	Male	46-55	White British	No tick
23	Barnstaple	Extremely likely		Everyone was really helpful. The dentist was very good.				over 65	White British	No tick
24	Barnstaple	Extremely likely		They are good dentists, it's a shame not open to the general public.			Female	46-55	White British	No tick
25	Barnstaple	Extremely likely		Very friendly staff explained everything they were doing + went through aftercare.			Male	26-35	White British	No tick
26	Barnstaple	Extremely likely		Very friendly.			Female	under 16	White British	No tick
27	Barnstaple	Extremely likely					Male	under 16	White British	No tick
28	Barnstaple	Extremely likely				Lift small for motorised wheelchair, resulting in leg lever braking. Carer could only just fit and it would not	Female	56-65	White British	No tick

						be safe for patient to be alone. Very jolty when stopping.				
29	Barnstaple	Likely					Female	26-35	White British	No tick
30	Barnstaple	Likely		Friendly staff, good service.			Female	over 65	White British	No tick
31	Barnstaple	Likely				Books for children to look at. Colouring books. Have a board that tells you how late the dentist is running.	Female	under 16	White British	No tick
32	Barnstaple	Yes		They were really nice to me.	I was given two stickers.'	Nothing.		6-8	White British	No tick
33	Barnstaple	Yes		Very friendly, helpful & informative.	Got all the information and treatment needed.	Done the treatment same day??	Male	under 6	White British	No tick
34	Franklyn House	Extremely likely		If you receive good service as I have I feel you should tell others. Thanks!				over 65	White British	No tick
35	Franklyn House	Likely		Always pleasant.		More parking!!	Female	over 65	White British	No tick
36	RD&E (Heavitree)	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
37	RD&E (Heavitree)	Extremely likely		The courtesy and treatment was superb.			Female	over 65	White British	No tick
38	RD&E (Heavitree)	Extremely likely		Very kind + reassuring.				46-55	White British	No tick



39	RD&E (Heavitree)	Extremely likely		Polite & careful, kept me informed.		More reading material.	Male	46-55	White British	No tick
40	RD&E (Heavitree)	Extremely likely		Very polite & friendly.			Male	over 65	White British	No tick
41	RD&E (Heavitree)	Extremely likely		Quick, friendly & efficient.		N/A.	Male	26-35	White British	No tick
42	RD&E (Heavitree)	Extremely likely		I called this morning and have been fortunate enough to be given an appointment. Everyone seems to be very helpful.			Female	46-55	White British	No tick
43	RD&E (Heavitree)	Extremely likely		Extremely kind dentist & assistant.			Female	46-55	White British	No tick
44	RD&E (Heavitree)	Extremely likely		Explanation of my problem very good. Very friendly service.		Turn down bass on radio.	Female	over 65	White British	No tick
45	RD&E (Heavitree)	Extremely likely		D. was simply amazing, very thorough & so friendly, polite and professional. I would love to have him as my regular dentist!			Female	26-35	White British	No tick
46	RD&E (Heavitree)	Extremely likely		Very pleased with the service I received.			Female	36-45	White British	No tick
47	RD&E (Heavitree)	Extremely likely					Male	56-65	White British	No tick
48	RD&E (Heavitree)	Extremely likely		Staff very patient with me.			Female	56-65	White British	No tick
49	RD&E	Extremely		Good treatment.				56-65	White	No tick

	(Heavitree)	likely							British	
50	RD&E (Heavitree)	Extremely likely		Excellent attention.			Male	over 65	White British	No tick
51	RD&E (Heavitree)	Extremely likely		An excellent dentist who relaxed me and inspired confidence. I was amazed how quickly the dentistry was done, and how detailed the aftercare advice.		Somehow, we missed any sign to the lift for the third floor.	Male	over 65	White British	No tick
52	RD&E (Heavitree)	Extremely likely		Excellent staff!! Excellent service. If only all dental experiences could be like this!!!		Get rid of radio 2 in waiting room!!	Male	36-45	White British	No tick
53	RD&E (Heavitree)	Extremely likely		Well it is very good and the staff + dentists very helpful.			Male	46-55	White British	No tick
54	RD&E (Heavitree)	Extremely likely					Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
55	RD&E (Heavitree)	Extremely likely		Gave me an appt. on the day. Not much waiting. Problem sorted - great dentist!			Female	16-25	White British	No tick
56	RD&E (Heavitree)	Extremely likely					Male	26-35		No tick
57	RD&E (Heavitree)	Extremely likely		Friendly staff. Helped to put me at ease. Explained		Service was great.	Female	36-45	Asian / Asian British	No tick

				options well.						
58	RD&E (Heavitree)	Extremely likely		Should endeavour not to make nervous dental patients wait too long - only adds to the fear of waiting / visiting dentist. But everyone is very polite + nice.			Female	36-45	White British	No tick
59	RD&E (Heavitree)	Extremely likely		The staff were helpful and the dentist explained everything to me to clear things up.				16-25	White British	No tick
60	RD&E (Heavitree)	Extremely likely		The dentist was professional & adept. It could not have been a better experience. Everyone was kind & helpful. Thank you!		No.	Female	56-65	White British	No tick
61	RD&E (Heavitree)	Extremely likely		Helpful, quick & comprehensive service to treat an emergency dental procedure. Made aware of cost before appointment.			Female	26-35	Mixed / Multiple ethnic groups	No tick
62	RD&E (Heavitree)	Extremely likely		Quick, straightforward, welcoming.		No.		26-35	White British	No tick
63	RD&E (Heavitree)	Extremely likely		Quick, efficient and friendly service.			Female	16-25	White British	No tick

64	RD&E (Heavitree)	Extremely likely						16-25	White British	No tick
65	RD&E (Heavitree)	Extremely likely		All excellent / efficient / on time!		No.	Male	56-65	White British	No tick
66	RD&E (Heavitree)	Extremely likely		Everybody was very helpful & gave lots of good advice. Thank you!		None!	Female	26-35	White British	No tick
67	RD&E (Heavitree)	Extremely likely		Courtesy + attitude great.			Male	56-65	White British	No tick
68	RD&E (Heavitree)	Extremely likely		Friendly & effective.		No.	Male	36-45	White British	No tick
69	RD&E (Heavitree)	Extremely likely		Very good explanations of treatment and issue to wisdom tooth.			Male	36-45	White British	No tick
70	RD&E (Heavitree)	Extremely likely		Smooth like a butter.						No tick
71	RD&E (Heavitree)	Extremely likely		Prompt care - solution. Special thanks to dentist Mr R., very gentle and explained everything.			Female	46-55	White British	No tick
72	RD&E (Heavitree)	Extremely likely					Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
73	RD&E (Heavitree)	Extremely likely		Top class service. All staff very good at them jobs.		None.	Male	56-65	White British	No tick
74	RD&E (Heavitree)	Extremely likely		Excellent treatment & service from		Extend treatment to allow for fillings, root	Male	56-65	White British	No tick

				dentist & dental nurse - very professional, friendly & helpful!		canals & crowns etc.				
75	RD&E (Heavitree)	Extremely likely		Remainder of root removed.			Female	36-45	White British	No tick
76	RD&E (Heavitree)	Extremely likely		Wonderful treatment and made me feel very relaxed. Everybody lovely.			Female	over 65	White British	No tick
77	RD&E (Heavitree)	Extremely likely		Prompt, friendly. Got the pain sorted.						No tick
78	RD&E (Heavitree)	Extremely likely		Very good. Never had a problem. Will always fit you in for an emergency.		Keep up the good work.	Male	46-55	White British	No tick
79	RD&E (Heavitree)	Extremely likely					Female	over 65	White British	No tick
80	RD&E (Heavitree)	Likely					Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
81	RD&E (Heavitree)	Likely		I was recommended by a family member who had good things to say about it.		More dentists on at a time to reduce waiting times.	Male	36-45	White British	No tick
82	RD&E (Heavitree)	Likely		Good service.				16-25	White British	No tick
83	RD&E (Heavitree)	Likely		Friendly, quick.			Female	46-55	White British	No tick
84	RD&E (Heavitree)	Likely		Very friendly, informative and helpful staff. The		Keep doing it.	Male	26-35	White British	No tick

				only reason I didn't go for 'extremely likely' was due to the wait once I had arrived. However, I do understand these things happen.						
85	RD&E (Heavitree)	Likely		Friendly staff.			Female	16-25	White British	No tick
86	RD&E (Heavitree)	Likely		Very polite and made me feel at ease with everything. I also know that if anyone was uneasy about the dentist they would want to come here.		Everything was perfect, all the staff where very welcoming and made me feel comfortable.	Female	16-25	White British	No tick
87	RD&E (Heavitree)	Likely		Good service.			Male	26-35	White British	No tick
88	RD&E (Heavitree)	Likely					Female	26-35	White British	No tick
89	RD&E (Heavitree)	Neither likely nor unlikely		First appointment.			Male	16-25	White British	No tick
90	RD&E (Heavitree)	Yes		Because everyone's very helpful and my dentist is very nice.	Didn't have to wait long - was seen on time.	Nothing -everything was good.	Female	12-15	White British	No tick
91	RD&E (Heavitree)	Yes	Patient	Because it's your choice what treatment you want!						No tick
92	RD&E (Heavitree)	Yes	Parent / guardian /	Lovely people - so helpful & patient.	Did not push my 5year old - he done	5-stars.	Male	under 6	White British	No tick

			carer		it in his own time.					
93	RD&E (Heavitree)	Yes	Patient	Because I didn't get hurt.	Dentist was very nice.	All ok.	Male	9-11	White British	No tick
94	RD&E (Heavitree)	Yes	Patient	The dentist was very helpful, she explained everything fully.	The information was good and the team were very friendly.	Nothing.	Female	under 6	White British	No tick
95	RD&E (Heavitree)	Yes	Patient	Because my dentist (D.) always gives me a nice warm welcome and makes up funny jokes.	How patient my Dentist (D.) is with me.	They can't do anything better - it was perfect.	Male	12-15	White British	No tick
96	RD&E (Heavitree)	Yes	Parent / guardian / carer	Very prompt, good understanding, good advice.	Good advice about brushing.		Male	9-11	White British	No tick
97	RD&E (Heavitree)	Yes		They were kind to me and explained things well.	All of it.			9-11	White British	No tick
98	RD&E (Heavitree)	Yes	Patient	Because N. + R. were very kind.			Female	9-11	White British	No tick
99	RD&E (Heavitree)	Yes			The dentist was very nice, patient and reassuring.	Nothing.	Female	under 6	White British	No tick
100	RD&E (Heavitree)	Yes	Parent / guardian / carer	Was ok. I got a sticker + D. was nice.	Everyone nice.	Nothing.	Male	6-8	White British	No tick
101	RD&E (Heavitree)	Maybe					Female	9-11	White British	I DO NOT wish my anonymised comments to be made public