

## Honiton Community Hospital - Outpatients - 'Friends and Family Test' - Oct-15 to Mar-16

**Adult FFT card question:** *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 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 'Would recommend' score is 75%.

| Month  | Responses<br>No. | Would recommend<br>% | Would not recommend<br>% | Neither likely nor unlikely to recommend / Don't know<br>% |
|--------|------------------|----------------------|--------------------------|------------------------------------------------------------|
| Oct-15 | 8                | 100.0                | 0.0                      | 0.0                                                        |
| Nov-15 | No data          | No data              | No data                  | No data                                                    |

|        |         |         |         |         |
|--------|---------|---------|---------|---------|
| Dec-15 | 20      | 100.0   | 0.0     | 0.0     |
| Jan-16 | 29      | 100.0   | 0.0     | 0.0     |
| Feb-16 | No data | No data | No data | No data |
| Mar-16 | 29      | 100.0   | 0.0     | 0.0     |

### Qualitative Feedback

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

|   | Year | Month | Clinic / department attended | 'Friends and Family Test' Response | Children and young person's FFT card completed by:<br>Patient<br>Parent / guardian / carer | Please can you tell us the main reason for the response you have given?<br><br>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 our community outpatient service?<br><br>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 / your answers ever to be made public |
|---|------|-------|------------------------------|------------------------------------|--------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------|----------------------------------------------|---------------------------------------------------------------------------------------------------------------------------|--------|---------|---------------|--------------------------------------------------------------------------------------------------------------------------|
| 1 | 2015 | Oct   | MSK Physiotherapy            | Extremely likely                   |                                                                                            | Very helpful, positive advice.                                                                                                     |                                              |                                                                                                                           | Female | 56-65   | White British | No tick                                                                                                                  |
| 2 | 2015 | Oct   | MSK Physiotherapy            | Extremely likely                   |                                                                                            | Very helpful and treatment was excellent.                                                                                          |                                              |                                                                                                                           |        |         |               | No tick                                                                                                                  |
| 3 | 2015 | Oct   | MSK Physiotherapy            | Extremely likely                   |                                                                                            |                                                                                                                                    |                                              |                                                                                                                           |        |         |               | No tick                                                                                                                  |
| 4 | 2015 | Oct   | MSK Physiotherapy            | Extremely likely                   |                                                                                            | Very good treatment, explained what exercise to do,                                                                                |                                              | None.                                                                                                                     | Male   | over 65 | White British | No tick                                                                                                                  |

|   |      |     |                   |                  |                           |                                                                                                                                               |                       |                                                         |        |         |               |                                                        |
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|   |      |     |                   |                  |                           | easily to understand what to do.                                                                                                              |                       |                                                         |        |         |               |                                                        |
| 5 | 2015 | Oct | MSK Physiotherapy | Extremely likely |                           | Very good assessment of my problem and communication.                                                                                         |                       | Earlier appointments following referral by GP.          | Female | over 65 | White British | No tick                                                |
| 6 | 2015 | Oct | MSK Physiotherapy | Extremely likely |                           |                                                                                                                                               |                       |                                                         | Female | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 7 | 2015 | Oct | MSK Physiotherapy | Yes              | Parent / guardian / carer | Help and support.                                                                                                                             | Good advice and help. | None.                                                   | Female | 12-15   | White British | No tick                                                |
| 8 | 2015 | Oct | Not entered       | Yes              | Parent / guardian / carer | We were seen very promptly and the nurse was very good and patient with our daughter. She was very informative and explained everything well. | As above.             | N/A.                                                    | Female | Under 6 | White British | No tick                                                |
| 1 | 2015 | Dec | MSK Physiotherapy | Extremely likely |                           | Everything I was told made sense & the treatment worked!                                                                                      |                       | More parking - it took me half an hour to find a space. | Female | over 65 | White British | No tick                                                |
| 2 | 2015 | Dec | MSK Physiotherapy | Extremely likely |                           | The person who looked after me was so                                                                                                         |                       |                                                         |        |         |               | No tick                                                |

|   |      |     |                   |                  |  |                                                                                               |  |                                                      |        |         |               |                                         |
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|   |      |     |                   |                  |  | knowledgeable, kind and caring that I felt very good when I left.                             |  |                                                      |        |         |               |                                         |
| 3 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Useful information re: knee after replacement.                                                |  |                                                      | Female | over 65 | White British | No tick                                 |
| 4 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Helpful, lovely lady.                                                                         |  |                                                      | Female | 26-35   | White British | No tick                                 |
| 5 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Just one session of treatment and I feel better already.                                      |  |                                                      | Male   | over 65 | White British | No tick                                 |
| 6 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Extremely helpful and thorough.                                                               |  | None.                                                | Female | 56-65   | White British | No tick                                 |
| 7 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Very thorough examination with helpful advice given.                                          |  | Shorter waiting time from referral? (3 months wait). | Female | 56-65   | White British | No tick                                 |
| 8 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Very thorough and understanding approach in a professional but friendly manner - many thanks. |  | None - very satisfied.                               | Male   | over 65 | White British | No tick                                 |
| 9 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  |                                                                                               |  |                                                      |        | over 65 | White British | I DO NOT wish my anonymised comments to |

|    |      |     |                   |                  |  |                                                                                             |  |                           |        |         |               |                |
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|    |      |     |                   |                  |  |                                                                                             |  |                           |        |         |               | be made public |
| 10 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Because the exercises worked for me quickly. Friendly services too.                         |  |                           | Female | over 65 | White British | No tick        |
| 11 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Very helpful exercises given for pregnancy pain. Kind, helpful staff.                       |  |                           | Female | 36-45   | White British | No tick        |
| 12 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | My improvement with pain relief from prescribed exercises by S. has been excellent.         |  | Only parking facilities!! | Female | over 65 | White British | No tick        |
| 13 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Very helpful and friendly physiotherapist.                                                  |  |                           |        |         |               | No tick        |
| 14 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Felt reassured & so pleased with the way I was treated. The physio knew what she was doing. |  |                           |        |         |               | No tick        |
| 15 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Helpful and very thorough.                                                                  |  |                           |        |         |               | No tick        |
| 16 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Good examination.                                                                           |  |                           | Female | 56-65   | White British | No tick        |

|    |      |     |                   |                  |  |                                                                                                                                                      |  |                                                                                        |        |         |               |         |
|----|------|-----|-------------------|------------------|--|------------------------------------------------------------------------------------------------------------------------------------------------------|--|----------------------------------------------------------------------------------------|--------|---------|---------------|---------|
|    |      |     |                   |                  |  | Good communication - advice I can follow at home.                                                                                                    |  |                                                                                        |        |         |               |         |
| 17 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | I have found great advice - easy to follow exercises and support, a very friendly team.                                                              |  |                                                                                        | Female | 46-55   | White British | No tick |
| 18 | 2015 | Dec | MSK Physiotherapy | Extremely likely |  | Very thorough and helpful with good explanation.                                                                                                     |  |                                                                                        |        |         |               | No tick |
| 19 | 2015 | Dec | MSK Physiotherapy | Likely           |  | Much better than last time before my shoulder operation. I didn't feel the exercises I was given then were of any benefit at all. Much better today. |  | Shorter waiting times - 6-8 weeks wait when you're in pain + needing help is hopeless! | Female | 46-55   | White British | No tick |
| 20 | 2015 | Dec | MSK Physiotherapy | Likely           |  | Sound advice given.                                                                                                                                  |  | Speed up appointments.                                                                 | Male   | over 65 | White British | No tick |
| 1  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Excellent service.                                                                                                                                   |  |                                                                                        | Male   | 36-45   | White British | No tick |
| 2  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Excellent advice & service!                                                                                                                          |  |                                                                                        | Male   | over 65 | White British | No tick |
| 3  | 2016 | Jan | MSK               | Extremely        |  | 1st class service.                                                                                                                                   |  | None.                                                                                  | Male   | 56-65   | White         | No tick |

|    |      |     |                   |                  |  |                                                                                                    |  |                |        |         |               |         |
|----|------|-----|-------------------|------------------|--|----------------------------------------------------------------------------------------------------|--|----------------|--------|---------|---------------|---------|
|    |      |     | Physiotherapy     | likely           |  |                                                                                                    |  |                |        |         | British       |         |
| 4  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Very good, quick and professional service.                                                         |  |                | Female | 56-65   | White British | No tick |
| 5  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  |                                                                                                    |  | No.            | Female | over 65 | White British | No tick |
| 6  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Very professional, very friendly and informative.                                                  |  |                |        |         |               | No tick |
| 7  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Very friendly staff. Caring attitude.                                                              |  | N/A.           | Female | 36-45   | White British | No tick |
| 8  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Because the person understands what I've been feeling over the past year. Very helpful and honest. |  | No - all good. | Female | 46-55   | White British | No tick |
| 9  | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Pregnancy pain.                                                                                    |  | N/A.           | Female | 26-35   | White British | No tick |
| 10 | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | I received very good & helpful advice for my problem.                                              |  |                | Female | over 65 | White British | No tick |
| 11 | 2016 | Jan | MSK Physiotherapy | Extremely likely |  | Everything was clearly explained and exercises given to help improve                               |  | No.            | Female | 46-55   | White British | No tick |

|    |      |     |                      |                     |  |                                                                                                                                                                       |  |                                                                                         |        |            |                  |         |
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|    |      |     |                      |                     |  | the problem.                                                                                                                                                          |  |                                                                                         |        |            |                  |         |
| 12 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Good<br>examination.<br>Excellent<br>explanations.<br>NOT rushed.<br>Most pleased all<br>in all. Thank<br>you.                                                        |  |                                                                                         | Female | over<br>65 | White<br>British | No tick |
| 13 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Knowledgeable<br>and professional<br>assessment.<br>Explained<br>procedure and<br>future<br>treatment in a<br>clear and<br>understandable<br>way.                     |  | No.                                                                                     | Female | over<br>65 | White<br>British | No tick |
| 14 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Felt very happy<br>with advice<br>given.                                                                                                                              |  | No.                                                                                     | Female | over<br>65 | White<br>British | No tick |
| 15 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | I have had a<br>very thorough<br>professional<br>examination &<br>tests. The<br>explanations<br>throughout<br>were excellent<br>&<br>comprehensive.<br>Very well done |  | It has all been<br>excellent. Therefore I<br>cannot think of<br>improvements,<br>sorry. |        | over<br>65 | White<br>British | No tick |



|    |      |     |                      |                     |  |                                                                                                              |  |                                                                                             |        |            |                  |                                                                       |
|----|------|-----|----------------------|---------------------|--|--------------------------------------------------------------------------------------------------------------|--|---------------------------------------------------------------------------------------------|--------|------------|------------------|-----------------------------------------------------------------------|
|    |      |     |                      |                     |  | indeed.                                                                                                      |  |                                                                                             |        |            |                  |                                                                       |
| 16 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Very helpful<br>advice.                                                                                      |  | No.                                                                                         | Female | over<br>65 | White<br>British | No tick                                                               |
| 17 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Immediate<br>improvement to<br>my shoulder.<br>Staff were<br>fantastic.                                      |  |                                                                                             | Male   | 46-55      | White<br>British | No tick                                                               |
| 18 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Very helpful,<br>supportive staff,<br>clear direction,<br>advice how to<br>help myself!                      |  | Examples of exact<br>bandage to<br>purchase, link to<br>website to illustrate<br>exercises. |        | 36-45      | White<br>British | No tick                                                               |
| 19 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  |                                                                                                              |  |                                                                                             | Female | 46-55      | White<br>British | I DO NOT<br>wish my<br>anonymised<br>comments to<br>be made<br>public |
| 20 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Very helpful.                                                                                                |  |                                                                                             |        |            |                  | No tick                                                               |
| 21 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Because it<br>works.<br>Physiotherapy<br>has worked for<br>me in the past<br>to cure health<br>problems too. |  | No.                                                                                         | Male   | 56-65      | White<br>British | No tick                                                               |
| 22 | 2016 | Jan | MSK<br>Physiotherapy | Extremely<br>likely |  | Very helpful -<br>explained<br>everything very<br>clearly - friendly<br>+ approachable.                      |  |                                                                                             | Female | 56-65      | White<br>British | No tick                                                               |

|    |      |     |                   |                  |                           |                                                                                                                 |  |               |        |         |                       |                                                        |
|----|------|-----|-------------------|------------------|---------------------------|-----------------------------------------------------------------------------------------------------------------|--|---------------|--------|---------|-----------------------|--------------------------------------------------------|
| 23 | 2016 | Jan | MSK Physiotherapy | Extremely likely |                           | Excellent care & encouragement. Thank you!                                                                      |  |               | Female | over 65 | White British         | No tick                                                |
| 24 | 2016 | Jan | MSK Physiotherapy | Likely           |                           | I find Exeter physios better, more enthusiastic and helpful.                                                    |  |               |        |         |                       | No tick                                                |
| 25 | 2016 | Jan | MSK Physiotherapy | Likely           |                           |                                                                                                                 |  |               | Male   | 46-55   | White British         | I DO NOT wish my anonymised comments to be made public |
| 26 | 2016 | Jan | MSK Physiotherapy | Likely           |                           |                                                                                                                 |  |               | Female | over 65 | White British         | No tick                                                |
| 27 | 2016 | Jan | MSK Physiotherapy | Likely           |                           | I am very pleased with the help I had from the nurse.                                                           |  | All seems OK. | Male   | over 65 | White British         | No tick                                                |
| 28 | 2016 | Jan | MSK Physiotherapy | Yes              | Parent / guardian / carer | Physio listened carefully. Explained exercises thoroughly.                                                      |  |               | Male   | 9-11    | White British         | No tick                                                |
| 29 | 2016 | Jan | Radiology         | Extremely likely |                           | The x-ray department – always treat their patient in a respectful + kind manner especially S. - very caring and |  |               | Female | 56-65   | Asian / Asian British | No tick                                                |

|   |      |     |                      |                  |  |                                                                                                                                                                          |  |                                     |        |         |               |         |
|---|------|-----|----------------------|------------------|--|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------|--|-------------------------------------|--------|---------|---------------|---------|
|   |      |     |                      |                  |  | accommodating . Please give S. + all a special thank you.                                                                                                                |  |                                     |        |         |               |         |
| 1 | 2016 | Mar | Heart Failure Clinic | Extremely likely |  | Heart failure nurses are well informed, helpful, friendly and impressively competent.                                                                                    |  | Good service. Needs no improvement. | Male   | over 65 | White British | No tick |
| 2 | 2016 | Mar | Heart Failure Clinic | Extremely likely |  | Excellent attention & care from truly professional people.                                                                                                               |  |                                     |        | over 65 | White British | No tick |
| 3 | 2016 | Mar | Heart Failure Clinic | Extremely likely |  | Because the nurse was really knowledgeable and knew a lot about my illness. Also, she put my mind at rest about my illness and medication by answering all my questions. |  |                                     | Male   | 56-65   | White British | No tick |
| 4 | 2016 | Mar | Movement Disorder    | Extremely likely |  | Because I have always had good treatment from the consultants and                                                                                                        |  |                                     | Female | over 65 | White British | No tick |

|    |      |     |                   |                  |  |                                                                           |  |                                             |        |         |               |         |
|----|------|-----|-------------------|------------------|--|---------------------------------------------------------------------------|--|---------------------------------------------|--------|---------|---------------|---------|
|    |      |     |                   |                  |  | nurses.                                                                   |  |                                             |        |         |               |         |
| 5  | 2016 | Mar | Movement Disorder | Extremely likely |  | Excellent timekeeping for appointment & pleasant staff.                   |  |                                             |        | over 65 | White British | No tick |
| 6  | 2016 | Mar | Movement Disorder | Extremely likely |  | Professional advice and support present which is extremely reassuring.    |  | None.                                       | Male   | over 65 | White British | No tick |
| 7  | 2016 | Mar | Movement Disorder | Extremely likely |  |                                                                           |  | Change the awful music in the waiting area. |        | 56-65   | White British | No tick |
| 8  | 2016 | Mar | Movement Disorder | Extremely likely |  | I have always been pleased with the care I have had here.                 |  | None.                                       | Female | over 65 | White British | No tick |
| 9  | 2016 | Mar | Movement Disorder | Extremely likely |  | Such caring response.                                                     |  | No.                                         | Female | over 65 | White British | No tick |
| 10 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  |                                                                           |  |                                             | Female | over 65 | White British | No tick |
| 11 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | My care has been exemplary & very efficient.                              |  |                                             | Female | 26-35   | White British | No tick |
| 12 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | Physio very friendly, explained everything very well. Didn't feel rushed. |  |                                             | Female | 16-25   | White British | No tick |
| 13 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | Very good consultation,                                                   |  | Keep it local - we have a good facility.    | Male   | over 65 | White British | No tick |

|    |      |     |                   |                  |  |                                                                                                                       |  |  |        |         |               |         |
|----|------|-----|-------------------|------------------|--|-----------------------------------------------------------------------------------------------------------------------|--|--|--------|---------|---------------|---------|
|    |      |     |                   |                  |  | help to understand what my problem is and treatment.                                                                  |  |  |        |         |               |         |
| 14 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | Previous physiotherapy was extremely helpful.                                                                         |  |  | Female | over 65 | White British | No tick |
| 15 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | Very helpful, nice person.                                                                                            |  |  | Female | 56-65   | White British | No tick |
| 16 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | I have just had a knee replacement and have just visited D. + she has made me feel so much better. Thank you, Debbie. |  |  | Female | over 65 | White British | No tick |
| 17 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | I had total confidence in the nurse who gave clear and concise information on my problem.                             |  |  |        |         |               | No tick |
| 18 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | Promptly seen, very explanative, pleasant staff when booking and seen at                                              |  |  | Female | over 65 | White British | No tick |

|    |      |     |                      |                     |  |                                                                                                                                  |  |       |        |            |                  |         |
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|    |      |     |                      |                     |  | reception.                                                                                                                       |  |       |        |            |                  |         |
| 19 | 2016 | Mar | MSK<br>Physiotherapy | Extremely<br>likely |  | Helped with<br>explaining what<br>was wrong and<br>gave great<br>advice.                                                         |  | None. | Female | 16-25      | White<br>British | No tick |
| 20 | 2016 | Mar | MSK<br>Physiotherapy | Extremely<br>likely |  | Because of the<br>treatment I<br>have had today.                                                                                 |  |       | Female | over<br>65 | White<br>British | No tick |
| 21 | 2016 | Mar | MSK<br>Physiotherapy | Extremely<br>likely |  | The advice was<br>very helpful and<br>made me feel<br>more relaxed in<br>my mind and<br>body.                                    |  |       | Female | over<br>65 | White<br>British | No tick |
| 22 | 2016 | Mar | MSK<br>Physiotherapy | Extremely<br>likely |  | I have been very<br>impressed by<br>the level of<br>care, advice and<br>support. Lovely<br>people.                               |  |       | Female | 46-55      | White<br>British | No tick |
| 23 | 2016 | Mar | MSK<br>Physiotherapy | Extremely<br>likely |  | A., my physio.,<br>was extremely<br>thorough.<br>Explained<br>everything very<br>well. Was very<br>caring and put<br>me at ease. |  |       | Female | over<br>65 | White<br>British | No tick |
| 24 | 2016 | Mar | MSK<br>Physiotherapy | Extremely<br>likely |  | Inability to<br>climb stairs.<br>Great advice on<br>first visit.                                                                 |  | No.   | Female | over<br>65 | White<br>British | No tick |

|    |      |     |                   |                  |  |                                                               |  |  |        |         |               |                                                        |
|----|------|-----|-------------------|------------------|--|---------------------------------------------------------------|--|--|--------|---------|---------------|--------------------------------------------------------|
| 25 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  |                                                               |  |  | Male   | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 26 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | Good understanding of my problem even if no outcome possible. |  |  | Male   | over 65 | White British | No tick                                                |
| 27 | 2016 | Mar | MSK Physiotherapy | Extremely likely |  | The helpfulness of the staff.                                 |  |  | Male   | 46-55   | White British | No tick                                                |
| 28 | 2016 | Mar | Not entered       | Extremely likely |  | Had excellent, friendly treatment, very thorough.             |  |  | Female | 56-65   | White British | No tick                                                |
| 29 | 2016 | Mar | Physiotherapy     | Extremely likely |  | Good advice and service.                                      |  |  | Male   | 36-45   | White British | No tick                                                |