

## Outpatients - North Devon District Hospital - Friends and Family Test - Sep-17

### 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:

*We would like you to think about your visit with us here today and tell us how you feel about it by answering just a few simple questions. The answers you give will help us to improve the care we offer to everyone who comes here. Would you tell your friends that this is a good outpatients department to come to? Response options: Yes, Maybe, No, Don't know.*

## Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'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>% |
|--------|------------------|----------------------|--------------------------|--|
| Sep-17 | 443              | 93.9                 | 2.0                      | 4.1  |

### Qualitative Feedback - Sep-17 - Adult FFT card responses

|   | 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 outpatient service?  | Gender | Age   | Ethnicity     | Please tick this box if you DO NOT wish your anonymised comments to be made public. |
|---|---|----------------------------------|---|---|--------|-------|---------------|---|
| 1 | Acute Oncology Service (NDDH Outpatients) | Extremely Likely                 | I feel I would have been unable to complete my chemotherapy treatment if it hadn't been for the amazing AOS nurses [names withheld]. They all showed me empathy, professionalism and understanding. The support I received was unconditional and I always felt they were there for me when I felt awful during treatment. | For me, I have no criticism of this service, though this is largely down to the nurses named above. They deserve recognition of the great work they do, not just for me, but all of the other patients in similar situations they help every day. | Female | 36-45 | White British |   |
| 2 | Arrhythmia Service (NDDH Outpatients)     | Extremely Likely                 | At every visit I have been treated with respect for myself. I have been given explanations for every  | All great.  | Female | 56-65 | White British |   |

|    |                                       |                  |   |  |        |         |               |  |
|----|---------------------------------------|------------------|---|--|--------|---------|---------------|--|
|    |                                       |                  | option. I felt in control.  |  |        |         |               |  |
| 3  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | I have always found all departments in NDDH to be 1st class. I have never had cause for complaint and have found the cardio department and its staff to be excellent.     |  | Male   | Over 65 | White British |  |
| 4  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | Everything explained well, plenty of opportunity for asking questions.  | All tests needed to be done (ECG ECHO, breathing etc.) before so all information is at hand. | Female | 56-65   | White British |  |
| 5  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | V. pleasant, clear explanations & treatment plan explained.   | My experience was v. good.   | Female | Over 65 | White British |  |
| 6  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | Kind & caring & reassuring.   |  | Male   | Over 65 | White British |  |
| 7  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | Informative & supportive.   |  | Female | 56-65   | White British |  |
| 8  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | [Name withheld] was very, very helpful to me. They are very caring & sympathetic & always there for me. I find them easy to talk to, they are a good listener. Thank you. | Very good as it is. No improvements needed.  | Female | Over 65 | White British |  |
| 9  | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | I have found the care of an extremely high standard and beyond the call of duty.  |  | Male   | Over 65 | White British |  |
| 10 | Arrhythmia Service (NDDH Outpatients) | Extremely Likely | I have received good attention and feel relaxed when having consultations and procedures. Their concern is noticed.   |  | Male   | Over 65 | White British |  |

|    |                                       |                    |   |  |        |         |               |  |
|----|---------------------------------------|--------------------|---|--|--------|---------|---------------|--|
| 11 | Arrhythmia Service (NDDH Outpatients) | <i>Not entered</i> | Excellent.  |  | Female | Over 65 | White British |  |
| 12 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Always treated with the utmost courtesy. [Name withheld] is brilliant. Care we received is excellent.   | None - you're doing everything right.  | Male   | Over 65 | White British |  |
| 13 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Absolutely fabulous service. Everyone so helpful.   | No - it's super.   |        | Over 65 | White British |  |
| 14 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Extremely helpful, friendly manner & efficient service.   |  | Female | Over 65 | White British |  |
| 15 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Mainly it's because the staff are very friendly but professional at the same time.  | No.  | Male   | 36-45   | White British |  |
| 16 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Very satisfied with treatment & advice given. Practitioner seen was very patient (!), especially as I was wearing new hearing aids.                 | More parking spaces for blue card holders and twin entrance to parking area needs monitoring during heavy traffic periods. | Male   | Over 65 | White British |  |
| 17 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | The advice I received on the phone was helpful and the manner and help I received at the drop-in clinic was excellent. Friendly and well explained. | Nope!  | Female | 46-55   | White British |  |
| 18 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   |   |  | Male   | 26-35   |               |  |
| 19 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Good, prompt service.   | Nil.   | Male   | Over 65 | White British |  |
| 20 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Pleasant staff - happy. Efficient & quick.  | No.  | Male   | Over 65 | White British |  |
| 21 | Audiology/ENT (NDDH Outpatients)      | Extremely Likely   | Could not meet more nicer people. Treatment always  |  | Female | Over 65 | White British |  |

|    |                                  |                  |   |  |        |         |               |                |
|----|----------------------------------|------------------|---|--|--------|---------|---------------|----------------|
|    |                                  |                  | on time.  |  |        |         |               |                |
| 22 | Audiology/ENT (NDDH Outpatients) | Extremely Likely | Prompt service and good care package.   | No.  | Male   | 56-65   | White British |                |
| 23 | Audiology/ENT (NDDH Outpatients) | Extremely Likely | Every time I come to Audiology for help with my hearing aids or problems with my hearing nothing is ever too much trouble. I've been asked many times why I don't 'go private' but why would I when the service here is brilliant and staff so friendly and helpful. Every appointment is followed up with a letter to my GP explaining what advice/help/treatment I have been given. 5 star!!! | No!  | Female | Over 65 | White British |                |
| 24 | Audiology/ENT (NDDH Outpatients) | Extremely Likely | Excellent treatment for me.   |  | Male   | Over 65 | White British |                |
| 25 | Audiology/ENT (NDDH Outpatients) | Extremely Likely | Excellent treatment.  |  | Male   | Over 65 | White British |                |
| 26 | Audiology/ENT (NDDH Outpatients) | Extremely Likely |   |  |        | Over 65 | White British | Do not publish |
| 27 | Audiology/ENT (NDDH Outpatients) | Extremely Likely | The staff are very helpful. Service given very good.  |  | Male   | Over 65 | White British |                |
| 28 | Audiology/ENT (NDDH Outpatients) | Likely           | They are helpful but do not have a good 'on time'. They are often late, also do not tell you when they have trainees sitting in your consultation.  | Introduce those who are sat in appointment that are trainees. Ask if the patient minds trainee sat in with them. | Female | 16-25   | White British |                |
| 29 | Audiology/ENT (NDDH Outpatients) | Likely           | I have always found nurses & doctors in all departments of hospital   | You do a good job as you are.  | Male   | Over 65 | White British |                |

|    |                                  |                             |   |   |        |         |   |  |
|----|----------------------------------|-----------------------------|---|---|--------|---------|---|--|
|    |                                  |                             | helpful & friendly.   |   |        |         |   |  |
| 30 | Audiology/ENT (NDDH Outpatients) | Likely                      |   |   | Female | Over 65 | White British                               |  |
| 31 | Audiology/ENT (NDDH Outpatients) | Likely                      | Regular visit to clear wax deposits in both ears.   | No - works fine.  | Male   | Over 65 | White British                               |  |
| 32 | Audiology/ENT (NDDH Outpatients) | Likely                      |   |   | Male   | 46-55   | White British                               |  |
| 33 | Audiology/ENT (NDDH Outpatients) | Likely                      | Sound response & treatment.   | No.   | Male   | Over 65 | White British                               |  |
| 34 | Audiology/ENT (NDDH Outpatients) | Likely                      | Helpful.  | This service always runs so late - I've always had to wait 30 plus minutes. | Female | 16-25   | White British                               |  |
| 35 | Audiology/ENT (NDDH Outpatients) | Neither Likely nor Unlikely | Was not given any update of what was going on. Was only told once running late but wasn't told time and had been waiting for over 1.5hr. Not professional at all. |   | Female | 36-45   | Black / African / Caribbean / Black British |  |
| 36 | Audiology/ENT (NDDH Outpatients) | <i>Not entered</i>          | Ok.   | No.   | Male   | Over 65 | White British                               |  |
| 37 | Breast Clinic (NDDH Outpatients) | Extremely Likely            | Excellent service on the clinic desk. Everything on time. Waiting area very clean.  | All ok.   | Female | 46-55   | White British                               |  |
| 38 | Breast Clinic (NDDH Outpatients) | Extremely Likely            | Checking in was swift. It said 30mins wait but we only waited 5mins. All staff were friendly & approachable.  |   | Female | 46-55   | White British                               |  |
| 39 | Breast Clinic (NDDH Outpatients) | Extremely Likely            | Dealt with in a very efficient & informative way.   |   | Female | 46-55   | White British                               |  |
| 40 | Breast Clinic (NDDH Outpatients) | Extremely Likely            | Level of care was excellent & all the staff [illegible] & helpful & very  |   | Female | Over 65 | White British                               |  |

|    |                                  |                  |  |                         |        |         |                       |  |
|----|----------------------------------|------------------|--|-------------------------|--------|---------|-----------------------|--|
|    |                                  |                  | professional.  |                         |        |         |                       |  |
| 41 | Breast Clinic (NDDH Outpatients) | Extremely Likely |  |                         | Female | 36-45   | White British         |  |
| 42 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Professional, courteous staff. Waiting times not as long as expected.  | Not at present.         | Female | 26-35   | White British         |  |
| 43 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Friendly, kind & helpful.  | Parking a real problem. | Female | Over 65 | White British         |  |
| 44 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Had breast surgery Aug 2017. Had wonderful care and treatment and very much on the mend.   | No - had no problems.   |        | Over 65 | White British         |  |
| 45 | Breast Clinic (NDDH Outpatients) | Likely           | Efficient clinic. Caring nurse.  |                         | Female | 46-55   | White British         |  |
| 46 | Breast Clinic (NDDH Outpatients) | Likely           |  |                         | Female | 16-25   | Asian / Asian British |  |
| 47 | Breast Clinic (NDDH Outpatients) | Likely           | I found that communication between ultrasound & outpatient clinic was disjointed. Felt when I returned for [illegible] appt today Dr on clinic, not radiography, didn't read my notes! Discussed information already provided at previous appts. |                         |        |         |                       |  |
| 48 | Breast Clinic (NDDH Outpatients) | Likely           | Unorganised!   | More staff!             | Female | 26-35   | White British         |  |
| 49 | Cardiology (NDDH Outpatients)    | Extremely Likely |  |                         | Female | Over 65 | White British         |  |
| 50 | Cardiology (NDDH Outpatients)    | Extremely Likely | Care & attention given at a time when I felt very anxious. Explained everything - brilliant care.  |                         | Female | 56-65   | White British         |  |

|    |                                       |                    |  |                    |        |         |                    |                |
|----|---------------------------------------|--------------------|--|--------------------|--------|---------|--------------------|----------------|
| 51 | Cardiology (NDDH Outpatients)         | Extremely Likely   | Because it's the best.   |                    | Male   | Over 65 | White British      |                |
| 52 | Cardiology (NDDH Outpatients)         | Extremely Likely   | The best there is.   |                    |        |         |                    |                |
| 53 | Cardiology (NDDH Outpatients)         | Likely             |  |                    | Female | Over 65 | White British      |                |
| 54 | Cardiology (NDDH Outpatients)         | Extremely Unlikely | Not very organised. Doctors didn't know what rooms they were in. Receptions very polite. Didn't go in on time. Paid more than we could afford for parking.   | Be more organised. | Male   | 56-65   | White British      |                |
| 55 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely   | All staff have been pleasant and helpful. Appointments have been organised close together.   |                    | Female | Over 65 | White British      |                |
| 56 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely   | I have been attending pacemaker clinic since 2004. As a retired nurse, I am so impressed with this service, the expertise, smooth clinic running, time of appointments and cheerfulness of all staff. I feel so blessed to have your facility so close at hand (I live here in Barnstaple). Thank you so much!!! |                    | Female | Over 65 | Other ethnic group |                |
| 57 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely   |  |                    | Male   | Over 65 | White British      | Do not publish |
| 58 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely   | I have nothing other than praise for the treatments that I have received via the NHS - and in particular   |                    | Male   | Over 65 | White British      |                |



|    |  |                  |   |   |        |         |               |  |
|----|--|------------------|---|---|--------|---------|---------------|--|
|    |  |                  | from NDDH. Always extremely professional but friendly. Thank you and I'll be back!!   |   |        |         |               |  |
| 59 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely | Very friendly, efficient department.  |   |        |         |               |  |
| 60 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely | Lovely staff. Very clear & helpful instructions & care.   |   | Female | 26-35   | White British |  |
| 61 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely | Arrangements / communication very good (ran smoothly). Appointments on time. Staff always helpful.                          |   | Female | Over 65 | White British |  |
| 62 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely | Always get good treatment. Nice staff.  |   | Female | Over 65 | White British |  |
| 63 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely | Extremely friendly, helpful & efficient.  |   |        |         |               |  |
| 64 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely |   |   | Female | 26-35   | White British |  |
| 65 | Cardio-respiratory (NDDH Outpatients)  | Extremely Likely | Always very helpful.  | When phoning in for appointments, it goes to voicemail & they never phone back! | Male   | Over 65 | White British |  |
| 66 | Care of the Elderly (NDDH Outpatients) | Extremely Likely | We feel the NHS looks after patients well. They are committed and dedicated members of staff.                               | Reduce waiting times if possible.   | Male   | 56-65   | White British |  |
| 67 | Care of the Elderly (NDDH Outpatients) | Extremely Likely | Staff always happy to help.   |   | Male   | 36-45   | White British |  |
| 68 | Care of the Elderly (NDDH Outpatients) | Extremely Likely | The treatment I have received was excellent. My fear would be having to travel to Exeter if the stroke unit closed, as I no |   |        | Over 65 | White British |  |

|    |  |                  |   |  |        |         |               |  |
|----|--|------------------|---|--|--------|---------|---------------|--|
|    |  |                  | longer can drive.<br>Practitioner [name withheld] very kind & reassuring.   |  |        |         |               |  |
| 69 | Care of the Elderly (NDDH Outpatients)             | Extremely Likely | I would be very sad if the stroke unit was to close at Barnstaple as it would cause me a lot of problems not being able to drive and being on my own. |  | Male   | Over 65 | White British |  |
| 70 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |  | Male   | 56-65   | White British |  |
| 71 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | All my treatment for 2 hips has been wonderful.   |  |        |         |               |  |
| 72 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Efficient service, especially with so many people here.   |  | Female | 36-45   | White British |  |
| 73 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Always very pleased with outpatients dept at NDDH.  |  | Female | Over 65 | White British |  |
| 74 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I was really worried but all the staff are so friendly & helpful it put me at ease.   | Tea & coffee machine in waiting area.                        | Female | 36-45   | White British |  |
| 75 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | An efficient and friendly service made a potentially tense visit really quite enjoyable.  | No.  | Male   | Over 65 | White British |  |
| 76 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Quick service. On time. Friendly. Professional.   | No television!!<br>Distracting, as we do not have TV @ home. | Female | Over 65 | White British |  |
| 77 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |  | Male   | Over 65 | White British |  |

|    |  |                  |   |   |        |         |               |                |
|----|--|------------------|---|---|--------|---------|---------------|----------------|
| 78 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | A very good service & the follow up very good.  |   | Male   | Over 65 | White British |                |
| 79 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Service cannot be faulted. Just the number of patients that creates problems.   |   | Female | Over 65 | White British |                |
| 80 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |   | Female | Over 65 | White British |                |
| 81 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Staff very helpful.   |   | Male   | Over 65 | White British |                |
| 82 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Efficient booking & confirmation.   |   | Male   | 56-65   | White British |                |
| 83 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Friendly, professional and helpful staff.   | Appointments to run closer to time and having too long to wait for appointments - 6 month appointment taking 10 months. | Female | 56-65   | White British |                |
| 84 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |   | Male   | Over 65 | White British | Do not publish |
| 85 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | All staff have treated me like a valued human being. They have given me the time and help I've needed. They have also explained everything clearly to me. | Having information posters and leaflets about how other hospital departments can help people.                           | Female | Over 65 | White British |                |
| 86 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | The staff work really well.   |   | Male   | 56-65   | White British |                |
| 87 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Brilliant, couldn't fault anything. Staff friendly,   |   | Female | 56-65   | White British |                |

|    |  |                  |  |   |        |         |               |  |
|----|--|------------------|--|---|--------|---------|---------------|--|
|    | Outpatients)                                       |                  | excellent.   |   |        |         |               |  |
| 88 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I have received very professional and considerate treatment and advice at all times which is much appreciated.   | Already completely satisfied with treatment received. | Female | Over 65 | White British |  |
| 89 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Excellent service.   |   |        | 36-45   | White British |  |
| 90 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |   | Female | Over 65 | White British |  |
| 91 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Everyone was willing to help with direction and reception very good.   |   | Female | Over 65 | White British |  |
| 92 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Care, understanding, patience.   |   | Male   | 56-65   | White British |  |
| 93 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Because when you get older in life lots of things happen & you just hope that someone, is there for you and do their best to help you as much as possible. |   | Male   | Over 65 | White British |  |
| 94 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Friendly & helpful staff.  |   | Female | 56-65   | White British |  |
| 95 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Very helpful & caring.   |   | Female | 46-55   | White British |  |
| 96 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | All staff have been so helpful so it's been a pleasant visit.  | No.   | Male   | 56-65   | White British |  |
| 97 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Professionalism and seen on time.  | No.   | Male   | 56-65   | White British |  |

|     |  |                  |  |   |        |         |               |                |
|-----|--|------------------|--|---|--------|---------|---------------|----------------|
|     | Outpatients)                                       |                  |  |   |        |         |               |                |
| 98  | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |   | Female | Over 65 | White British | Do not publish |
| 99  | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Good, efficient, friendly. Thank you.  | No.   | Female | 56-65   | White British |                |
| 100 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Because a lot of care has been needed and it has all been given in a warm, friendly way and quickly! |   | Female | 56-65   | White British |                |
| 101 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Good.  |   |        |         |               |                |
| 102 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Always receive good, caring treatment.   | Parking is difficult.   | Female | Over 65 | White British |                |
| 103 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |   | Female | Over 65 | White British |                |
| 104 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Friendly, nothing too much trouble.  |   | Male   | Over 65 | White British |                |
| 105 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Care and friendly staff throughout the hospital, always ready to help people in different ways.      | Doctors to be on time for patients when they are not waiting over 1hr for their appointments! | Female | 56-65   | White British |                |
| 106 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | [Illegible] kind & helpful.  |   | Female | Over 65 | White British |                |
| 107 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Good consultation services. Long wait time though.   | Reduce waiting time.  | Male   | 46-55   | White British |                |
| 108 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Because it is our local hospital & found the service excellent.                                      |   |        | Over 65 | White British |                |

|     |  |                  |  |  |        |         |               |                |
|-----|--|------------------|--|--|--------|---------|---------------|----------------|
| 109 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I have always received fine treatment & care whilst at the hospital.                                   |  | Male   | 56-65   | White British |                |
| 110 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Very helpful reception staff, willing to find information for you even if not what they are there for. |  | Female | 46-55   | White British |                |
| 111 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |  | Female | Over 65 | White British | Do not publish |
| 112 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Excellent care given at all times.   | Car park spaces should be monitored viz: enough spaces allocated to nos. of patients attending outpatient clinics. | Female | Over 65 | White British |                |
| 113 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I cannot fault the treatment & attention.  | Bigger car park.   | Male   | Over 65 | White British |                |
| 114 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |  | Male   | Over 65 | White British |                |
| 115 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Always friendly & efficient staff.   |  | Male   | Over 65 | White British |                |
| 116 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Lovely, friendly staff. Made me feel much more at ease.  |  | Female | 46-55   | White British |                |
| 117 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |  | Female | Over 65 | White British | Do not publish |
| 118 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Everybody has been so helpful I can only say everyone was wonderful.                                   |  | Female | Over 65 | White British |                |
| 119 | Clinic / department                                | Extremely Likely |  |  | Female | Over 65 | White British |                |

|     |  |                  |   |                        |        |         |                    |                |
|-----|--|------------------|---|------------------------|--------|---------|--------------------|----------------|
|     | not entered (NDDH Outpatients)                     |                  |   |                        |        |         |                    |                |
| 120 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |                        | Male   | 46-55   | Other ethnic group | Do not publish |
| 121 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |                        | Female | Over 65 | White British      |                |
| 122 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Everyone so helpful and efficient.  | No.                    | Female | Over 65 | White British      |                |
| 123 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Pleasant reception, although went to wrong area. Minimal wait.  |                        |        | Over 65 |                    |                |
| 124 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Very helpful staff, minimal waiting. Quick, polite service.   | More disabled parking. | Male   | Over 65 | White British      |                |
| 125 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Greeted with a smile. Treatment first class.  | None.                  | Male   | Over 65 | White British      |                |
| 126 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Over the past 2.5 years, I have had a number of outpatients appointments, plus two day surgery appointments and have always found the service to be of the highest quality. Am currently under three consultants. |                        | Male   | Over 65 | White British      |                |
| 127 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I have to bring both my daughters to appointments regularly and we very rarely have to wait long which is brilliant!  |                        | Female | 36-45   | White British      |                |
| 128 | Clinic / department not entered (NDDH Outpatients) | Likely           | Always very friendly.   | No.                    | Female | 36-45   | White British      |                |

|     |  |        |   |  |        |         |               |                |
|-----|--|--------|---|--|--------|---------|---------------|----------------|
|     | Outpatients)                                       |        |   |  |        |         |               |                |
| 129 | Clinic / department not entered (NDDH Outpatients) | Likely | I had to wait for quite some time but that is to be expected at times. They lost my notes for some time which was annoying. |  | Female | 36-45   | White British |                |
| 130 | Clinic / department not entered (NDDH Outpatients) | Likely | Friendly staff. Not long to wait.   |  | Female | Over 65 | White British |                |
| 131 | Clinic / department not entered (NDDH Outpatients) | Likely | This is the only hospital but I always get good service here. Staff work hard. Quite a long wait though.                    | You are doing your best with the funding you have.   | Female | 26-35   | White British |                |
| 132 | Clinic / department not entered (NDDH Outpatients) | Likely | I have always been treated politely, with kindness and conscientiously at this department.                                  | To maintain the present local service and increase the functions of North Devon rather than close areas. | Male   | Over 65 | White British |                |
| 133 | Clinic / department not entered (NDDH Outpatients) | Likely |   |  | Male   | 46-55   | White British | Do not publish |
| 134 | Clinic / department not entered (NDDH Outpatients) | Likely | Not had much experience - so far very helpful and reliable.   | If we could have a choice of appointment slots. I have had to reschedule twice.                          | Male   | 26-35   | White British |                |
| 135 | Clinic / department not entered (NDDH Outpatients) | Likely |   |  |        |         |               |                |
| 136 | Clinic / department not entered (NDDH Outpatients) | Likely | Check-ups important to save on further admissions.  |  | Female | Over 65 | White British |                |
| 137 | Clinic / department not entered (NDDH Outpatients) | Likely | Timely & efficient.   |  | Female | Over 65 | White British |                |
| 138 | Clinic / department                                | Likely |   | Long time to scan time.  | Female | Over 65 | White British |                |



|     |  |        |  |   |        |         |               |                |
|-----|--|--------|--|---|--------|---------|---------------|----------------|
|     | not entered (NDDH Outpatients)                     |        |  | Only went due to cancellation.                        |        |         |               |                |
| 139 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   |        |         |               | Do not publish |
| 140 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Female | 46-55   | White British | Do not publish |
| 141 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Male   | Over 65 | White British |                |
| 142 | Clinic / department not entered (NDDH Outpatients) | Likely | Kept appointment time, friendly staff.   |   | Male   | 36-45   | White British |                |
| 143 | Clinic / department not entered (NDDH Outpatients) | Likely | Usually we get a letter reminder of my annual pacemaker check - that did not happen this year.             |   | Female | Over 65 | White British |                |
| 144 | Clinic / department not entered (NDDH Outpatients) | Likely | Sometimes a pain to get an appointment but normally it's alright.  | More doctors, nurses, etc. Waiting time is very long. | Female | 16-25   | White British |                |
| 145 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Female | 56-65   | White British | Do not publish |
| 146 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Male   | 56-65   | White British |                |
| 147 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Male   | Over 65 | White British | Do not publish |
| 148 | Clinic / department not entered (NDDH Outpatients) | Likely | Practitioner [name withheld] was very good and very thorough. Explained everything really well. Thank you. |   | Male   | Over 65 | White British |                |
| 149 | Clinic / department                                | Likely |  |   |        | 56-65   | White British |                |

|     |  |                             |   |                                       |        |         |               |  |
|-----|--|-----------------------------|---|---------------------------------------|--------|---------|---------------|--|
|     | not entered (NDDH Outpatients)                     |                             |   |                                       |        |         |               |  |
| 150 | Clinic / department not entered (NDDH Outpatients) | Likely                      | The lovely, helpful physical care as well as the sensitive medical attention.   | No - seem efficiently well organised. | Female | Over 65 | White British |  |
| 151 | Clinic / department not entered (NDDH Outpatients) | Likely                      | I was seen quite quickly and all procedures explained to me. Good communication. Thank you.   | No.                                   | Female | 26-35   | White British |  |
| 152 | Clinic / department not entered (NDDH Outpatients) | Likely                      | I have no problems with the NHS.  |                                       | Male   | 36-45   | White British |  |
| 153 | Clinic / department not entered (NDDH Outpatients) | Likely                      |   |                                       | Male   | 56-65   | White British |  |
| 154 | Clinic / department not entered (NDDH Outpatients) | Likely                      | Excellent service after having first appointment cancelled due to unforeseen circumstances which we fully understand.                 |                                       | Male   | 16-25   | White British |  |
| 155 | Clinic / department not entered (NDDH Outpatients) | Neither Likely nor Unlikely | Staff at front desk mocking patients who were waiting man in blue.  | Staff to respect people's privacy!    | Male   | 56-65   | White British |  |
| 156 | Clinic / department not entered (NDDH Outpatients) | Neither Likely nor Unlikely | Kept waiting too long for treatment as I was told it wasn't urgent and unfortunately it turned out after it was, after going private. | Need more money.                      |        | Over 65 |               |  |
| 157 | Clinic / department not entered (NDDH Outpatients) | Neither Likely nor Unlikely | Waiting times X-ray.  |                                       | Female | Over 65 | White British |  |
| 158 | Clinic / department                                | Neither Likely nor          |   |                                       | Male   | 26-35   | White British |  |

|     |  |                    |  |   |        |         |               |                |
|-----|--|--------------------|--|---|--------|---------|---------------|----------------|
|     | not entered (NDDH Outpatients)                     | Unlikely           |  |   |        |         |               |                |
| 159 | Clinic / department not entered (NDDH Outpatients) | Unlikely           |  |   | Male   | Over 65 | White British | Do not publish |
| 160 | Clinic / department not entered (NDDH Outpatients) | Extremely Unlikely | Clinic running 1 hour late. Took time off work, paid car parking fee. Well out of pocket!! On a positive note, staff very understanding. | Run on time!  | Female | 56-65   | White British |                |
| 161 | Clinic / department not entered (NDDH Outpatients) | Don't Know         |  |   | Female | 36-45   | White British |                |
| 162 | Clinic / department not entered (NDDH Outpatients) | Don't Know         |  |   | Male   | Over 65 | White British |                |
| 163 | Clinic / department not entered (NDDH Outpatients) | Don't Know         | Because I don't know.  | No.   |        | 36-45   | White British |                |
| 164 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> |  |   | Female | Over 65 | White British |                |
| 165 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> |  | No.   | Female | Over 65 | White British |                |
| 166 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | What other place is there?   | Tuesday parking is really awful - too many outpatients? | Male   | Over 65 | White British |                |
| 167 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | Not a relevant question. Would not recommend a hospital visit (not like buying a car).   |   | Female | Over 65 | White British |                |
| 168 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | This is the nearest hospital to Bideford.  | Less waiting time.                                      | Female | Over 65 | White British |                |

|     |  |                    |   |  |        |         |               |                |
|-----|--|--------------------|---|--|--------|---------|---------------|----------------|
| 169 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | It is the only hospital in the area.  | More staff.  | Female | Over 65 | White British |                |
| 170 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | North Devon definitely needs full NHS services.   |  | Male   | 56-65   | White British |                |
| 171 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | First visit.  | Brighten up waiting area.  | Male   | 56-65   | White British |                |
| 172 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> | Need to speed up and keep appointed times if possible. Could be Devon/Cornwall – too dopey. | Stop all personnel/staff having private chats on phone with other staff.     | Female | Over 65 | White British |                |
| 173 | Clinic / department not entered (NDDH Outpatients) | <i>Not entered</i> |   |  | Male   | Over 65 | White British | Do not publish |
| 174 | Colorectal (NDDH Outpatients)                      | Extremely Likely   | Excellent patient care.   |  |        |         |               |                |
| 175 | Colorectal (NDDH Outpatients)                      | Extremely Likely   | Always polite & helpful staff.  |  | Female | 46-55   | White British |                |
| 176 | Colorectal (NDDH Outpatients)                      | Likely             |   | No. Nurses & receptionists all very friendly & welcoming.                    | Male   | Over 65 | White British |                |
| 177 | Colorectal (NDDH Outpatients)                      | Likely             |   |  | Male   | 16-25   | White British | Do not publish |
| 178 | Colorectal (NDDH Outpatients)                      | Likely             | Have always been fairly treated.  |  | Male   | Over 65 | White British |                |
| 179 | Colorectal (NDDH Outpatients)                      | <i>Not entered</i> | It's the only hospital in our area.   | Less waiting time (!) although staff were amazing and very helpful.          | Female | Over 65 | White British |                |
| 180 | Colposcopy (NDDH Outpatients)                      | Extremely Unlikely | If you send out appointment for an appointment to get your results, pay attention to        | Yes. Get your appointment system working with a human, caring approach. Make | Male   | 56-65   | White British |                |

|     |                              |                  |   |   |        |         |               |                |
|-----|------------------------------|------------------|---|---|--------|---------|---------------|----------------|
|     |                              |                  | how the consultant said you would be contacted - don't just send an appointment letter on a Friday for a follow-up on Monday with no explanation. I guessed it was going to be to tell me I had bowel cancer. Uncaring. | putting the patient at the centre and also think would I want a family member of mine to be on the receiving end of such poor management. (Please make these comments public - but I'm guessing you won't). |        |         |               |                |
| 181 | EEG / EMG (NDDH Outpatients) | Extremely Likely | Very helpful & friendly staff. Talked us through the procedure and explained everything they were doing.  |   | Male   | 56-65   | White British |                |
| 182 | EEG / EMG (NDDH Outpatients) | Extremely Likely | Very nice, helpful lady!  |   | Male   | 36-45   | White British |                |
| 183 | EEG / EMG (NDDH Outpatients) | Extremely Likely | Very lovely practitioner who performed my test. They were courteous.  |   | Male   | 36-45   | White British |                |
| 184 | EEG / EMG (NDDH Outpatients) | Extremely Likely |   |   | Male   | Over 65 | White British | Do not publish |
| 185 | EEG / EMG (NDDH Outpatients) | Extremely Likely | Friendly staff and very helpful.  | No.   | Male   | 56-65   | White British |                |
| 186 | EEG / EMG (NDDH Outpatients) | Extremely Likely | Very friendly service. Put you at ease straightaway. Explained procedure very well.   |   | Female | Over 65 | White British |                |
| 187 | EEG / EMG (NDDH Outpatients) | Extremely Likely | [Name withheld] is a lovely practitioner and put me at ease. All very well organised & I did not have to wait.  |   | Male   | 46-55   | White British |                |
| 188 | EEG / EMG (NDDH Outpatients) | Extremely Likely | Very friendly & helpful. Lovely person who made me feel relaxed.  |   |        |         |               |                |

|     |                                |                  |  |   |        |         |               |                |
|-----|--------------------------------|------------------|--|---|--------|---------|---------------|----------------|
| 189 | Exmoor Unit (NDDH Outpatients) | Extremely Likely | Treatment wonderful - staff so kind, caring & professional. Perfect. Forever thankful for this hospital. | Can't improve on perfection.                            | Female | Over 65 | White British |                |
| 190 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Was a good service.  | No.   | Male   | 26-35   | White British |                |
| 191 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Successful outcome.  |   | Female | Over 65 | White British |                |
| 192 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Good service and happy staff.  | No.   | Female | Over 65 | White British |                |
| 193 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Good service.  | Very good service - can't think of any ways to improve. |        | Over 65 | White British |                |
| 194 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Excellent, in every way.   |   | Female | Over 65 | White British |                |
| 195 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Good service, very thorough. Friendly staff.   |   | Female | Over 65 | White British |                |
| 196 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Periodic eye check-up.   | No.   | Male   | Over 65 | White British |                |
| 197 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Excellent care. Friendly staff. Clean, comfortable environment.  |   | Female | 56-65   | White British |                |
| 198 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Very good & prompt treatment in busy circumstances.  |   | Male   | Over 65 | White British |                |
| 199 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Friendly, nice staff. Relaxed atmosphere.  |   | Female | Over 65 | White British |                |
| 200 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Excellent service.   | Shorten waiting times.                                  | Female | Over 65 | White British |                |
| 201 | Eye Clinic (NDDH Outpatients)  | Extremely Likely |  |   | Female | Over 65 | White British | Do not publish |
| 202 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Friendly staff, professional & helpful.  | More seating.   | Female | Over 65 | White British |                |
| 203 | Eye Clinic (NDDH Outpatients)  | Extremely Likely | Efficient, caring, helpful.  | Advise patient of likely time wait.                     | Female | Over 65 | White British |                |

|     |                               |                  |   |                                     |        |         |               |                |
|-----|-------------------------------|------------------|---|-------------------------------------|--------|---------|---------------|----------------|
| 204 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Hospital is fantastic, staff are very helpful & friendly. Nearest hospital to Bude where I live and I'm disabled, so travel is difficult. Please do not close NDDH. | Keep hospital open.                 | Female | 56-65   | White British |                |
| 205 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Treatment given to my husband has been very good in all departments.  |                                     | Male   |         |               |                |
| 206 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Very friendly and put you at ease.  |                                     | Female | Over 65 | White British |                |
| 207 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Friendly & efficient, given the number of patients being seen to.   |                                     | Male   | 46-55   | White British |                |
| 208 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Always helpful, despite being extremely busy. Well done NHS.  |                                     | Male   | 56-65   | White British |                |
| 209 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Reasonable or no waiting time, staff very polite and helpful. Felt I mattered!  |                                     | Female | Over 65 | White British |                |
| 210 | Eye Clinic (NDDH Outpatients) | Extremely Likely |   |                                     | Male   | 56-65   | White British | Do not publish |
| 211 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Very good service. Friendly efficient staff. Very lucky to have this hospital in Barnstaple.  |                                     | Female | 56-65   | White British |                |
| 212 | Eye Clinic (NDDH Outpatients) | Likely           | Busy clinic today but was kept updated on waiting times by staff.   |                                     | Female | 26-35   | White British |                |
| 213 | Eye Clinic (NDDH Outpatients) | Likely           | I've had no problems with the service I have received as of yet.  | Better timekeeping of appointments. | Male   | 16-25   |               |                |
| 214 | Eye Clinic (NDDH Outpatients) | Likely           |   |                                     | Male   | 46-55   | White British |                |
| 215 | Eye Clinic (NDDH Outpatients) | Likely           | Staff are friendly and clam.  | Fluorescent lights are              | Male   | 16-25   | White British |                |

|     |                               |                    |  |  |        |         |               |  |
|-----|-------------------------------|--------------------|--|--|--------|---------|---------------|--|
|     | Outpatients)                  |                    | I felt at ease.  | probably not the best for an eye clinic. |        |         |               |  |
| 216 | Eye Clinic (NDDH Outpatients) | Likely             | I wasn't asked my details of who I was by the orthoptic assistant and orthoptist. These weren't asked until I seen the images for my scans. I could of been anyone. I was a little concerned.  |  | Female | Over 65 | White British |  |
| 217 | Eye Clinic (NDDH Outpatients) | Likely             | My mother felt the hospital was a little slow to make an appointment but she very much appreciated the phone call made instead. As a visitor (20th Sept 2017) I was struck by the friendliness, punctuality of staff. Nice, calm atmosphere. |  |        |         |               |  |
| 218 | Eye Clinic (NDDH Outpatients) | Likely             | Satisfactory service.  | Less waiting time.                       | Female | Over 65 | White British |  |
| 219 | Eye Clinic (NDDH Outpatients) | Likely             | Kind staff and on time.  |  | Female | Over 65 | White British |  |
| 220 | Eye Clinic (NDDH Outpatients) | Unlikely           | Parking can be impossible.   |  |        |         |               |  |
| 221 | Eye Clinic (NDDH Outpatients) | <i>Not entered</i> | A friendly welcome. Efficient staff.   | None.                                    | Male   | Over 65 | White British |  |
| 222 | Eye Clinic (NDDH Outpatients) | <i>Not entered</i> |  |  | Female | Over 65 | White British |  |
| 223 | Eye Clinic (NDDH Outpatients) | <i>Not entered</i> | Not a lot of choice really.  |  | Female | 56-65   | White British |  |
| 224 | Eye Clinic (NDDH Outpatients) | <i>Not entered</i> | We need to keep all hospital services to keep them local instead of long journeys. We need this  |  | Male   | Over 65 | White British |  |



|     |                                    |                    |   |  |        |         |               |                |
|-----|------------------------------------|--------------------|---|--|--------|---------|---------------|----------------|
|     |                                    |                    | hospital.   |  |        |         |               |                |
| 225 | Eye Clinic (NDDH Outpatients)      | <i>Not entered</i> | Hospital location.  | Text reminders for appointments.   | Female | 56-65   | White British |                |
| 226 | Eye Clinic (NDDH Outpatients)      | <i>Not entered</i> | I am not aware of a choice of places to go for alternative treatment.   |  | Female | 46-55   | White British |                |
| 227 | Fracture Clinic (NDDH Outpatients) | Extremely Likely   | Fast & efficient. Friendly. Clean & tidy.   |  |        |         |               |                |
| 228 | Fracture Clinic (NDDH Outpatients) | Extremely Likely   | Excellent service and expertise. Friendly and helpful. Thank you very much.   | [Illegible].   | Male   | 46-55   | White British |                |
| 229 | Fracture Clinic (NDDH Outpatients) | Extremely Likely   | Initial visit to A&E very good, except I was given a 09:30 appointment for an afternoon clinic, which resulted in a rushed experience. However, subsequently I have received excellent service. |  | Female | Over 65 | White British |                |
| 230 | Fracture Clinic (NDDH Outpatients) | Extremely Likely   | Helpful staff & informative.  |  | Female | 36-45   | White British |                |
| 231 | Fracture Clinic (NDDH Outpatients) | Extremely Likely   |   |  | Male   | 36-45   | White British |                |
| 232 | Fracture Clinic (NDDH Outpatients) | Likely             | You get very good treatment.  | Shorter waiting times.   | Female | Over 65 | White British |                |
| 233 | Fracture Clinic (NDDH Outpatients) | Likely             | Fracture clinic have been very helpful.   | If the service has to deal with the patient & wheelchair, a little help would be good. | Male   | Over 65 | White British |                |
| 234 | Fracture Clinic (NDDH Outpatients) | Likely             |   |  | Female | 16-25   | White British | Do not publish |
| 235 | Fracture Clinic (NDDH Outpatients) | Likely             | If you are broken this is the place to be! Plaster room practitioners are lovely.   | I understand there must be a wait - perhaps provide wifi? (free please).               | Female | 36-45   | White British |                |

|     |   |                    |  |                                 |        |         |               |  |
|-----|---|--------------------|--|---------------------------------|--------|---------|---------------|--|
| 236 | Fracture Clinic (NDDH Outpatients)      | <i>Not entered</i> |  |                                 | Male   | 16-25   | White British |  |
| 237 | Genetics (NDDH Outpatients)             | Likely             | Well looked after all round.   | No.                             | Female | 56-65   | White British |  |
| 238 | Glaucoma Clinic (NDDH Outpatients)      | Extremely Likely   | Two main reasons - friendly atmosphere & explaining everything that they are doing.  | No.                             | Female | Over 65 | White British |  |
| 239 | Gynaecology (NDDH Outpatients)          | Extremely Likely   | I've been very well looked after by this team. All clinicians have been great as well as support staff.  |                                 | Female | 46-55   | White British |  |
| 240 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely   | The support team are both professional and understanding. I can't speak highly enough of them.   |                                 |        | Over 65 | White British |  |
| 241 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely   | I have been completely reassured about dealing with my condition. Well done! and thank you.  |                                 | Female | Over 65 | White British |  |
| 242 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely   | Very peasant.  |                                 |        | Over 65 | White British |  |
| 243 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely   | Heart failure practitioners are very friendly and helpful and very efficient at their job.   |                                 |        |         |               |  |
| 244 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely   | Very good care & treatment. Always someone to call if needed. Very pleasant staff. Always friendly and informative. Couldn't ask for better service. | None. Quite happy with service. | Male   | Over 65 | White British |  |
| 245 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely   | Very friendly.   |                                 | Male   | Over 65 | White British |  |

|     |   |                  |  |   |        |         |               |  |
|-----|---|------------------|--|---|--------|---------|---------------|--|
| 246 | Heart Failure Clinic (NDDH Outpatients) | Extremely Likely | Excellent service. All staff are wonderful, being kept a constant check on. Couldn't ask for a better service! |   |        |         |               |  |
| 247 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Competent & friendly.  |   | Male   | 46-55   | White British |  |
| 248 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Very professional & friendly. Clean & tidy.  |   | Female | 46-55   | White British |  |
| 249 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Excellent team. Made me feel so relaxed.   |   |        | 36-45   | White British |  |
| 250 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | I was made to feel very relaxed & my dental treatment was quick, easy & painless! Everyone was very friendly.  |   | Female | 26-35   | White British |  |
| 251 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | A very pleasant dentist.   | None.   | Male   | Over 65 | White British |  |
| 252 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Very efficient.  |   | Female | 36-45   | White British |  |
| 253 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Professional service and treatment.  |   | Male   | 56-65   | White British |  |
| 254 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | To know what is wrong or some cases that nothing is wrong allows peace of mind.                                |   | Male   | Over 65 | White British |  |
| 255 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Everyone was very kind and efficient.  |   | Female | Over 65 | White British |  |
| 256 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Consultant, dental advice and care has been excellent. Appointment system less reliable.                       | Reduce confusion with some mix ups on appointments over past year e.g. cancelled without notice!! | Male   | Over 65 | White British |  |
| 257 | Maxillofacial (NDDH Outpatients)        | Extremely Likely | Very short time between diagnosis of oral cancer and surgery (2.5 months).                                     | More disabled parking near main entrance.   | Male   | 56-65   | White British |  |

|     |                                  |                             |   |       |        |         |               |                |
|-----|----------------------------------|-----------------------------|---|-------|--------|---------|---------------|----------------|
|     |                                  |                             | Staff all excellent.  |       |        |         |               |                |
| 258 | Maxillofacial (NDDH Outpatients) | Extremely Likely            | Extremely helpful.  |       | Female | Over 65 | White British |                |
| 259 | Maxillofacial (NDDH Outpatients) | Extremely Likely            | Saw me very quickly when I experienced pain. Explained everything clearly. Much better than the person who carried out [illegible].                       |       | Male   | 46-55   | White British |                |
| 260 | Maxillofacial (NDDH Outpatients) | Extremely Likely            | Very prompt & friendly treatment.   |       | Male   | Over 65 | White British |                |
| 261 | Maxillofacial (NDDH Outpatients) | Extremely Likely            | Service was excellent with staff very friendly and reassuring.  |       | Male   | 56-65   | White British |                |
| 262 | Maxillofacial (NDDH Outpatients) | Extremely Likely            | Very informative. Made me feel at ease. Explained what was happening throughout the procedure and provided reassurance. Checked my requirements were met. | None. | Female | 36-45   | White British |                |
| 263 | Maxillofacial (NDDH Outpatients) | Likely                      |   |       | Male   | 46-55   | White British |                |
| 264 | Maxillofacial (NDDH Outpatients) | Likely                      | Treated very well. Felt I have been talked through everything.  | No.   | Female | 36-45   | White British |                |
| 265 | Maxillofacial (NDDH Outpatients) | Likely                      |   |       | Female | Over 65 | White British | Do not publish |
| 266 | Maxillofacial (NDDH Outpatients) | Neither Likely nor Unlikely |   |       | Male   | Over 65 | White British | Do not publish |
| 267 | Maxillofacial (NDDH Outpatients) | <i>Not entered</i>          |   |       | Male   | 16-25   | White British | Do not publish |
| 268 | Nephrology (NDDH Outpatients)    | Extremely Likely            | Have never been hurried & always treated with respect.  |       | Male   | Over 65 | White British |                |

|     |   |                  |   |   |        |         |               |  |
|-----|---|------------------|---|---|--------|---------|---------------|--|
| 269 | Nephrology (NDDH Outpatients)           | Extremely Likely |   |   | Male   | Over 65 | White British |  |
| 270 | Nephrology (NDDH Outpatients)           | Likely           |   | Room temperature - too hot!!                            | Male   | 36-45   | White British |  |
| 271 | Occupational Therapy (NDDH Outpatients) | Extremely Likely |   |   | Female | Over 65 | White British |  |
| 272 | Oncology (NDDH Outpatients)             | Extremely Likely | Very friendly staff.  | Appts to be on time.                                    | Female | 56-65   | White British |  |
| 273 | Oncology (NDDH Outpatients)             | Extremely Likely | Excellent care.   | No.   | Female | 56-65   | White British |  |
| 274 | Oncology (NDDH Outpatients)             | Extremely Likely | Courteously greeted. Guided to the correct dept.  | Obviously short of staff - maybe volunteers to help.    | Female | Over 65 | White British |  |
| 275 | Oncology (NDDH Outpatients)             | Extremely Likely |   | All good, important to keep these services in N. Devon. |        |         | White British |  |
| 276 | Oncology (NDDH Outpatients)             | Extremely Likely | Very satisfied with treatment.  |   | Female | Over 65 | White British |  |
| 277 | Ophthalmology (NDDH Outpatients)        | Extremely Likely | I have had excellent care and treatment.  |   | Female | Over 65 | White British |  |
| 278 | Ophthalmology (NDDH Outpatients)        | Extremely Likely | Having been referred by my GP 12 months ago, the continued monitoring of my condition has been sympathetic, informative reassuring and supportive. From initial contact review, surgery and post op care, my experience has been excellent. | No! But sometimes telephone access can be complicated!  | Male   | Over 65 | White British |  |
| 279 | Ophthalmology (NDDH Outpatients)        | Extremely Likely | Very helpful and co-operative. No time problems - apt. on time and good explanations.   |   | Male   | 56-65   | White British |  |
| 280 | Ophthalmology                           | Extremely Likely | Good service. Staff   |   | Female | Over 65 | White British |  |

|     |  |                    |   |  |        |         |               |                |
|-----|--|--------------------|---|--|--------|---------|---------------|----------------|
|     | (NDDH Outpatients)                               |                    | explained things.   |  |        |         |               |                |
| 281 | Ophthalmology (NDDH Outpatients)                 | Don't Know         | A long wait & then capacity issues for re-booking next appointment in 4 weeks so have to wait to be contacted. Also, info hadn't been sent to GP. Nurses & staff friendly though. | More staff/resources to make it easier for people to do their job efficiently. | Female | 36-45   | White British |                |
| 282 | Orthopaedic Interface Service (NDDH Outpatients) | Extremely Likely   | Very good service. Great communication.   | N/A.   | Female | 46-55   | White British |                |
| 283 | Orthopaedic Interface Service (NDDH Outpatients) | Extremely Likely   | The staff are extremely kind and easily point you in the right direction and I've always liked the information I get on my condition. It's extremely helpful. The friendly staff. |  | Female | 16-25   | White British |                |
| 284 | Orthopaedic Interface Service (NDDH Outpatients) | Extremely Likely   | Glad of any help. We are very lucky to have the service in this country.  | No.  | Male   | Over 65 | White British |                |
| 285 | Orthopaedic Interface Service (NDDH Outpatients) | Extremely Likely   | Staff most helpful.   |  | Male   | Over 65 | White British |                |
| 286 | Orthopaedic Interface Service (NDDH Outpatients) | Unlikely           | Parking was an absolute nightmare - had to walk half a mile with a dodgy ankle to get to appointment.   | Better parking - not rocket science.   | Male   | 56-65   | White British |                |
| 287 | Orthopaedic Interface Service (NDDH Outpatients) | <i>Not entered</i> |   |  | Female | Over 65 | White British | Do not publish |
| 288 | Orthopaedics (NDDH Outpatients)                  | Extremely Likely   |   |  |        | Over 65 | White British |                |
| 289 | Orthopaedics (NDDH Outpatients)                  | Extremely Likely   | Very nice doctor.   |  | Female | 36-45   | White British |                |

|     |                                 |                  |  |   |        |         |               |  |
|-----|---------------------------------|------------------|--|---|--------|---------|---------------|--|
|     | Outpatients)                    |                  | Encouraging & helpful.   |   |        |         |               |  |
| 290 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Seen on time and very helpful staff.   |   | Female | 46-55   | White British |  |
| 291 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Excellent service.   |   | Female | 26-35   | White British |  |
| 292 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Staff go out of their way to make sure that things are best for the patient. Thanks.   |   | Male   | 56-65   | White British |  |
| 293 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Friendly & respectful staff. Given detailed info about my injury & how best to manage it.  |   | Female | 36-45   | White British |  |
| 294 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Excellent service by staff. Very helpful practitioner [name withheld]. Accessible from home (15 miles by road). Absolutely essential service! We all need our hospital.        |   | Male   | 56-65   | White British |  |
| 295 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Patience, courtesy & knowledge!  |   | Male   | Over 65 | White British |  |
| 296 | Orthopaedics (NDDH Outpatients) | Extremely Likely |  |   | Male   | 46-55   | White British |  |
| 297 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Appointments on time and everything explained so you can understand and time given to ask questions.   |   | Female | Over 65 | White British |  |
| 298 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Although the quantity of patients has increased and the waiting time, I've always received excellent service. Wonderful staff - no complaints in that direction. The influx of | Not easy, but we need another hospital of this calibre. | Female | Over 65 | White British |  |

|     |                                 |                  |  |  |        |         |               |  |
|-----|---------------------------------|------------------|--|--|--------|---------|---------------|--|
|     |                                 |                  | people coming to our lovely county is the main reason.   |  |        |         |               |  |
| 299 | Orthopaedics (NDDH Outpatients) | Extremely Likely | The friendly and sensitive approach of the staff and surgeon.  |  | Female | Over 65 | White British |  |
| 300 | Orthopaedics (NDDH Outpatients) | Extremely Likely | NDDH do a fantastic job. The staff are always cheerful & helpful. We would be lost without NDDH services.  |  | Female | 56-65   | White British |  |
| 301 | Orthopaedics (NDDH Outpatients) | Extremely Likely | Wonderful treatment for 25 years or more.  |  | Female | Over 65 | White British |  |
| 302 | Orthopaedics (NDDH Outpatients) | Likely           | All staff very helpful and understanding.  |  | Female | 36-45   | White British |  |
| 303 | Orthopaedics (NDDH Outpatients) | Likely           | Good outpatient service, though rather delayed appointment (1hr!).   |  |        | Over 65 | White British |  |
| 304 | Orthopaedics (NDDH Outpatients) | Likely           |  |  | Female | Over 65 | White British |  |
| 305 | Orthopaedics (NDDH Outpatients) | Likely           | The last two times I have seen the same person there has been a delay of about an hour.  | Maybe change appointment lengths or have a process in place to notify patients of delays.  | Male   | 26-35   | White British |  |
| 306 | Orthopaedics (NDDH Outpatients) | Likely           | Clean and tidy, friendly staff.  | Keep going.  | Male   | 26-35   | White British |  |
| 307 | Orthopaedics (NDDH Outpatients) | Likely           | Excellent doctors but appts setting not great - supposed to be June 17, but hospital cancelled & delayed to Sept. Concerned about delay due to pain. Also, reminder service not good - they refused to leave a | Leave messages if answerphone has a personalised message. Prioritise patients whose appts are cancelled by the hospital - don't make them wait another 3 months! | Female | 36-45   | White British |  |



|     |  |                             |   |  |        |         |               |  |
|-----|--|-----------------------------|---|--|--------|---------|---------------|--|
|     |  |                             | message, but my PTSD means I don't answer calls unless I know who's calling.  |  |        |         |               |  |
| 308 | Orthopaedics (NDDH Outpatients)            | Neither Likely nor Unlikely |   |  | Female | 36-45   | White British |  |
| 309 | Orthopaedics (NDDH Outpatients)            | Unlikely                    | Long waiting time.  |  |        |         |               |  |
| 310 | Orthopaedics (NDDH Outpatients)            | <i>Not entered</i>          | Does anyone like coming to a hospital?  |  | Male   | Over 65 | White British |  |
| 311 | Orthopaedics (NDDH Outpatients)            | <i>Not entered</i>          | I wouldn't recommend it purely because if you need a hospital appointment you need one. It's not generally a choice. The doctor/surgeons have been helpful and very good. | Waited for 50mins to see someone and was told they were running on time. | Female | 36-45   | White British |  |
| 312 | Orthopaedics (NDDH Outpatients)            | <i>Not entered</i>          | Where else is there?  | Not waiting so long.   | Male   | Over 65 | White British |  |
| 313 | Orthopaedics (NDDH Outpatients)            | <i>Not entered</i>          | Good service.   | Free parking.  | Male   | Over 65 | White British |  |
| 314 | Orthotics (NDDH Outpatients)               | Extremely Likely            |   |  | Female | 46-55   | White British |  |
| 315 | Pain Management Service (NDDH Outpatients) | Extremely Likely            |   |  | Male   | 56-65   | White British |  |
| 316 | Phlebotomy Clinic (NDDH Outpatients)       | Likely                      |   |  |        | 56-65   | White British |  |
| 317 | Physiotherapy (NDDH Outpatients)           | Extremely Likely            | Problem has been identified & hopefully on full road to recovery after pain for 2 years!!   |  |        |         |               |  |
| 318 | Physiotherapy (NDDH Outpatients)           | Extremely Likely            | Helpful. [Name withheld] was helpful.   | None.  | Male   | 36-45   | White British |  |
| 319 | Physiotherapy (NDDH Outpatients)           | Extremely Likely            | Kind, helpful staff.  |  | Female | 26-35   | White British |  |

|     |                                  |                  |  |                                     |        |         |               |  |
|-----|----------------------------------|------------------|--|-------------------------------------|--------|---------|---------------|--|
|     | Outpatients)                     |                  |  |                                     |        |         |               |  |
| 320 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Great advice - def recommend [name withheld].  |                                     | Female | 46-55   | White British |  |
| 321 | Physiotherapy (NDDH Outpatients) | Extremely Likely | The reception staff were very friendly, good telephone manner. Was well pleased with the treatment I received.   | Not as far as the physio dept goes. | Female | Over 65 | White British |  |
| 322 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Nurses and all are very welcoming and all do a good job.   |                                     | Female | 46-55   | White British |  |
| 323 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Reassured by history taking of my problem. Exercises given and positivity that problem can be resolved.  |                                     | Female | 56-65   | White British |  |
| 324 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Lovely staff.  |                                     | Female | 16-25   | White British |  |
| 325 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Very happy with my care.   |                                     | Female | 56-65   | White British |  |
| 326 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Have been coming to this hospital for many years & have always had outstanding service. My only complaint is waiting between own doctor & seeing a consultant at the hospital. |                                     | Female | Over 65 | White British |  |
| 327 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Clean, friendly, on time, good service all round.  | No.                                 | Male   | 46-55   | White British |  |
| 328 | Physiotherapy (NDDH Outpatients) | Extremely Likely | After a nasty fall in Spain, I was dealt with swiftly and professionally. Op on ankle was very successful as was my visit to Capener   |                                     | Female | 46-55   | White British |  |

|     |                                    |                    |  |                        |        |         |               |                |
|-----|------------------------------------|--------------------|--|------------------------|--------|---------|---------------|----------------|
|     |                                    |                    | despite them being very busy. Physio [name withheld] has been extremely helpful & reassuring in my road to recovery.   |                        |        |         |               |                |
| 329 | Physiotherapy (NDDH Outpatients)   | Likely             |  |                        |        |         | White British | Do not publish |
| 330 | Physiotherapy (NDDH Outpatients)   | Likely             |  |                        | Female | 36-45   | White British |                |
| 331 | Physiotherapy (NDDH Outpatients)   | Likely             |  |                        | Male   | Over 65 | White British | Do not publish |
| 332 | Physiotherapy (NDDH Outpatients)   | <i>Not entered</i> | The staff are very understanding.  |                        |        |         |               |                |
| 333 | Plastic Surgery (NDDH Outpatients) | Extremely Likely   | Pleasant staff, very efficient.  |                        | Male   | Over 65 | White British |                |
| 334 | Plastic Surgery (NDDH Outpatients) | Extremely Likely   | Like the way staff introduce themselves when pt. is called and ask what the pt. prefers to be called. Only criticism is there is no information displayed to show clinic waiting time as we got called in nearly 40 mins after apt time. |                        | Male   | Over 65 | White British |                |
| 335 | Plastic Surgery (NDDH Outpatients) | Extremely Likely   | We much appreciate this very valuable institution and the fabulous staff herein. Please take great care of it.   | Service is great.      |        | Over 65 |               |                |
| 336 | Plastic Surgery (NDDH Outpatients) | Likely             |  |                        | Female | 46-55   | White British | Do not publish |
| 337 | Plastic Surgery (NDDH Outpatients) | Likely             | Staff very helpful, friendly and reassuring. Fairly speedy service!  | No - it was very good. | Female | Over 65 | White British |                |

|     |                     |                  |  |                         |        |         |               |  |
|-----|---------------------|------------------|--|-------------------------|--------|---------|---------------|--|
| 338 | Radiology - CT scan | Extremely Likely | NDDH is always efficient, helpful & friendly. Without this hospital North Devon would be lost. Our nearest hospital is seventy miles away. A patient could be dead by then.  |                         | Female | Over 65 | White British |  |
| 339 | Radiology - CT scan | Extremely Likely |  |                         | Male   | 56-65   | White British |  |
| 340 | Radiology - CT scan | Extremely Likely | Staff were extremely helpful and explained each and every step in detail - nothing was left out. It felt at all times that I was with friends.   | No complaints at all.   | Male   | Over 65 | White British |  |
| 341 | Radiology - CT scan | Extremely Likely | Everyone excellent.  |                         | Male   | Over 65 | White British |  |
| 342 | Radiology - CT scan | Extremely Likely | I feel relaxed about having a CT scan.   | No - you are very good. | Female | Over 65 | White British |  |
| 343 | Radiology - CT scan | Extremely Likely | All staff professional, welcoming, kind and clear with explanations. Cannot fault them in attitude and all worked on time to the appointment given. Thank you.   |                         | Female | 46-55   | White British |  |
| 344 | Radiology - CT scan | Extremely Likely | I have been in need of treatment on several occasions & have always been impressed with the professionalism & friendliness of the staff. The treatment has always been of the highest standard and I would always recommend this hospital. |                         | Female | Over 65 | White British |  |

|     |                      |                  |   |  |        |         |               |                |
|-----|----------------------|------------------|---|--|--------|---------|---------------|----------------|
| 345 | Radiology - CT scan  | Extremely Likely | Friendly & understanding of what could be an embarrassing procedure. Explained in detail before scan.   |  | Female | Over 65 | White British |                |
| 346 | Radiology - CT scan  | Extremely Likely |   |  | Female | 46-55   | White British | Do not publish |
| 347 | Radiology - CT scan  | Extremely Likely | I was thrilled with how pleasant and helpful the staff were and also very impressed with the rubber lifting strap which aided me to sit up as I have no muscle control on my abdomen and it helped so much. |  | Female | 56-65   | White British |                |
| 348 | Radiology - CT scan  | Extremely Likely | I came for a CT scan. Friendly staff. Time in total half hour.  |  | Male   | Over 65 | White British |                |
| 349 | Radiology - CT scan  | Extremely Likely | I could not have been treated better. Everyone was friendly and kept me informed.   | I had to wait several hours at my initial OPD but, apart from that, everything has been very prompt. | Male   | Over 65 | White British |                |
| 350 | Radiology - CT scan  | Extremely Likely | I am a first timer in my hospital experience. My treatment from everyone has been excellent, professional, helpful and friendly. Couldn't be better.  | My first time. So no.  | Female | Over 65 | White British |                |
| 351 | Radiology - MRI scan | Extremely Likely |   |  | Female | 56-65   | White British | Do not publish |
| 352 | Radiology - MRI scan | Extremely Likely | Very friendly staff. Polite. Called in for MRI scan on time. Clean & tidy department, good facilities. Easy parking -   |  |        | 46-55   | White British |                |

|     |                        |                    |  |  |        |         |               |                |
|-----|------------------------|--------------------|--|--|--------|---------|---------------|----------------|
|     |                        |                    | reasonable charges.  |  |        |         |               |                |
| 353 | Radiology - MRI scan   | Likely             | Nearest hospital - the NDDH have saved my life once before.  | Maybe communicate a bit quicker for appointments but realise there has been a recent change in systems.  | Male   | 56-65   | White British |                |
| 354 | Radiology - MRI scan   | Likely             |  |  | Male   |         |               | Do not publish |
| 355 | Radiology - Ultrasound | Extremely Likely   | Always a lovely hospital, friendly staff and very clean. Treatment very professional.                            | Maybe reduce waiting time.   | Female | 46-55   | White British |                |
| 356 | Radiology - Ultrasound | Extremely Likely   |  |  | Female | Over 65 | White British |                |
| 357 | Radiology - Ultrasound | Extremely Likely   | Very polite, helpful, professional & prompt.   |  | Male   | 56-65   | White British |                |
| 358 | Radiology - Ultrasound | Likely             | Friendly staff, good communication.  | Better parking - nightmare!  | Female | 46-55   | White British |                |
| 359 | Radiology - Ultrasound | Likely             | Friendly people, caring, reasonably quick service.   |  | Male   | Over 65 | White British |                |
| 360 | Radiology - Ultrasound | Likely             | Helpful at main reception desk and ultrasound reception. Area clean and tidy, plenty of seating. Pleasant staff. | None.  | Male   | Over 65 | White British |                |
| 361 | Radiology - Ultrasound | Likely             |  |  | Female | 36-45   | White British |                |
| 362 | Radiology - Ultrasound | Likely             | Very good service but waiting times could be improved in Ultrasound & X-ray.                                     | Telling waiting patients how long they will have to wait and if they have instant referral from consultant whether it takes priority over appts. | Female | Over 65 | White British |                |
| 363 | Radiology - Ultrasound | <i>Not entered</i> | Early stages of treatment so not sure yet about service.   |  | Female | 36-45   | White British |                |

|     |                        |                    |   |   |        |         |               |  |
|-----|------------------------|--------------------|---|---|--------|---------|---------------|--|
| 364 | Radiology - Ultrasound | <i>Not entered</i> | Everywhere I go I'm really looked after. Everyone does a good job.  |   | Male   | Over 65 | White British |  |
| 365 | Radiology - X-ray      | Extremely Likely   | Lovely people to greet you. Quick, friendly service. Tidy & clean waiting area. Easy parking. Friendly staff. Warm and welcoming. My 4th visit to NDDH with my mother and very pleased with all areas of hospital as yet. | None.   | Female | 46-55   | White British |  |
| 366 | Radiology - X-ray      | Extremely Likely   | We have been attending this hospital for the past year and have always found your staff very helpful and attentive and are very grateful for this service.  | We are very satisfied with the service received. Keep going for the sake of this lovely hospital. | Female | Over 65 | White British |  |
| 367 | Radiology - X-ray      | Extremely Likely   |   |   | Male   | Over 65 | White British |  |
| 368 | Radiology - X-ray      | Extremely Likely   | Prompt, caring & professional.  |   | Female | 46-55   | White British |  |
| 369 | Radiology - X-ray      | Extremely Likely   | The wait was not long, considering it was a walk in and wait appointment. This was impressive.  |   | Female | 36-45   | White British |  |
| 370 | Radiology - X-ray      | Extremely Likely   | Used the clinic on various times - each time treated well.  |   | Female | Over 65 | White British |  |
| 371 | Radiology - X-ray      | Extremely Likely   | Just fabulous. Straight in - pleasant, gentle and sympathetic treatment.  | No. Seems good system. Those gowns are a bit of a nightmare to do up.                             | Female | Over 65 | White British |  |
| 372 | Radiology - X-ray      | Extremely Likely   | Extremely quick, very polite & professional.  |   | Female | 46-55   | White British |  |
| 373 | Radiology - X-ray      | Extremely Likely   | Quick and pleasant.   | Clear sign to the right X-ray department.   | Male   | Over 65 | White British |  |

|     |                   |                  |  |  |        |         |               |                |
|-----|-------------------|------------------|--|--|--------|---------|---------------|----------------|
| 374 | Radiology - X-ray | Extremely Likely | Because they get the job done. They are really helpful.  |  | Male   | 16-25   | White British |                |
| 375 | Radiology - X-ray | Extremely Likely | This is not a service where I have a choice to recommend to someone. Was sent by doctor, for an X-ray. However, service was very good. | Electronic information systems in waiting rooms, advising patients on times of waiting - similar to bus & train systems. | Male   | Over 65 | White British |                |
| 376 | Radiology - X-ray | Extremely Likely | Really good experience. Seen within 30mins! Only referred by my GP 2hrs prior.   | No!  | Male   | Over 65 | White British |                |
| 377 | Radiology - X-ray | Extremely Likely |  |  | Female | 46-55   | White British | Do not publish |
| 378 | Radiology - X-ray | Extremely Likely | Everything I have been here for has been prompt, efficient, very pleasant staff, helpful.  |  | Male   | Over 65 | White British |                |
| 379 | Radiology - X-ray | Extremely Likely | Always excellent at NDDH.  |  | Male   | Over 65 | White British |                |
| 380 | Radiology - X-ray | Extremely Likely | Good service.  |  | Female | 56-65   | White British |                |
| 381 | Radiology - X-ray | Extremely Likely |  |  | Male   | Over 65 | White British |                |
| 382 | Radiology - X-ray | Extremely Likely | Seen quickly. Polite staff. Efficient service - drop-in appt.  |  | Female | 56-65   | White British |                |
| 383 | Radiology - X-ray | Extremely Likely | None.  | Better parking. Cut out the people working in town using car park. Stop smoking at main doors.                           | Male   | Over 65 | White British |                |
| 384 | Radiology - X-ray | Extremely Likely | We are here lots of times in the past & present and find the service very good to us. Thank you.                                       |  | Male   | Over 65 | White British |                |
| 385 | Radiology - X-ray | Extremely Likely | Referred by GP, seen very promptly, was treated  |  | Male   | 56-65   | White British |                |



|     |                   |                  |  |  |        |         |               |                |
|-----|-------------------|------------------|--|--|--------|---------|---------------|----------------|
|     |                   |                  | with great care and professionalism by [name withheld] - made me feel relaxed!   |  |        |         |               |                |
| 386 | Radiology - X-ray | Extremely Likely | First visit to the hospital - very friendly and helpful.   | None yet!  | Female | 56-65   | White British |                |
| 387 | Radiology - X-ray | Extremely Likely | Helpful, professional staff. Questions answered and additional advice given. Much appreciated.   |  | Male   | 36-45   | White British |                |
| 388 | Radiology - X-ray | Extremely Likely | Barnstaple Hospital has always provided brilliant service for me and all my family. Friendly, helpful staff who give their all. A much needed & appreciated service. | Can't think of anything because have never had a problem with any department.                            |        | Over 65 | White British |                |
| 389 | Radiology - X-ray | Extremely Likely | Patience, courtesy & knowledge.  |  | Male   | Over 65 | White British |                |
| 390 | Radiology - X-ray | Extremely Likely |  |  | Female | Over 65 | White British | Do not publish |
| 391 | Radiology - X-ray | Extremely Likely | Quick response, having visited my GP - date & time given & reminders by phone.   | More parking spaces would help.  | Male   | 56-65   | White British |                |
| 392 | Radiology - X-ray | Extremely Likely | Staff courteous and efficient.   | Only quicker turn round, but it is understood this is not always possible when demand is high.           | Male   | Over 65 | White British |                |
| 393 | Radiology - X-ray | Extremely Likely |  | TV on or music, very quiet and a bit uncomfortable in a full waiting room. A few more magazines to read. | Male   | 36-45   | White British |                |
| 394 | Radiology - X-ray | Extremely Likely | Cannot fault the service.  | Have a larger or multi-storey car park.  | Male   | 56-65   | White British |                |
| 395 | Radiology - X-ray | Extremely Likely | Fast, friendly, excellent  |  | Male   | Over 65 | White British |                |

|     |                   |                  |   |   |        |         |               |                |
|-----|-------------------|------------------|---|---|--------|---------|---------------|----------------|
|     |                   |                  | service. Thank you.   |   |        |         |               |                |
| 396 | Radiology - X-ray | Extremely Likely | Never had any problems here.  |   | Male   | 36-45   | White British |                |
| 397 | Radiology - X-ray | Extremely Likely | Excellent service. Helpful and friendly staff.  | No. Very good service.  | Male   | Over 65 | White British |                |
| 398 | Radiology - X-ray | Extremely Likely | I was treated with care & respect.  |   | Female | Over 65 | White British |                |
| 399 | Radiology - X-ray | Extremely Likely | Quick, friendly, professional service.  |   | Female | 36-45   | White British |                |
| 400 | Radiology - X-ray | Extremely Likely |   |   | Female | 46-55   | White British | Do not publish |
| 401 | Radiology - X-ray | Extremely Likely | Very pleasant, helpful & kind staff. Was kept up-to-date with what was happening in dept. due to an emergency & the delay this caused in attending to patients waiting for X-ray/scans. |   | Female | Over 65 | White British |                |
| 402 | Radiology - X-ray | Extremely Likely | The first class service I have been given.  | Difficult to improve such excellence!   | Male   | Over 65 | White British |                |
| 403 | Radiology - X-ray | Likely           |   |   | Female | 36-45   | White British |                |
| 404 | Radiology - X-ray | Likely           | Although it was a long wait I think other hospitals have longer waiting time.   | Longer free parking - 15mins not enough. As we get near 70's we need so many hospital appointments - it's a fortune in parking and pension. | Female | Over 65 | White British |                |
| 405 | Radiology - X-ray | Likely           |   | Very good.  | Male   | Over 65 | White British |                |
| 406 | Radiology - X-ray | Likely           | Good, efficient service.  |   | Female | Over 65 | White British |                |
| 407 | Radiology - X-ray | Likely           |   |   | Female | 56-65   | White British |                |
| 408 | Radiology - X-ray | Likely           | Helpful staff.  |   |        | Over 65 | White British |                |
| 409 | Radiology - X-ray | Likely           | Well looked after.  |   |        | Over 65 | White British |                |
| 410 | Radiology - X-ray | Likely           | If you need an X-ray you  | Help with getting up off  | Female | 56-65   | White British |                |

|     |                   |                             |   |   |        |         |                    |  |
|-----|-------------------|-----------------------------|---|---|--------|---------|--------------------|--|
|     |                   |                             | need one!! But if I knew a person was coming for an X-ray I would tell them the care in this department is very good. | X-ray table once finished.                                |        |         |                    |  |
| 411 | Radiology - X-ray | Likely                      | Service offered.  |   | Male   | 26-35   | Other ethnic group |  |
| 412 | Radiology - X-ray | Likely                      | Very helpful staff. Stress-free atmosphere.   | Give people an estimate of time that will take.           | Male   | 46-55   | White British      |  |
| 413 | Radiology - X-ray | Likely                      | Staff need to be more friendlier.   | Car park needs to be bigger. More disabled spaces needed. | Male   | 46-55   | White British      |  |
| 414 | Radiology - X-ray | Likely                      | Made to feel comfortable and welcome. Positive ambience (light squares changing colour).                              |   | Female | Over 65 | White British      |  |
| 415 | Radiology - X-ray | Likely                      | Polite, helpful staff, despite the challenges of the high demands clearly placed on them.                             |   | Male   | 56-65   | White British      |  |
| 416 | Radiology - X-ray | Likely                      | Friendly and pleasant staff.  |   | Female | 36-45   | White British      |  |
| 417 | Radiology - X-ray | Likely                      |   |   | Female | 26-35   | White British      |  |
| 418 | Radiology - X-ray | Likely                      | Don't think an X-ray is something one would recommend - one either needs it or not but staff polite & helpful.        | More staff!?  | Female | Over 65 | White British      |  |
| 419 | Radiology - X-ray | Neither Likely nor Unlikely | Not a regular visitor (only second visit) and waiting times are an issue.   | Cut waiting times.  | Female | 46-55   | White British      |  |
| 420 | Radiology - X-ray | Extremely Unlikely          | Waiting time over an hour and still waiting!  | Speed it up.  | Female | 56-65   | White British      |  |
| 421 | Radiology - X-ray | <i>Not entered</i>          | Very efficient.   |   | Female | Over 65 | White British      |  |
| 422 | Radiology - X-ray | <i>Not entered</i>          | We need our NHS. We   | Keep our NHS in good                                      | Male   | 56-65   | White British      |  |

|     |                              |                             |   |  |        |         |                    |                |
|-----|------------------------------|-----------------------------|---|--|--------|---------|--------------------|----------------|
|     |                              |                             | need to access treatment that is provided by our NHS. The staff work hard and this is our hospital.   | repair by ensuring the resources are made available by government.         |        |         |                    |                |
| 423 | Radiology - X-ray            | <i>Not entered</i>          | Because it saves us a journey to Exeter which is over 70 miles.   |  |        | Over 65 | White British      |                |
| 424 | Radiology - X-ray            | <i>Not entered</i>          | I understand the doctors forward patients for scans etc.  |  | Male   | 56-65   | White British      |                |
| 425 | Radiology - X-ray            | <i>Not entered</i>          |   |  | Male   | 56-65   | White British      | Do not publish |
| 426 | Radiology (NDDH Outpatients) | Extremely Likely            |   |  | Male   | Over 65 | White British      | Do not publish |
| 427 | Radiology (NDDH Outpatients) | Extremely Likely            | Fast, efficient, friendly service.  |  | Male   | 36-45   | Other ethnic group |                |
| 428 | Radiology (NDDH Outpatients) | Extremely Likely            |   |  | Female | Over 65 | White British      | Do not publish |
| 429 | Radiology (NDDH Outpatients) | Likely                      |   | No.  | Female | 56-65   | White British      |                |
| 430 | Radiology (NDDH Outpatients) | Likely                      | Appointment was on time.  |  | Female | 16-25   | White British      |                |
| 431 | Radiology (NDDH Outpatients) | Likely                      | Helpful service, assistant was very good. Although arrived early (15 minutes) as requested but was still a further 25 minutes after appointment time, with no explanation or apology. |  | Female | 56-65   | White British      |                |
| 432 | Radiology (NDDH Outpatients) | Neither Likely nor Unlikely |   | Larger waiting area.   | Female | 56-65   | White British      |                |
| 433 | Radiology (NDDH Outpatients) | Unlikely                    | After the scan and bloods we were told to report back at 11am. We reported back at said time. But we waited over one hour and 30 mins before  | I know it might sound easy but the system should operate more efficiently. | Female | Over 65 | White British      |                |

|     |                                 |                  |  |  |        |         |               |  |
|-----|---------------------------------|------------------|--|--|--------|---------|---------------|--|
|     |                                 |                  | being attended to.   |  |        |         |               |  |
| 434 | Respiratory (NDDH Outpatients)  | Extremely Likely | After an unexpected few days in hospital in August, this is my first follow-up appointment. Excellent treatment by A&E, MAU and ward (Glossop). Dedicated and attentive staff. Was kept well informed. |  | Female | 56-65   | White British |  |
| 435 | Respiratory (NDDH Outpatients)  | Extremely Likely |  |  |        |         |               |  |
| 436 | Respiratory (NDDH Outpatients)  | Extremely Likely | Very prompt appointment & treatment.   |  | Male   | Over 65 | White British |  |
| 437 | Respiratory (NDDH Outpatients)  | Extremely Likely | Everybody I have dealt with at the hospital has been polite, friendly & most helpful.  | None necessary.  | Male   | Over 65 | White British |  |
| 438 | Respiratory (NDDH Outpatients)  | Likely           | Always polite, helpful staff, working to the best of their ability within the constraints placed on them.  | Making more car parking available as appointments need to run on time & if you cannot park you cannot attend!! | Male   | Over 65 | White British |  |
| 439 | Rheumatology (NDDH Outpatients) | Extremely Likely | I have complete faith in this department and staff. I feel I am very lucky to have this wonderful team looking after me.   | Governing bodies to keep supporting the great Rheumatology dept.   | Male   | 56-65   | White British |  |
| 440 | Rheumatology (NDDH Outpatients) | Extremely Likely | The dept. is excellent. Just busy to get appts.  | The only suggestion is the car parking. It seems to get worse with every visit.                                | Female | Over 65 | White British |  |
| 441 | Rheumatology (NDDH Outpatients) | Extremely Likely | Have been seen and dealt with with kindness, information and questions   |  | Female | Over 65 | White British |  |

|     |                                      |                    |  |   |        |         |               |                |
|-----|--------------------------------------|--------------------|--|---|--------|---------|---------------|----------------|
|     |                                      |                    | answered. All the staff I have met have been helpful.  |   |        |         |               |                |
| 442 | Rheumatology (NDDH Outpatients)      | Extremely Likely   |  |   | Female | Over 65 | White British |                |
| 443 | Rheumatology (NDDH Outpatients)      | Likely             | To help [illegible] and improve the hospital service.  | The appointment system needs urgent improvement. I have to remind the system that my appointments have not been systematically sent as [illegible] the result that they are 3/4 months overdue. | Female | Over 65 | White British |                |
| 444 | Rheumatology (NDDH Outpatients)      | <i>Not entered</i> | The NHS is the only option for people with normal financial means & Northern Devon Healthcare only supplier for North Devon. | Avoid overbooking e.g. Tuesday morning known to be extremely busy & car park full.  | Female | 56-65   | White British |                |
| 445 | Seamoor Unit (NDDH Outpatients)      | Extremely Likely   | Very caring staff. Give time to explain situations & options.  |   | Female | Over 65 | White British |                |
| 446 | Upper Limb Clinic (NDDH Outpatients) | Likely             |  |   | Female | Over 65 | White British | Do not publish |
| 447 | Urology (NDDH Outpatients)           | Extremely Likely   | Excellent service. Kind, friendly staff.   |   | Male   | 56-65   | White British |                |
| 448 | Urology (NDDH Outpatients)           | Extremely Likely   | The service has always met my satisfaction.  | None that springs to mind!!   | Male   | Over 65 | White British |                |
| 449 | Urology (NDDH Outpatients)           | Extremely Likely   |  |   | Male   | Over 65 | White British | Do not publish |
| 450 | Urology (NDDH Outpatients)           | Likely             | Service invariably on time and always appropriate to my needs.   | No.   | Male   | Over 65 | White British |                |
| 451 | Vascular (NDDH Outpatients)          | Likely             | Service excellent.   | More staff needed.  | Female | Over 65 | White British |                |

### Qualitative Feedback - Sep-17 - Children and young person's FFT card responses

|   | Clinic / department attended          | FFT card completed by:  | Friends and Family Test response | Would you mind telling us why you gave that answer?   | What do you think was good about your visit? | What could we have done better?   | Gender | Age     | Ethnicity     | Please tick this box if you DO NOT wish your answers ever to be made public. |
|---|---------------------------------------|-------------------------|----------------------------------|---|--|---|--------|---------|---------------|--|
| 1 | Audiology/ENT (NDDH Outpatients)      | Parent/ Guardian/ Carer | Yes                              | Friendly receptionist and lots of toys for child to play with.                              | Smooth in department appointment.            | Parking - horrendous and very unhelpful man on guest services in foyer. | Female | Under 6 | White British |  |
| 2 | Audiology/ENT (NDDH Outpatients)      | Parent/ Guardian/ Carer | Yes                              |   |  |   | Female |         | White British | Do not publish   |
| 3 | Audiology/ENT (NDDH Outpatients)      | Parent/ Guardian/ Carer | Yes                              |   |  |   | Male   | 6-8     | White British | Do not publish   |
| 4 | Audiology/ENT (NDDH Outpatients)      | Parent/ Guardian/ Carer | Yes                              | Very nice staff.  | The people.                                  |   | Female | Under 6 | White British |  |
| 5 | Audiology/ENT (NDDH Outpatients)      | Patient                 | Maybe                            | Because sometimes it's a long wait.   | We didn't have to wait too long.             | Nothing.  | Male   | 12-15   | White British |  |
| 6 | Audiology/ENT (NDDH Outpatients)      | Parent/ Guardian/ Carer | I don't know                     | Because you never get the appointments to ask for and given the ones you asked not to have. | We got to see [name withheld].               |   | Male   | 12-15   | White British |  |
| 7 | Clinic / department not entered (NDDH | Parent/ Guardian/ Carer | Yes                              | Because every time we have come, staff are very nice  | The kindness of staff.                       |   | Male   | 9-11    | White British |  |

|    |  |                         |       |   |  |                     |        |         |               |  |
|----|--|-------------------------|-------|---|--|---------------------|--------|---------|---------------|--|
|    | Outpatients)                                       |                         |       | to us.  |  |                     |        |         |               |  |
| 8  | Clinic / department not entered (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   | Consultants are friendly & help with any queries.   | On time and efficient.   |                     | Male   | Under 6 | White British |  |
| 9  | EEG / EMG (NDDH Outpatients)                       | Not entered             | Yes   |   |  |                     | Female | 9-11    | White British |  |
| 10 | EEG / EMG (NDDH Outpatients)                       | Not entered             | Yes   | Time and patience and very welcoming and helpful. Thank you for making a difficult time ok.           |  |                     | Female | Under 6 | White British |  |
| 11 | EEG / EMG (NDDH Outpatients)                       | Not entered             | Yes   | Friendly & helpful staff.   | Very informative.  |                     | Male   | 12-15   | White British |  |
| 12 | EEG / EMG (NDDH Outpatients)                       | Parent/ Guardian/ Carer | Yes   | Staff were friendly. Good service.  | The staff were very nice.  |                     | Female | 12-15   | White British |  |
| 13 | EEG / EMG (NDDH Outpatients)                       | Parent/ Guardian/ Carer | Yes   | Excellent service. Very kind & very good with my little boy. Thank you.                               | Kind, caring & given lots of information. Excellent service.     | Nothing. Thank you. | Male   | 6-8     | White British |  |
| 14 | Eye Clinic (NDDH Outpatients)                      | Parent/ Guardian/ Carer | Yes   | [Name withheld] was lovely. They were very patient with my 4 y/o daughter, explaining things clearly. | Receptionists are lovely. [Name withheld] was very professional. | Nothing.            | Female | Under 6 | White British |  |
| 15 | Eye Clinic (NDDH Outpatients)                      | Parent/ Guardian/ Carer | Yes   | Friendly. Toys to play with. Not a long wait.   |  |                     | Male   | 6-8     | White British |  |
| 16 | Eye Clinic   | Parent/                 | Maybe | Waiting times can   | The staff are  | Perhaps being       | Male   | 6-8     | White         |  |



|    |                                    |                         |     |  |   |   |        |         |               |  |
|----|------------------------------------|-------------------------|-----|--|---|---|--------|---------|---------------|--|
|    | (NDDH Outpatients)                 | Guardian/ Carer         |     | be very long.  | friendly and efficient.   | informed of approximate waiting times upon arriving. We arrived 20mins prior to our appointment, as instructed, yet we waited a further 40mins before we were seen. |        |         | British       |  |
| 17 | Fracture Clinic (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes | They have stuff here to keep the children occupied whilst waiting for appointment. |   | Nothing.  | Female | Under 6 | White British |  |
| 18 | Genetics (NDDH Outpatients)        | Parent/ Guardian/ Carer | Yes | We are very happy with the service.  | My daughter had a good selection of toys whilst waiting. We didn't have to wait long. | Nothing we can think of.  | Female | 9-11    | White British |  |
| 19 | Maxillofacial (NDDH Outpatients)   | Patient                 | Yes | We enjoyed some of the books! Is best hospital in the world and cos my mum work.   | The water is cold and warm the consultant way.  | Really nice. [Name withheld] was great and spoke to my daughter which made her feel empowered.  | Female | Under 6 | White British |  |
| 20 | Maxillofacial (NDDH Outpatients)   | Parent/ Guardian/ Carer | Yes | Consultant was fantastic with my child.  | We got our apt. on time.  | Make more soft play.  | Female | 12-15   | White British |  |
| 21 | Maxillofacial (NDDH Outpatients)   | Parent/ Guardian/ Carer | Yes | I have had two of my children have tongue tie treatment here.                      | They were understanding and very helpful.   | Not such a long waiting times.  | Male   | Under 6 | White British |  |

|    |                                  |                         |       |   |   |                               |        |         |               |                |
|----|----------------------------------|-------------------------|-------|---|---|-------------------------------|--------|---------|---------------|----------------|
|    |                                  |                         |       | Always been treated well.   |   |                               |        |         |               |                |
| 22 | Ophthalmology (NDDH Outpatients) | Patient                 | Yes   |   |   |                               | Male   | 12-15   | White British | Do not publish |
| 23 | Ophthalmology (NDDH Outpatients) | Parent/ Guardian/ Carer | Maybe | It is very good with the equipment and staff make it comfortable and fun for the kids but the waiting time is still lacking behind. | It was fun and comfortable for kids.                    | Be more on time, if possible. | Female | Under 6 | White British |                |
| 24 | Orthoptist (NDDH Outpatients)    | Not entered             | Maybe | Seating area is not good for me to play with the toys, not enough space.  | Just the toys.  | Been on time!                 |        | Under 6 | White British |                |
| 25 | Radiology - MRI scan             | Patient                 | Yes   | Because they are polite staff and managed to fit me in for an MRI.  | How quick the service was and how polite all staff are. | Nothing.                      | Male   | 12-15   | White British |                |
| 26 | Radiology - X-ray                | Not entered             | Yes   | Everyone is so friendly and on time, even going to have an X-ray that we didn't know about we didn't have to wait very long.        |   |                               | Male   |         | White British |                |
| 27 | Radiology - X-ray                | Parent/ Guardian/ Carer | Yes   | Because people are friendly and are always looking to be with you.  |   |                               |        |         |               |                |