

Exmouth Community Hospital - Outpatients - 'Friends and Family Test' - Jan-15 to Jun-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 issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jan-15	27	96.3	3.7	0.0
Feb-15	26	100.0	0.0	0.0
Mar-15	101	96.0	0.0	4.0
Apr-15	93	98.9	0.0	1.1
May-15	38	100.0	0.0	0.0
Jun-15	60	100.0	0.0	0.0

Qualitative Feedback - Jan-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jan	Dermatology	Extremely likely	Very happy with the service.	None.	Female	over 65	White British	No tick
2	Jan	Dermatology	Unlikely	Only unlikely because I don't understand recommending to a friend going to a hospital appointment, as I thought they would be give an appointment so it's not a thing to recommend to someone.		Female	46-55	White British	No tick
3	Jan	Fracture Clinic	Extremely likely	Good service.	None.	Male	over 65	White British	No tick
4	Jan	Fracture Clinic	Extremely likely	Friendly staff.		Female	46-55	White British	No tick
5	Jan	Fracture Clinic	Extremely likely	Didn't wait as long as before. All very nice and helpful.		Female	26-35	White British	No tick
6	Jan	Fracture Clinic	Extremely likely	Speed of being seen. Polite friendly and courteous staff. Excellent treatment.		Female	over 65	White British	No tick
7	Jan	Fracture Clinic	Extremely likely		No.	Male	16-25	White British	No tick

8	Jan	Fracture Clinic	Extremely likely	Because of the efficient and friendly service I received when I broke my fibula.	Printed leaflet on Do's or Don'ts with fractured legs!	Female	over 65	White British	No tick
9	Jan	Fracture Clinic	Extremely likely	Local, no travelling great distances into Exeter City Hospital or car parking fees to pay!	Keep service for all Exmouth residents and surrounding areas.	Female	56-65	White British	No tick
10	Jan	Fracture Clinic	Extremely likely	Staff very polite and prompt. Try to see people as quick as possible whilst still giving patients top quality care.	Space appointments out a bit to limit the amount of people waiting.	Male	16-25	White British	No tick
11	Jan	Parkinson's Nurse	Extremely likely	Friendliness of service and can talk to nurse "on the ball". Nurse gave prescriptions which were helpful.	Very satisfied with everything.	Male	56-65	White British	No tick
12	Jan	Ultrasound	Extremely likely	Wonderful, cheerful service from very helpful ladies.	Very good	Male	over 65	White British	No tick
13	Jan	Ultrasound	Extremely likely	No waiting. Friendly, professional treatment from all staff.	No - it was excellent.	Female	56-65	White British	No tick
14	Jan	Ultrasound	Extremely likely	Very welcoming, puts patient at ease. Highly recommended.		Male	36-45	White British	No tick
15	Jan	Ultrasound	Extremely likely	Everyone is very friendly and helpful.	Only problem is car park space.	Male	over 65	White British	No tick
16	Jan	Ultrasound	Extremely likely	Local, friendly and convenient.		Female	26-35	White British	No tick
17	Jan	Ultrasound	Extremely likely			Female	56-65	White British	I DO NOT wish my

									anonymised comments to be made public
18	Jan	Ultrasound	Extremely likely	Quick, efficient, immediate results, no waiting.	No.	Female	46-55	White British	No tick
19	Jan	Ultrasound	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
20	Jan	Ultrasound	Extremely likely	Efficient, helpful staff.	Written signs directing patients to ultrasound area.	Female	56-65	White British	No tick
21	Jan	Ultrasound	Extremely likely	Quick and efficient.		Male	over 65	White British	No tick
22	Jan	Ultrasound	Extremely likely						No tick
23	Jan	Ultrasound	Extremely likely	Ultrasound staff were warm and reassuring. Reception - excellent, clean and modern surroundings.		Male	56-65	White British	No tick
24	Jan	Ultrasound	Likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
25	Jan	Ultrasound	Likely			Female	56-65	White British	No tick
26	Jan	Ultrasound	Likely			Male	over 65		No tick
27	Jan	Ultrasound	Likely	Quick and easy.	Different radio station.	Male	16-25	White British	No tick

Qualitative Feedback - Feb-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Feb	Dermatology	Extremely likely	Friendly, on time.	Move appointments - I had to wait 3months for a 5min appointment.	Female	56-65	White British	No tick
2	Feb	Fracture Clinic	Extremely likely	Very helpful service.		Female	over 65	White British	No tick
3	Feb	Fracture Clinic	Extremely likely	Friendly, helpful staff, and very clean.	Parking?	Female	46-55	White British	No tick
4	Feb	Fracture Clinic	Extremely likely			Male	26-35	White British	No tick
5	Feb	Fracture Clinic	Extremely likely				over 65	White British	No tick
6	Feb	Fracture Clinic	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Feb	Fracture Clinic	Extremely likely	Professionalism I have received by all staff and consultant on all my visits.		Female	56-65	White British	No tick
8	Feb	Fracture Clinic	Extremely likely				26-35	White British	No tick
9	Feb	Fracture Clinic	Extremely likely	Although I had a bit of a wait for my appointment	Only reduce waiting time.	Female	56-65	White British	No tick

				I value the fact that we have a local facility which caters for us and we don't have to travel to Exeter. Also, staff all friendly, very helpful.					
10	Feb	Fracture Clinic	Extremely likely	The good treatment that I have received.	Install an automatic door at the entrance to Dewdney from the corridor.	Female	over 65	White British	No tick
11	Feb	Fracture Clinic	Extremely likely	I was treated efficiently by very friendly staff.	Nothing comes to mind.	Female	over 65	White British	No tick
12	Feb	Fracture Clinic	Extremely likely	Speedy and professional treatment.	Shorter distance to the reception desk would be nice.		over 65	White British	No tick
13	Feb	Fracture Clinic	Likely			Female	under 16	White British	No tick
14	Feb	Fracture Clinic	Likely	Prompt, courteous, friendly and treatment thorough.			over 65	White British	No tick
15	Feb	Fracture Clinic	Likely	Swollen foot. Can't move big toe or 2nd toe.		Female	26-35	White British	No tick
16	Feb	Ultrasound	Extremely likely	Friendly staff.		Male	36-45	White British	No tick
17	Feb	Ultrasound	Extremely likely			Male	36-45	White British	No tick
18	Feb	Ultrasound	Extremely likely				36-45	White British	No tick
19	Feb	Ultrasound	Extremely likely	Friendly staff.		Female	56-65	White British	No tick
20	Feb	Ultrasound	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised

									comments to be made public
21	Feb	Ultrasound	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
22	Feb	Ultrasound	Likely	Very responsive and no loss of my dignity and gentle, very kind.	Maybe adding a sign for where the toilet light is in the toilet.	Female	36-45	White British	No tick
23	Feb	Ultrasound	Likely			Male	56-65	White British	No tick
24	Feb	Ultrasound	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Feb	Ultrasound	Likely	I was dealt with promptly and efficiently by very friendly and helpful staff.	Car parking tends to be a problem and difficult to see a solution on the site though.	Male	56-65	White British	No tick
26	Feb	Ultrasound	Likely	Calm, efficient, professional yet friendly.		Female	56-65	White British	No tick

Qualitative Feedback - Mar-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Mar	Dermatology	Extremely likely	Well looked after - caring staff.					No tick
2	Mar	Dietician	Extremely likely			Male	36-45	White British	I DO NOT wish my anonymised comments to be made public
3	Mar	Dietician	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Mar	Dietician	Likely			Female	36-45	White British	No tick
5	Mar	Fracture Clinic	Extremely likely	Lovely, helpful.		Female	16-25	White British	No tick
6	Mar	Fracture Clinic	Extremely likely	It was quick and efficient.	Satisfied.	Female	over 65	White British	No tick
7	Mar	Fracture Clinic	Likely			Male	36-45	White British	No tick
8	Mar	Fracture Clinic	Likely			Male	16-25	White British	No tick
9	Mar	Fracture Clinic	Don't know	What is to recommend? This is our community hospital.	Sort out your appointment system. This will reduce	Male	46-55		No tick

					DNAs!				
10	Mar	Fracture Clinic	Don't know			Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
11	Mar	Not entered	Don't know	Still on-going neck pain.		Female	over 65	White British	No tick
12	Mar	Physiotherapy	Extremely likely	Punctual, clean, pleasant doctor and environment.		Female	46-55	White British	No tick
13	Mar	Physiotherapy	Extremely likely	Professional, caring, very surprised I could get acupuncture on NHS and it has really helped.		Female	56-65	White British	No tick
14	Mar	Physiotherapy	Extremely likely	Everyone very friendly, professional and helpful. My treatment was geared specifically to my ailment and as such has helped enormously in my increasing recovery.		Female	46-55	White British	No tick
15	Mar	Physiotherapy	Extremely likely	Treatment for my back excellent. Exercises (physical and breathing) very appropriate and supportive. Excellent advice and emotional support. Timely appointments - no long waits.	Classes - exercises and treatment.		56-65	White British	No tick
16	Mar	Physiotherapy	Extremely likely	Because of the excellent care I have received.					No tick
17	Mar	Physiotherapy	Extremely likely	Good advice, supportive,		Female	over	White	No tick

				pleasant.			65	British	
18	Mar	Physiotherapy	Extremely likely				56-65	White British	I DO NOT wish my anonymised comments to be made public
19	Mar	Physiotherapy	Extremely likely	Very thorough and good examination. Very friendly and always on time.	None.	Female	46-55	White British	No tick
20	Mar	Physiotherapy	Extremely likely	Very helpful.		Female	over 65	White British	No tick
21	Mar	Physiotherapy	Extremely likely	Very well received and treated. Excellent staff.	More funding for all areas.	Female	over 65	White British	No tick
22	Mar	Physiotherapy	Extremely likely	E., the physio I have been seeing, really listens to what I'm telling her and has helped me to start to manage my conditions - which I have had for a long time.	Better response to phone calls – no-one there most of the time (this is the worst part of your service and I feel really needs addressing).	Female	56-65	White British	No tick
23	Mar	Physiotherapy	Extremely likely	Gave clear information. Local hospital.	Would prefer the waiting list wasn't so long.	Female	16-25	White British	No tick
24	Mar	Physiotherapy	Extremely likely	Very helpful and clean.		Male	over 65	White British	No tick
25	Mar	Physiotherapy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Mar	Physiotherapy	Extremely likely	Very good customer		Female	46-	White	No tick

				service and informative / helpful.			55	British	
27	Mar	Physiotherapy	Extremely likely	Good care quality.					No tick
28	Mar	Physiotherapy	Extremely likely	Complete satisfaction.		Female	over 65	White British	No tick
29	Mar	Physiotherapy	Extremely likely	A. was very helpful.		Female	over 65	White British	No tick
30	Mar	Physiotherapy	Extremely likely	Excellent once you get past the waiting list.		Male	over 65	White British	No tick
31	Mar	Physiotherapy	Extremely likely	Treatment and advice has been very helpful.		Female	36-45	White British	No tick
32	Mar	Physiotherapy	Extremely likely	Very happy with my treatment today and also 12 months ago after a double hip replacement.		Male	over 65	White British	No tick
33	Mar	Physiotherapy	Extremely likely	Genuine interest in helping patients to help themselves to recovery and understanding of their difficulties.	Appointment. Waiting times can be quite long.	Female	over 65	White British	No tick
34	Mar	Physiotherapy	Extremely likely				56-65	White British	I DO NOT wish my anonymised comments to be made public
35	Mar	Physiotherapy	Extremely likely	Excellent service. Listens well and gives good advice.	Not at the moment.	Female	56-65	White British	No tick
36	Mar	Physiotherapy	Extremely likely	On time appointment. J.B. was very patient and understanding of my injury.		Male	46-55	White British	No tick
37	Mar	Physiotherapy	Extremely likely	Friendly, helpful staff	Better car parking.	Male	46-	White	No tick

				nothing is too much trouble.			55	British	
38	Mar	Physiotherapy	Extremely likely	Very pleasant physio - gives me reassurance, confidence in what to do.			56-65	White British	No tick
39	Mar	Physiotherapy	Extremely likely	Very friendly, things explained well.		Female	over 65	White British	No tick
40	Mar	Physiotherapy	Extremely likely	Cured pain and moving a lot more flexible. Exercises very helpful.	Think it is very good.	Female	over 65	White British	No tick
41	Mar	Physiotherapy	Extremely likely	Very happy with service I got from K. Helped me very much.	Good how it is.	Female	46-55	White British	No tick
42	Mar	Physiotherapy	Extremely likely				36-45	White British	I DO NOT wish my anonymised comments to be made public
43	Mar	Physiotherapy	Extremely likely	Great service, everyone very friendly.		Female	over 65	White British	No tick
44	Mar	Physiotherapy	Extremely likely	Very friendly.		Female	36-45	White British	No tick
45	Mar	Physiotherapy	Extremely likely	The physiotherapist (C.) discovered that my problem was vascular after many months of other treatments by the doctor. I can at last get the correct treatment. Well done!!			over 65	White British	No tick
46	Mar	Physiotherapy	Extremely likely	I am very happy with the treatment I received.		Female	36-45	White British	No tick
47	Mar	Physiotherapy	Extremely likely			Male	56-	White	I DO NOT wish

							65	British	my anonymised comments to be made public
48	Mar	Physiotherapy	Extremely likely	The treatment I am having is helping me.		Female	over 65	White British	No tick
49	Mar	Physiotherapy	Extremely likely			Female	56-65	White British	No tick
50	Mar	Physiotherapy	Extremely likely	Anything is worth a try and this works.	No.	Male	26-35	White British	No tick
51	Mar	Physiotherapy	Extremely likely	Gentle, easy to talk to.		Female	over 65	White British	No tick
52	Mar	Physiotherapy	Extremely likely				56-65	White British	I DO NOT wish my anonymised comments to be made public
53	Mar	Physiotherapy	Extremely likely	Very friendly physio seen today.		Female	36-45	White British	No tick
54	Mar	Physiotherapy	Extremely likely	J. and K. have been concerned and sympathetic to a long-term and constantly changing pain. It's gradually improving.					No tick
55	Mar	Physiotherapy	Extremely likely	Very polite, good.	None.	Male	over 65	White British	No tick
56	Mar	Physiotherapy	Extremely likely	Very helpful, friendly - nice atmosphere.		Female	36-45	White British	No tick
57	Mar	Physiotherapy	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to

									be made public
58	Mar	Physiotherapy	Extremely likely	Very professional and care shown to me in my visits to physio.	No, everything is fine.	Male	over 65	White British	No tick
59	Mar	Physiotherapy	Extremely likely	I have been seen promptly and my treatment was discussed well. Also, being given contact facilities if any reassurance should occur is reassuring and a useful aspect of care.	Following my treatment I can't think how the experience could have been improved.	Female	56-65	White British	No tick
60	Mar	Physiotherapy	Extremely likely	Didn't have to wait. Appointment on time. Nice, clean waiting area. Friendly staff.	None.		over 65	White British	No tick
61	Mar	Physiotherapy	Extremely likely	Very good service.	No.	Female	56-65	White British	No tick
62	Mar	Physiotherapy	Extremely likely	Very helpful and knowledgeable.	Not at the moment.	Female	46-55	White British	No tick
63	Mar	Physiotherapy	Extremely likely	Very thorough and careful. Listens and responds to feedback re: J.R.		Male	over 65	White British	No tick
64	Mar	Physiotherapy	Extremely likely	I felt better when I left and J.A. gave me hope for a future free of pain.			over 65	White British	No tick
65	Mar	Physiotherapy	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
66	Mar	Physiotherapy	Likely	Friendly and helpful.	No.	Male	16-	White	No tick

							25	British	
67	Mar	Physiotherapy	Likely	Very clear, friendly advice given at a convenient time (i.e. early morning).		Male	36-45	White British	No tick
68	Mar	Physiotherapy	Likely	Local and friendly.		Female	56-65	White British	No tick
69	Mar	Physiotherapy	Likely		Quicker first appointments.	Female	46-55	White British	No tick
70	Mar	Physiotherapy	Likely	Friendly, enthusiastic physio, have knowledge and can apply rehab exercises better than GP can.	Input of specialist 'sports physio' with more ambitious goals for patient recovery.	Male	56-65	White British	No tick
71	Mar	Physiotherapy	Likely	Friendly service and helping my neck problem.					No tick
72	Mar	Physiotherapy	Likely	Professional, well-trained and caring staff.	No.	Female	56-65	White British	No tick
73	Mar	Physiotherapy	Likely	Friendly staff and very helpful.		Female	26-35	White British	No tick
74	Mar	Physiotherapy	Likely	Everyone very friendly and helpful.			over 65	White British	No tick
75	Mar	Physiotherapy	Likely	Everybody likeable and caring.		Female	over 65	White British	No tick
76	Mar	Physiotherapy	Likely	Detailed explanation of condition and remedies.		Female	56-65	White British	No tick
77	Mar	Physiotherapy	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
78	Mar	Physiotherapy	Likely	Physio / shoulder.	X-rays quicker to aid follow-up appointment- made	Female	56-65	White British	No tick

					for 3 weeks - still no X-ray appointment! Waste of your time and mine!				
79	Mar	Physiotherapy	Likely	Close to home. Appointments generally run to time.		Female	over 65	White British	No tick
80	Mar	Physiotherapy	Likely	Good advice given. The only problem - parking or lack of it.		Male	over 65	White British	No tick
81	Mar	Physiotherapy	Likely	Very small waiting time, nice friendly staff.	No.	Male	26-35	White British	No tick
82	Mar	Physiotherapy	Likely	My first appointment today so not sure what the department is actually like.	None.	Male	36-45	White British	No tick
83	Mar	Physiotherapy	Neither likely nor unlikely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
84	Mar	Ultrasound	Extremely likely			Female	36-45	White British	No tick
85	Mar	Ultrasound	Extremely likely	Excellent care provided. Excellent staff.		Female	46-55	White British	No tick
86	Mar	Ultrasound	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
87	Mar	Ultrasound	Extremely likely			Female	26-35	White British	No tick
88	Mar	Ultrasound	Extremely likely	Everyone was really		Female	46-	White	No tick

				friendly and made me feel at ease. Thank you.			55	British	
89	Mar	Ultrasound	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
90	Mar	Ultrasound	Extremely likely			Female	36-45	White British	No tick
91	Mar	Ultrasound	Extremely likely	Appointment quite swift and care and help excellent.	None.	Female	over 65	White British	No tick
92	Mar	Ultrasound	Extremely likely			Female	over 65	White British	No tick
93	Mar	Ultrasound	Extremely likely	Nice, caring staff.		Female	46-55	White British	No tick
94	Mar	Ultrasound	Extremely likely	Very good service.	No.	Female	over 65	White British	No tick
95	Mar	Ultrasound	Extremely likely	Staff very friendly so I felt relaxed and confident.					No tick
96	Mar	Ultrasound	Extremely likely			Female	over 65	White British	No tick
97	Mar	Ultrasound	Likely				46-55	White British	I DO NOT wish my anonymised comments to be made public
98	Mar	Ultrasound	Likely	Friendly staff.		Female	36-45	White British	No tick
99	Mar	Ultrasound	Likely				over 65	White British	No tick
100	Mar	Ultrasound	Likely						No tick
101	Mar	Ultrasound	Likely			Male	56-	White	I DO NOT wish

							65	British	my anonymised comments to be made public
102	Mar	Ultrasound	Not entered	1. The appointments system was very efficient. I had to change the day of my appointment and this was arranged very easily. 2. The scan was completed very efficiently. 3. Overall a very good experience.		Male	56-65	White British	No tick

Qualitative Feedback - Apr-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Fracture Clinic	Extremely likely	Prompt treatment and fully informed, however I didn't get my 2nd appointment through the post for today and had to contact hospital or I would have missed it.		Female	over 65	White British	No tick
2	Apr	Fracture Clinic	Extremely likely	Quickly found out what's wrong, offered		Male	16-25	White British	No tick

				treatment suggestions.					
3	Apr	Fracture Clinic	Extremely likely	Pleasant and speedy treatment.	No, other than more parking, which I know is impossible.	Female	over 65	White British	No tick
4	Apr	Fracture Clinic	Extremely likely	They were very kind.		Female	over 65	White British	No tick
5	Apr	Fracture Clinic	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
6	Apr	General Surgery	Likely		Improve car parking.	Female	over 65	White British	No tick
7	Apr	Not entered	Extremely likely	The help and support received to help me get back to full fitness has been excellent.		Female	36-45	White British	No tick
8	Apr	Not entered	Extremely likely			Female	over 65	White British	No tick
9	Apr	Physiotherapy	Extremely likely	I seem to get appointments as frequently as necessary and everything that is happening is explained clearly.	No.	Female	over 65	White British	No tick
10	Apr	Physiotherapy	Extremely likely	I had a fall and hurt my knee. Doctor sent me and see what would help with pain.					No tick
11	Apr	Physiotherapy	Extremely likely	The physio lady we saw was very helpful and we were seen shortly after our appointment time.	No.	Female	over 65	White British	No tick

12	Apr	Physiotherapy	Extremely likely	The service I have received has been excellent - efficient, friendly and effective.		Female	over 65	White British	No tick
13	Apr	Physiotherapy	Extremely likely	Found K. very helpful and caring. Find physio helps me and explains exercises to me.		Female	over 65	White British	No tick
14	Apr	Physiotherapy	Extremely likely	The staff are caring and thorough and I have every confidence in them.		Female	over 65	White British	No tick
15	Apr	Physiotherapy	Extremely likely	Very thorough discussion / examination. Informative feedback and clear instructions for recommended exercises.		Female	46-55	White British	No tick
16	Apr	Physiotherapy	Extremely likely	Appointment time kept - very good advice from physio - friendly	None needed.	Male	over 65	White British	No tick
17	Apr	Physiotherapy	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
18	Apr	Physiotherapy	Extremely likely	Well looked after and hopeful that I will improve.		Female	46-55	White British	No tick
19	Apr	Physiotherapy	Extremely likely	K. was very helpful, informative and kind. Thank you		Female	56-65	White British	No tick

20	Apr	Physiotherapy	Extremely likely	Staff very welcoming. Physio was very helpful.		Male	26-35	White British	No tick
21	Apr	Physiotherapy	Extremely likely	Very helpful.					No tick
22	Apr	Physiotherapy	Extremely likely	Friendly, helpful, courteous staff.	No - been extremely pleased. Thank you.	Female	36-45	White British	No tick
23	Apr	Physiotherapy	Extremely likely	Very professional and friendly.		Female	46-55	White British	No tick
24	Apr	Physiotherapy	Extremely likely	Friendly staff and very professional.		Male	46-55	White British	No tick
25	Apr	Physiotherapy	Extremely likely	Very friendly and efficient.	None.		46-55	White British	No tick
26	Apr	Physiotherapy	Extremely likely	Very helpful and friendly.		Female	26-35	White British	No tick
27	Apr	Physiotherapy	Extremely likely	Very caring staff.	No.	Male	16-25	White British	No tick
28	Apr	Physiotherapy	Extremely likely	Knowledge and kindness.		Male	over 65	White British	No tick
29	Apr	Physiotherapy	Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
30	Apr	Physiotherapy	Extremely likely	Excellent treatment.	N/A.		56-65	White British	No tick
31	Apr	Physiotherapy	Extremely likely			Female	36-45	White British	No tick
32	Apr	Physiotherapy	Extremely likely			Female	56-65	White British	No tick
33	Apr	Physiotherapy	Extremely likely	A very positive caring and friendly attitude from A.C. and reception staff.		Female	over 65	White British	No tick
34	Apr	Physiotherapy	Extremely likely	I have always been			over	White	No tick

				treated with great respect and never been pushed away about any other symptoms.			65	British	
35	Apr	Physiotherapy	Extremely likely	Both E. and M. are extremely helpful and caring. They both take time to explain everything.		Female	56-65	White British	No tick
36	Apr	Physiotherapy	Extremely likely	J. was really sensitive to my phobias and gave me confidence to attend the sessions. He explained the exercises clearly and certainly understood the explanation I have to diagnose my problem.	I was lucky and got a cancellation. Otherwise I would have had a month wait. Earlier appointments would be good.	Female	36-45	White British	No tick
37	Apr	Physiotherapy	Extremely likely	Compared to previous private treatment I would always put my trust in the NHS physiotherapy above private practice.	Shorter waiting period for appointments.	Male	over 65	White British	No tick
38	Apr	Physiotherapy	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
39	Apr	Physiotherapy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to

									be made public
40	Apr	Physiotherapy	Extremely likely	I felt very comfortable and the exercises given are easy to follow. Feeling more positive now I have seen A.	No.	Female	26-35	White British	No tick
41	Apr	Physiotherapy	Extremely likely	Very friendly, knowledgeable and helpful. I feel confident in what I am told at my appointments.	No.	Female	56-65	White British	No tick
42	Apr	Physiotherapy	Extremely likely	Physio understood my problem well and was able to recommend exercises to help.			46-55	White British	No tick
43	Apr	Physiotherapy	Extremely likely	Kind, professional attention. Inspires confidence in progress.		Female	56-65	White British	No tick
44	Apr	Physiotherapy	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
45	Apr	Physiotherapy	Extremely likely	The care and treatment I have received has been first class. The physio gave me confidence to continue the exercises at home.		Female	over 65	White British	No tick
46	Apr	Physiotherapy	Extremely likely	J.B. is great at helping me with exercises. Many thanks.					No tick
47	Apr	Physiotherapy	Extremely likely	Have found the staff		Female	46-	White	No tick

				very friendly and informative on the problem that affects me.			55	British	
48	Apr	Physiotherapy	Extremely likely	Very helpful physiotherapist (male). Followed exercises recommended and they have helped. Pleasant to deal with. (I am Female!)	Just keep up the good communication with patients. Texts? Emails?	Female	56-65	White British	No tick
49	Apr	Physiotherapy	Extremely likely	A friendly, efficient and helpful service that worked for me.		Female	over 65	White British	No tick
50	Apr	Physiotherapy	Extremely likely	Have found exercises very helpful, especially working as a group.		Female	over 65	White British	No tick
51	Apr	Physiotherapy	Extremely likely	The visits have been most helpful.					No tick
52	Apr	Physiotherapy	Extremely likely	Thoughtful and considerate, always listening and able to come up with helpful ideas.	I have found the present system thoroughly satisfactory.	Male	over 65	White British	No tick
53	Apr	Physiotherapy	Extremely likely	Very helpful and listen to problems with sympathy.		Male	26-35	White British	No tick
54	Apr	Physiotherapy	Extremely likely	Quick service, timely manner. Friendly, good explanation of exercises.		Female	56-65	White British	No tick
55	Apr	Physiotherapy	Extremely likely	Lovely manner, helpful.	Approve massager on NHS.	Male	26-35	White British	No tick

56	Apr	Physiotherapy	Extremely likely	Excellent treatment for my physio.		Female	over 65	White British	No tick
57	Apr	Physiotherapy	Extremely likely	Friendly, professional caring.	No - all good.	Female	46-55	White British	No tick
58	Apr	Physiotherapy	Extremely likely	Classes were very good for information.		Female	over 65	White British	No tick
59	Apr	Physiotherapy	Extremely likely	So enjoyed the classes.	Contact not always good.	Female	over 65	White British	No tick
60	Apr	Physiotherapy	Extremely likely	Shoulder pain.	No.	Female	56-65	White British	No tick
61	Apr	Physiotherapy	Extremely likely	Very helpful.		Female	over 65	White British	No tick
62	Apr	Physiotherapy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
63	Apr	Physiotherapy	Extremely likely	Very friendly and considerate.		Female	36-45	White British	No tick
64	Apr	Physiotherapy	Extremely likely	Helpful and professional service.	No.	Female	over 65	White British	No tick
65	Apr	Physiotherapy	Extremely likely	Care and understanding of staff.		Female	36-45	White British	No tick
66	Apr	Physiotherapy	Extremely likely	Very helpful and informative.		Male	36-45	White British	No tick
67	Apr	Physiotherapy	Extremely likely	Very good treatment.					No tick
68	Apr	Physiotherapy	Extremely likely	Treatment and prognosis has been excellent.					No tick
69	Apr	Physiotherapy	Extremely likely			Female	over 65	White British	No tick
70	Apr	Physiotherapy	Extremely likely	I see J.R. and have been for some time. I am now					No tick

				having acupuncture which is amazing. J. is lovely as well.					
71	Apr	Physiotherapy	Likely	Having received a great level of care can really say that the physio team are of a quality standard and worth recommending.	Happy with services and treatment given - thank you.	Male	56-65	White British	No tick
72	Apr	Physiotherapy	Likely	Short wait, friendly and efficient staff, what more could I want?		Male	over 65	White British	No tick
73	Apr	Physiotherapy	Likely	On time, friendly, efficient and gave good advice.		Male	16-25	White British	No tick
74	Apr	Physiotherapy	Likely	The team are trying hard to help.			46-55	Mixed / Multiple ethnic groups	No tick
75	Apr	Physiotherapy	Likely	Very happy with the care I received.		Male	36-45	White British	No tick
76	Apr	Physiotherapy	Likely	Helpful and friendly.		Male	36-45	White British	No tick
77	Apr	Physiotherapy	Likely			Male	over 65	White British	No tick
78	Apr	Physiotherapy	Likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
79	Apr	Ultrasound	Extremely likely	Reception staff were so friendly I actually enjoyed the wait. In the	No, my experience was faultless.	Female	46-55	White British	No tick

				treatment room the lady was fantastic!					
80	Apr	Ultrasound	Extremely likely	Small premises so reassuring. Valued as part of community.	No, very efficient. Staff very pleasant.	Female	over 65	White British	No tick
81	Apr	Ultrasound	Extremely likely	I was seen promptly and treated with respect.		Female	over 65	White British	No tick
82	Apr	Ultrasound	Extremely likely	Very nice ladies in ultrasound.		Female	46-55	White British	No tick
83	Apr	Ultrasound	Extremely likely	Good, pleasant service.		Female	56-65	White British	No tick
84	Apr	Ultrasound	Extremely likely	Quick, friendly and efficient.		Female	26-35	White British	No tick
85	Apr	Ultrasound	Extremely likely	Quick, friendly, clean.	No, it was very good.	Female	36-45	White British	No tick
86	Apr	Ultrasound	Extremely likely	Friendly staff.	Improve car parking.	Female	46-55	White British	No tick
87	Apr	Ultrasound	Extremely likely	Well health.	Practice what you learned before being employed.	Male	36-45	White British	No tick
88	Apr	Ultrasound	Extremely likely	Great local service.	Great staff, excellent local service.	Female	36-45	White British	No tick
89	Apr	Ultrasound	Likely	Good explanation of procedure being done and care doing it.		Female	over 65	White British	No tick
90	Apr	Ultrasound	Likely	Friendly and efficient.		Female	36-45	White British	No tick
91	Apr	Ultrasound	Likely	Referral by doctor.		Male	over 65	White British	No tick
92	Apr	Ultrasound	Likely				36-45	White British	No tick
93	Apr	Ultrasound	Neither likely nor unlikely				56-65	White British	I DO NOT wish my

									anonymised comments to be made public
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Qualitative Feedback - May-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	May	Dermatology	Extremely likely	Very friendly and helpful.		Female	under 16	White British	No tick
2	May	Dermatology	Extremely likely	I felt the doctor is very experienced.	N/A.		26-35	Other ethnic group	No tick
3	May	Fracture Clinic	Extremely likely	Pleasant staff & very professional.	No, excellent.	Female	56-65	White British	No tick
4	May	Fracture Clinic	Extremely likely	It's so much better seeing someone from Exeter Hospital rather than going all up there to the fracture clinic. A good service.			over 65	White British	No tick
5	May	Fracture Clinic	Extremely likely			Female	over 65	White British	No tick
6	May	Fracture Clinic	Extremely likely	Friendly, professional & caring staff. A welcome service.			56-65	White British	No tick
7	May	Fracture Clinic	Extremely likely			Male	46-55	White British	I DO NOT wish my

									anonymised comments to be made public
8	May	Fracture Clinic	Likely	To say thank you.		Male	over 65	White British	No tick
9	May	Fracture Clinic	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
10	May	Fracture Clinic	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	May	MSK Physiotherapy	Likely	Friendly staff.		Female	36-45	White British	No tick
12	May	Physiotherapy	Extremely likely	Helpful, friendly, always listens.		Male	over 65	White British	No tick
13	May	Physiotherapy	Extremely likely	E. was very professional, kind and helpful.		Male	36-45	White British	No tick
14	May	Physiotherapy	Extremely likely	Friendly staff, welcoming.			over 65	White British	No tick
15	May	Physiotherapy	Extremely likely	Really helpful and good advice made me feel relaxed from the time of check-in and with the physio.		Female	56-65	White British	No tick
16	May	Physiotherapy	Extremely likely	Nothing is too much trouble to the staff and it is always pleasant to attend.	You are doing fine.	Male	over 65	White British	No tick

17	May	Physiotherapy	Extremely likely	I've had physio before - you guys are amazing! Top team - vote physio - I do!	None.	Female	46-55	White British	No tick
18	May	Physiotherapy	Extremely likely			Male	56-65	White British	No tick
19	May	Physiotherapy	Extremely likely	Excellent treatment.		Female	36-45	White British	No tick
20	May	Physiotherapy	Extremely likely	The physiotherapist is excellent in every way. Very understanding of the problem and explains everything very well and shows me thoroughly how to exercise to help my problem. I would highly recommend her. Exmouth physio department is very friendly and caring.		Female	over 65	White British	No tick
21	May	Physiotherapy	Extremely likely	Very, very helpful and easy to understand.	None - all very acceptable.	Female	over 65	White British	No tick
22	May	Physiotherapy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	May	Physiotherapy	Likely		Parking.		over 65	White British	No tick
24	May	Physiotherapy	Likely	The treatment extremely good.		Male	over 65	White British	No tick
25	May	Physiotherapy	Likely	Because it's an excellent	Since it's been		over	White	No tick

				service!	updated with a proper reception area, it's ok!		65	British	
26	May	Physiotherapy	Likely	Good service!		Male	over 65	White British	No tick
27	May	Ultrasound	Extremely likely	On time, quick, friendly and reassuring. Thanks.		Male	over 65	White British	No tick
28	May	Ultrasound	Extremely likely	Staff - basically cheerful, competent, pleasant, speedy!		Female	over 65		No tick
29	May	Ultrasound	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
30	May	Ultrasound	Extremely likely	Lady who did the scan was very nice, very professional.		Female	46-55	White British	No tick
31	May	Ultrasound	Extremely likely		Better parking!	Female	46-55	White British	No tick
32	May	Ultrasound	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
33	May	Ultrasound	Extremely likely				56-65	White British	No tick
34	May	Ultrasound	Extremely likely	Because the service here was excellent and so much easier than Exeter.		Female	26-35	White British	No tick
35	May	Ultrasound	Extremely likely	Very kind and explained the result well in a way you can understand,		Female	over 65	White British	No tick

				thank you.					
36	May	Ultrasound	Extremely likely	On time, friendly staff, liked the dimming of light to feel less vulnerable.		Female	56-65	White British	No tick
37	May	Ultrasound	Likely	Friendly and punctual.			56-65	White British	No tick
38	May	Ultrasound	Likely	Very friendly but very quick.	Take slightly more time, talk to the patient.	Female	16-25	White British	No tick

Qualitative Feedback - Jun-15

	Month	Clinic / department attended	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jun	Dermatology	Extremely likely	Quick, clean, available!	No, it's good.	Female	36-45	White British	No tick
2	Jun	Fracture Clinic	Extremely likely	Very efficient, polite, welcoming service.		Male	under 16	White British	No tick
3	Jun	Fracture Clinic	Extremely likely			Male	under 16	White British	No tick
4	Jun	Fracture Clinic	Extremely likely	Really excellent service with everything on site.	Keep going as you are!	Male	over 65	White British	No tick
5	Jun	Fracture Clinic	Extremely likely	Because I had extremely good treatment.		Female	over 65		No tick
6	Jun	Fracture Clinic	Extremely likely	Local service. Smaller is more personal.		Male	over 65	White British	No tick

7	Jun	Fracture Clinic	Extremely likely	Punctual appointments, caring staff, good x-ray back up.	No - keep going!	Male	over 65	White British	No tick
8	Jun	Fracture Clinic	Extremely likely	Very supportive and caring approach. Very clear instructions.		Female	36-45	White British	No tick
9	Jun	Fracture Clinic	Likely	All staff have been helpful and friendly and informative.	No.	Female	over 65	White British	No tick
10	Jun	Physiotherapy	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	Jun	Physiotherapy	Extremely likely	She was very helpful and answered all my queries.					No tick
12	Jun	Physiotherapy	Extremely likely	Can't fault the help that I have been given. C.J. was extremely helpful, listened and explained everything to me very clearly. Many thanks.	Keep it up.	Female	46-55	White British	No tick
13	Jun	Physiotherapy	Extremely likely	Over the course of 5 visits I have no pain (hardly any) anymore.		Male	46-55	White British	No tick
14	Jun	Physiotherapy	Extremely likely	Very helpful advice, friendly and caring.		Female	46-55	White British	No tick
15	Jun	Physiotherapy	Extremely likely	The best.	No.	Female	over 65	White British	No tick
16	Jun	Physiotherapy	Extremely likely	Friendly, supportive, encouraging and very helpful.		Female	over 65	White British	No tick

17	Jun	Physiotherapy	Extremely likely	Friendly and very informative.	No improvements needed.	Male	26-35	White British	No tick
18	Jun	Physiotherapy	Extremely likely	She is very helpful.	I think it is very efficient.	Female	over 65	White British	No tick
19	Jun	Physiotherapy	Extremely likely	Seen on time and very satisfied with any advice given and treatment.	No.	Female	over 65	White British	No tick
20	Jun	Physiotherapy	Extremely likely	Thorough and sympathetic.					No tick
21	Jun	Physiotherapy	Extremely likely	Very successful treatment for myself.		Female	over 65	White British	No tick
22	Jun	Physiotherapy	Extremely likely	I had a very good appointment with E. (physiotherapist). She gave me the confidence I required. I was seen promptly and reception was also very good.	No, it has served me well.	Female	over 65	White British	No tick
23	Jun	Physiotherapy	Extremely likely						No tick
24	Jun	Physiotherapy	Extremely likely	Great treatment and advice which is helping pain and decreasing severity of back pain.					No tick
25	Jun	Physiotherapy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Jun	Physiotherapy	Extremely likely	Very good service and treatment.	No.	Male	36-45	White British	No tick
27	Jun	Physiotherapy	Extremely likely	Because I did not know which way to go when I had one in the outside	Please put an arrow + ward physiotherapy on the wall opposite	Female	over 65	White British	No tick

				door.	the entrance door.				
28	Jun	Physiotherapy	Extremely likely		No.		over 65	White British	No tick
29	Jun	Physiotherapy	Extremely likely	E. is fantastic and has given me valid advice to help improve my mobility and pain.					No tick
30	Jun	Physiotherapy	Extremely likely	Helpful and friendly staff who understand needs and explain things clearly.	No.	Male	56-65	White British	No tick
31	Jun	Physiotherapy	Extremely likely	I have been very happy with the treatment I have had.		Female	over 65	White British	No tick
32	Jun	Physiotherapy	Extremely likely	Because the treatment has improved my movement of the neck.		Male	56-65	White British	No tick
33	Jun	Physiotherapy	Extremely likely	Feeling better at each meeting, very helpful.					No tick
34	Jun	Physiotherapy	Extremely likely	The ease & helpfulness is exceptional.		Female	over 65	White British	No tick
35	Jun	Physiotherapy	Extremely likely	A. took great pains to improve range & movement etc.	Not really.		over 65	White British	No tick
36	Jun	Physiotherapy	Likely			Female	46-55	White British	No tick
37	Jun	Physiotherapy	Likely	My injury has now healed (not totally) and I am back as I was before the injury. However, having spoken to the physio I feel reassured.		Male	over 65	White British	No tick

38	Jun	Physiotherapy	Likely	Welcoming, appointment on time. Good feedback regarding position of movement etc, timescale for improvement.	None at present.	Female	46-55	White British	No tick
39	Jun	Physiotherapy	Likely	It's not up to me to send people to physio there GP should do that. There's a very long wait before first treatment.	Charge people for missed appointments so there's less waste.	Female	56-65	White British	No tick
40	Jun	Physiotherapy	Likely	Local, friendly informative.		Female	46-55	White British	No tick
41	Jun	Physiotherapy	Likely	Very helpful physio - K.		Female	over 65	White British	No tick
42	Jun	Physiotherapy	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
43	Jun	Physiotherapy	Likely	I find the service very good. Physio has helped me a lot. Extremely patient & understanding.	Trying to get hold of physio very difficult.	Female	over 65	White British	No tick
44	Jun	Ultrasound	Extremely likely			Female	36-45	White British	No tick
45	Jun	Ultrasound	Extremely likely	Don't have to travel to far and good service.		Female	46-55	White British	No tick
46	Jun	Ultrasound	Extremely likely			Female	16-25	White British	No tick
47	Jun	Ultrasound	Extremely likely	Lovely staff! Thank you.	Everything is fine.	Female	36-	White	No tick

							45	British	
48	Jun	Ultrasound	Extremely likely	The staff were professional, friendly and efficient.	No - it's been excellent.	Female	36-45	White British	No tick
49	Jun	Ultrasound	Extremely likely	Friendly and explains actions taken.		Male	46-55	White British	No tick
50	Jun	Ultrasound	Extremely likely	Fast, efficient, friendly, gave info.		Female	46-55	White British	No tick
51	Jun	Ultrasound	Extremely likely						No tick
52	Jun	Ultrasound	Extremely likely	Friendly welcome. Very clean. No parking.		Female	26-35	White British	No tick
53	Jun	Ultrasound	Extremely likely	Easy to get to and close to my home which is important.		Male	36-45	White British	No tick
54	Jun	Ultrasound	Extremely likely	It's local, easier than getting to Exeter RD&E. Friendly staff. In all, pleasant.	None at all.	Female	26-35	White British	No tick
55	Jun	Ultrasound	Extremely likely	The staff were lovely.		Female	46-55	White British	No tick
56	Jun	Ultrasound	Extremely likely	Very quick and relaxing. Put me at ease straightaway.		Female	46-55	White British	No tick
57	Jun	Ultrasound	Extremely likely			Male	36-45	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
58	Jun	Ultrasound	Extremely likely	Very friendly staff, explained everything clearly.		Female	46-55	White British	No tick
59	Jun	Ultrasound	Likely			Female	26-35	White British	No tick

60	Jun	Ultrasound	Likely		Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
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