

Outpatients - North Devon District Hospital - Friends and Family Test - Oct-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:

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

(Yes)
(Yes + Maybe + No + Don't know)

'Would not recommend' percentage is calculated as follows:

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

(No)
(Yes + Maybe + No + Don't know)

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Oct-17	354	94.9	1.4	3.7

Qualitative Feedback - Oct-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	Always helpful, concerned, understanding, professional & efficient.		Female	56-65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Have always found all staff extremely helpful and caring.	No.	Female	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Simple. It's the best.	None.		Over 65	White British	
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very helpful, thorough and courteous.		Male	56-65	White British	
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
6	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very good communication and care.					
7	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	All very helpful & knowledgeable. Thank you!	A little erratic in terms of appointments etc.	Female	56-65	White British	

8	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Quick and wonderful service. Thank you.	No. Very good.		Over 65	White British	
9	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Good parking - reasonable. Good care - friendly staff.		Female	56-65	White British	
10	Audiology/ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
11	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		Female	36-45	White British	
12	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very prompt service, kind, efficient and calm staff. Clean and comfortable waiting area. Overall 9/10.					
13	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have received excellent help & service at ENT, Audiology & OPD. I recommend it to anyone I speak to.	None I can think of.	Female	Over 65	White British	
14	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Staff pleasant and helpful and truthful.	By providing more porters (taken to & from ward today to attend).	Female	Over 65	White British	
15	Audiology/ENT (NDDH Outpatients)	Extremely Likely	I have just had a brilliant experience.		Female	56-65	White British	
16	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Staff always so helpful.		Male	56-65	White British	
17	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Been treated very well and had appointments as soon as needed.		Male	Over 65	White British	
18	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very satisfactory.		Female	Over 65	White British	
19	Audiology/ENT (NDDH Outpatients)	Extremely Likely	This is a great hospital.		Male	Over 65		
20	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Seen on time by pleasant staff & given a good explanation of what had found plus next step in					

			treatment.					
21	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Friendly staff.		Male	Over 65	White British	
22	Audiology/ENT (NDDH Outpatients)	Extremely Likely	Very happy with treatment received. However, not aware of any other options. Are there other options?	Difficult with parking induces stress. Not easily solved, I realise.	Female	Over 65	White British	
23	Audiology/ENT (NDDH Outpatients)	Likely	Would be nice to be seen on time. The person I saw hadn't seen a patient before me for 40mins. I was 20 mins after appointment time.	1) Stop testing fire alarms during office hours. It went off 15 to 17 times in the 40mins I sat in the waiting room. 2) Stop charging for car parking. If not stop charging for 2 hours minimum, minimum charge should be 1 hour.	Male	Over 65	White British	
24	Audiology/ENT (NDDH Outpatients)	Likely	Always have good service in Audiology dept.	Same old story I'm afraid. Please, more car parking. We are having to arrive early to get one!	Male	56-65	White British	
25	Audiology/ENT (NDDH Outpatients)	Likely	Distance very far - 1 hour away from us. Appointment at 9am and was not seen till 9.30am.	Keep patients up-to-date on delays so you do not feel like you are waiting endlessly.	Female	16-25	White British	
26	Audiology/ENT (NDDH Outpatients)	Likely	Always friendly and helpful staff.	Need proper 2 lane control on the expensive new roundabout! Car parking can be a nightmare over 20mins from roundabout.	Male	Over 65	White British	
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because everyone was so helpful and friendly and made me feel at ease.		Female	46-55	White British	

28	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick referral & efficiently handled.		Female	56-65	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Sympathetic & friendly staff.		Female	56-65	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very organised.			46-55	White British	
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly staff, reassuring. Clear advice and instructions.	No, was great.	Female	36-45	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly staff who explained the procedures well. Pleasant surroundings - very clean and bright. Not too noisy.		Female	56-65	White British	
34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because they were very quick and very helpful.		Female	Over 65	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	Pleasant staff, clear, informative, easy access to the [illegible].		Female	Over 65	White British	
36	Breast Clinic (NDDH Outpatients)	Extremely Likely	Welcomed with a smile. Comfortable & airy waiting area. Treatment given excellent. Thank you all. [name withheld].	Not really. However, a prominent notice re: toilet areas always useful.	Female	Over 65	White British	
37	Breast Clinic (NDDH Outpatients)	Likely	Friendly staff.			36-45	White British	
38	Breast Clinic (NDDH Outpatients)	Likely	Friendly staff.		Female	16-25	White British	
39	Breast Clinic (NDDH Outpatients)	Likely		Parking needs to be better.	Female	36-45	White British	
40	Breast Clinic (NDDH Outpatients)	Likely	Prompt & friendly approach under what could be a stressful situation.		Female	46-55	White British	

41	Breast Clinic (NDDH Outpatients)	Likely	Friendly service but had to wait a long time!		Female	Over 65	White British	
42	Breast Clinic (NDDH Outpatients)	<i>Not entered</i>	Out of necessity.	Waiting times [illegible].	Female	Over 65	White British	
43	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Greatly increased my confidence after heart surgery.					
44	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Organised exercise & control.		Male	Over 65	White British	
45	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Because it gives you a lot more confidence to do things.		Female	Over 65	White British	
46	Cardiology (NDDH Outpatients)	Extremely Likely	Visited for annual ICD check. Reception & service area always excellent.	None.	Male	Over 65	White British	
47	Cardiology (NDDH Outpatients)	Extremely Likely	Very thorough discussion re: medication, symptoms, recent treatment etc. & invitation to ask any questions in a calm, unrushed appointment. Next steps explained fully.		Male	Over 65	White British	
48	Cardiology (NDDH Outpatients)	Extremely Likely	Very happy with all the treatment I & my family have received at this hospital. The only concern is parking for appointments as this could be stressful if it's very busy. Could do with extra parking for patients at bottom of hospital.	Better parking for patients.	Male	Over 65	White British	
49	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	A splendid & kind team, helpful & friendly. A pleasure to visit.		Female	Over 65	White British	

50	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I attended cardio resp opd with my mum [name withheld]. The practitioners were all really helpful, kind and patient. Especially [name withheld] who took monitor off and lady who put it on. It was really, really reassuring. Thank you.		Female	Over 65	White British	
51	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent, friendly care.		Female	Over 65	White British	
52	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Treatment is good, everyone works hard and is friendly.		Female	16-25	White British	
53	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	First class service.		Male	Over 65	White British	
54	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very friendly staff, quick to be seen and nice atmosphere.		Female	36-45	White British	
55	Cardio-respiratory (NDDH Outpatients)	<i>Not entered</i>	Parking.					
56	Care of the Elderly (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
57	Care of the Elderly (NDDH Outpatients)	Extremely Likely	I am very happy with the service I have received.		Male	Over 65	White British	
58	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Efficient service.		Female	56-65	White British	
59	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Thorough, professional care and follow-up treatment. Timely management of care. Good cross-professional communication and links i.e. consultant (NDDH) -					

			GP.					
60	Care of the Elderly (NDDH Outpatients)	Extremely Likely				Over 65	White British	
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Both my husband & myself have always had excellent care & courtesy each time we have visited. We are very fortunate to have the NDDH.		Female	Over 65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				46-55	White British	Do not publish
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I've been coming here for 10 years & never had anything other than superb & timely treatment.					
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always helpful.		Male	Over 65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	New to area and so much better in every way to [illegible] hospital.		Female	Over 65	White British	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Service very good and quick.			Over 65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have just been to see a practitioner & has given me more answers than anyone else, & they were		Female	Over 65	White British	

			very easy to talk to & a nice manner.					
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick & easy, friendly environment.		Male	Over 65	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have been very helpful with helping me through my broken arm.		Female	46-55	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We are impressed by service (but recommend having cancer!)	Free cup of coffee.	Female	46-55	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff lovely and caring.	Service excellent.	Female	Over 65	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great support from all staff. Generally prompt service. Marvellous, skilled practitioner.	Decide to operate quicker. 12 months in harness/sling was too long.	Female	Over 65	White British	
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very well looked after.		Male	Over 65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Not much waiting for.	No.	Male	36-45	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service.	No.	Male	26-35	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The NHS is still the best health service in the world.	Try to estimate and give wait times, for next action.	Male	Over 65	White British	

81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely						
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always good in finding out how I feel and then responding to my needs.		Female	46-55	Other ethnic group	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The treatment that I receive from this healthcare is excellent.	None.	Female	Over 65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Parking terrible.		Female	Over 65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent treatment, pleasant nurses.	Better parking, it took 20 minutes to get a parking spot.	Female	Over 65	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very prompt & friendly.		Female	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful, efficient & pleasantness.	Wonderful as it is.		Over 65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always been seen within a reasonable time.		Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone so helpful and polite. Extremely good service every time I come. I am long term ill and appreciate the care.	Take next appointment [illegible]. No need for letter.	Female	Over 65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick service.		Female	36-45	White British	
92	Clinic / department	Extremely Likely	Long time parking - v.	No. Except bigger car		Over 65	White British	

	not entered (NDDH Outpatients)		busy. But we were seen before appointment.	park so as not to miss appointment.				
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always polite and quick. Very helpful.		Female	36-45	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful results.		Female	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My appointment today was on time and my examination very thorough.		Male	Over 65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Lovely, lovely people.		Female	36-45		
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	In an emergency situation the response was extremely good. Thank you!					
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Service has been v. good from friendly, helpful & caring staff. All levels.	No.	Male	46-55	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The services given by [names withheld] are excellent. Nurses are very pleasant. Phlebotomists need training.	Just the appointment system needs improving. Why not book on way out?	Female	Over 65	White British	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My wife has had treatment & surgery for many years. Regrettably,	Appointments re: Dr. [name withheld] need to have serious attention.	Male	Over 65	White British	

			pancreatic cancer claimed her. Thankful for the skill of the surgeons. Difficulty at present with appointments system [illegible] visits in hands, chaotic booking and cancellation and then saying I had [illegible] appointments. Small complaint by comparison.					
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good.	No. It is good.	Male	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I like this service and I would recommend it.	Timing would be appreciated.	Male	26-35	Asian / Asian British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We feel that the hospital does an excellent job & without it life for us & people of our age would be most difficult.		Female	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	As a pensioner, I find that the attention and care given is the best I can receive within the constraints of the health service.		Male	Over 65	White British	
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service.	Keep doing what you are doing so well.	Male	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very efficient.	It seems ok to me.	Male	56-65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff were polite, service very efficient. Hopefully,		Male	46-55	White British	

	Outpatients)		won't need again but wouldn't worry if I did.					
110	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent in all fields, thank you. Friendly, knowledgeable and manner.	Not at this moment in time.		Over 65	White British	
111	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care and explanation of treatment & why.	Just carry on the same.	Female	Over 65	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely	Thought the service was good but not great.					
113	Clinic / department not entered (NDDH Outpatients)	Likely	Efficient and helpful.	All seems ok.	Male	Over 65	White British	
114	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
115	Clinic / department not entered (NDDH Outpatients)	Likely	To inform them of my own experience which has always been satisfactory regarding staff's pleasantness & my treatment .		Male	Over 65	White British	
116	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly staff.		Female	46-55	White British	
117	Clinic / department not entered (NDDH Outpatients)	Likely	Happy with treatment.	None.	Male	Over 65	White British	
118	Clinic / department not entered (NDDH Outpatients)	Likely	Treatment is excellent.	Appointments seem difficult to arrange.	Male	Over 65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are polite & efficient.		Female	Over 65	White British	

120	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	
121	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly team. Willing to explain. Felt at ease.		Male	Over 65	White British	
122	Clinic / department not entered (NDDH Outpatients)	Likely	I have always been satisfied with staff & helpfulness.			Over 65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are very friendly and extremely helpful. They are sadly constrained by unacceptably long waiting lists.	My daughter has to travel from Gloucestershire to accompany me to my appointments. I need time to arrange this. My wife has dementia. I care for her early morning, Appointments are very difficult for that reason. I need late morning appointments but while that used to be possible now it is not using TrakCare.	Male	Over 65	White British	
124	Clinic / department not entered (NDDH Outpatients)	Likely				46-55	White British	
125	Clinic / department not entered (NDDH Outpatients)	Likely	Cos of long waiting time.		Male	Over 65	Other ethnic group	
126	Clinic / department not entered (NDDH Outpatients)	Likely	I have always been treated with respect, care and my appointment times are usually kept. I have no complaints.		Male	Over 65	White British	
127	Clinic / department	Likely	Very good when you get			Over 65	White British	

	not entered (NDDH Outpatients)		to see people. Very poor at keeping to appointment times.					
128	Clinic / department not entered (NDDH Outpatients)	Likely	Staff very helpful.	No.	Female	26-35	White British	
129	Clinic / department not entered (NDDH Outpatients)	Likely	Wait a little long. Computers slow. Staff very friendly & helpful.	Sort the computers out. Speed up waiting time.	Female	46-55		
130	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely				Over 65	White British	
131	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>			Male	56-65	White British	Do not publish
132	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>			Male	26-35	White British	
133	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Nowhere else to go.		Male	46-55	White British	
134	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	As this hospital is my nearest hospital as we have to travel 1 hour and ¼.	To make sure that you are seen on time without ½ hour waits if we leave to make it on time so [illegible].	Female	Over 65	White British	
135	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Not something I'd like to talk about.	Being on time!!!	Male	56-65	White British	
136	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>		I was very pleased with my appointment.	Female	Over 65	White British	
137	Colorectal (NDDH Outpatients)	Extremely Likely	Very quick service.					
138	Colorectal (NDDH Outpatients)	Extremely Likely	Excellent service all through.	No. Everything seems to work well.	Male	Over 65	White British	

139	Colorectal (NDDH Outpatients)	Extremely Likely	Everyone seen in the department was charming, attentive, very kind and made me feel that I mattered to them. I was treated with utmost dignity. Thank you for my care, which is very much appreciated.	I had an excellent experience, nothing to improve.	Female	Over 65	White British	
140	Colorectal (NDDH Outpatients)	Likely	On the whole, service is good, but always seems to be long waiting time. Staff remain friendly despite outpatients always being so busy and delayed.	Car park was full, unable to park in hospital grounds.	Female	56-65	White British	
141	Dietetics (NDDH Outpatients)	<i>Not entered</i>			Female	Over 65	White British	Do not publish
142	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
143	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very helpful [illegible] person. Very happy with the team.	No. Very happy.	Female	46-55	White British	
144	EEG / EMG (NDDH Outpatients)	Extremely Likely	The lady I seen was very nice taking me, telling me what she was doing all the time and making I am ok.		Female	26-35	White British	
145	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very pleasant, quick service.		Male	16-25	White British	
146	EEG / EMG (NDDH Outpatients)	Extremely Likely	Treatment was carried out efficiently with all due concern for any fears that I may have had.	No.		Over 65	White British	
147	EEG / EMG (NDDH Outpatients)	Extremely Likely	First class service in all department.		Male	Over 65	White British	
148	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	36-45	Mixed / Multiple	Do not publish

						ethnic groups	
149	EEG / EMG (NDDH Outpatients)	Extremely Likely	Everything explained throughout the procedure. Informative. Reassuring. Excellent all round.		Male	56-65	White British
150	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	Do not publish
151	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British Do not publish
152	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service.	Appointment service is a bit haphazard for follow-up appointments. Constantly having to ring up to press for appointment!	Male	Over 65	White British
153	Eye Clinic (NDDH Outpatients)	Extremely Likely	Clear and precise diagnosis.	None.	Female	46-55	White British
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because the treatment is good.				
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] was very helpful.	Give tickets with dates of appointment.	Female	Over 65	White British
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	Responsive staff. Got apt quickly.		Female	46-55	White British
157	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	I was very impressed by the service (appointments, appointments amended at my request, seen promptly, etc.) and treatment (doctors & nurses professional, competent, friendly) I received.	No. Staff friendly & professional.	Female	Over 65	White British
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent, professional service. Invaluable kids toy	Nil - excellent service.	Female	26-35	White British

			area for my 15 month old. Thank you!					
160	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have had both hips and a knee replaced here and the treatment has been brilliant on each occasion. My eyes are also being treated very well.	A few seats for people who need height [illegible].	Male	56-65	Mixed / Multiple ethnic groups	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always seen on arrival & always seen on time by efficient & friendly staff.		Male	Over 65	White British	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.	Car park.	Female	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
164	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	The staff have always seemed to be thorough, pleasant and helpful.		Female	Over 65	White British	
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful staff and practitioners.		Female	Over 65	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely	Happy with service provision.	The letter I received asked me to arrive 1/2hr before my appointment (so here @ 8.15am). However, I was not called to see anyone until 8.50am. If this extra time is not needed, I would prefer that element be removed from the appointment letter.	Female	46-55	White British	
168	Eye Clinic (NDDH Outpatients)	Likely	Appointments have been so long between each one,	Seen more regularly.	Female	56-65	White British	

			[illegible] it was every 3 month [illegible]. Longer, over 6 months, in the near past.					
169	Eye Clinic (NDDH Outpatients)	Likely	I have been attending the Eye Clinic for several years and always received friendly and good service.		Female	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Likely	The service in clinic was excellent. However, I keep being blamed for an unattended appointment & penalised. This appointment I was not informed of even though I phoned the clinic several times to find out & I didn't receive a letter. There was a second appointment I didn't receive a letter for but as I dropped into the clinic I was informed.	Ensure appointment letters have been sent and received by the patient.	Female	16-25	White British	
171	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
172	Eye Clinic (NDDH Outpatients)	Likely		No.	Female	Over 65	White British	
173	Eye Clinic (NDDH Outpatients)	Likely	Always had the care needed in this department. Always friendly & helpful.		Female	36-45	White British	
174	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
175	Eye Clinic (NDDH Outpatients)	Likely	Very friendly staff, quick appointment time. Prompt.	Wifi service.	Female	46-55	White British	
176	Eye Clinic (NDDH Outpatients)	Likely	Nurses & doctor very	Timing of appointments.	Female	56-65	White British	

	Outpatients)		helpful. Took time to answer all my questions. Nurse very apologetic about the (unacceptable) delay. Appt 9.30am, finally saw doctor at 10.35am.	I can understand delays building up during the day but an hour's delay first thing in the morning is concerning.				
177	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	56-65	White British	Do not publish
178	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Male	56-65	White British	Do not publish
179	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	It has taken 4 months to see consultant and now we have gone private.	Employ more suitable consultants.	Female	Over 65	White British	
180	Eye Clinic (NDDH Outpatients)	Unlikely	I see somebody different every time, no continuity of care. Long waiting time (staff shortage?)	More staff!!	Male	Over 65	White British	
181	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	Staff nice. Long wait.			16-25	White British	
182	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	I wouldn't recommend/not recommend as there is no choice to come here. It is a referral clinic as far as I know.	It would be good to see the same doctor at each appointment!	Female	56-65	White British	
183	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	Nearest main hospital.	No. Very pleased.	Male	Over 65	White British	
184	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	NHS hospital.		Male	Over 65	White British	
185	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	If someone needs eye treatment, of course I'd recommend using the NHS services available.	Run on time!! Sometimes we've had to wait over an hour later for our designated appointment.	Female	26-35	White British	
186	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	

187	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good.		Male	46-55		
188	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
189	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The plaster team were very friendly, pleasant, proficient and professional in their job. Also, the doctors. 5 stars.		Female	Over 65	White British	
190	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always been treated with extreme care and professionalism. We have no complaints whatsoever with NDDH or the health service.		Female	Over 65	White British	
191	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good! It is very helpful having info before appointments & leaflet afterwards, Thank you.		Female	56-65	White British	
192	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & efficient - reassuring.	Don't know, can't think of anything.	Female	56-65	White British	
193	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Quick service. Consultant very knowledgeable and helpful in answering questions.		Male	Over 65	White British	
194	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Found staff friendly, efficient and helpful.	Move the fracture clinic nearer the entrance. It's a long drag on crutches.	Male	56-65	White British	
195	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Efficient & friendly staff, normally running on time.		Male	46-55	White British	
196	Fracture Clinic (NDDH Outpatients)	Extremely Likely	All the staff at this hospital are very caring and helpful. I have received excellent treatment both as an inpatient & with follow-up treatment as an	Nothing apart from give the NHS more money & please don't close this hospital!	Female	56-65	White British	

			outpatient.					
197	Fracture Clinic (NDDH Outpatients)	Extremely Likely	No-one needs to break a bone but if they do these people are the best.	A bigger dept. They appear short of space.	Male	Over 65	White British	
198	Fracture Clinic (NDDH Outpatients)	Extremely Likely		No. I think that it is very good as it is.	Male	16-25	White British	
199	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
200	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I felt very comfortable and welcomed by all the staff. I had the unfortunate news about needing an op. They helped me with all my needs and really went above and beyond. Great team! Thank you NHS.	Keep up the good work.	Female	16-25	White British	
201	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The staff are really helpful and kind and efficient.					
202	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
203	Fracture Clinic (NDDH Outpatients)	Extremely Likely	On two previous appointments I should have seen the specialist doctor after the angiography not before. One reason - appointments sent in the wrong order. Other reason - delays on the day in clinic.	Further to comments over the page, clinics very friendly & helpful.	Female	Over 65	White British	
204	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I was extremely impressed by the lack of time to wait at every stage on all 3 occasions & by the friendliness of all the staff. Thank you!		Female	Over 65	White British	

205	Fracture Clinic (NDDH Outpatients)	Likely	Convenience. Good service. Friendly staff.	More information on the management of the fracture in A&E and then in fracture clinic would have been helpful.	Female	56-65	White British	
206	Fracture Clinic (NDDH Outpatients)	Likely	Kind and friendly staff but did wait over an hour to be seen. There wasn't anything displayed on the delay board.	Keeping us informed of delays.	Female	16-25	White British	
207	Fracture Clinic (NDDH Outpatients)	Likely	Had all good service from everyone at NDDH. Well done.					
208	Fracture Clinic (NDDH Outpatients)	Likely	Easy, friendly, polite service, appointment as on time as possible. Warm.	Bacon sandwiches & entertainers. Magazines are dull.	Male	16-25	White British	
209	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	I have a fear of hospitals myself anyway and worry before each appointment.	Some adult games being available may help.	Female	Over 65	White British	
210	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	This question does not apply as there is no other facility available locally. Nearest alternative 40 miles away.	Try harder to meet appointment times – explain reasons of long delays.	Female	Over 65	White British	
211	Gynaecology (NDDH Outpatients)	Extremely Likely	Very nice people.		Female	36-45	White British	
212	Gynaecology (NDDH Outpatients)	Extremely Likely	Staff nurse [name withheld] was really clear re: wait times. They were incredibly understanding & kind to everyone. Dr [name withheld] was excellent communicator & explained my situation clearly & was not		Female	26-35	White British	

			patronising. Student nurse [name withheld] was helpful: advice & showed me to the Day Unit. Overall, excellent appointment.					
213	Gynaecology (NDDH Outpatients)	Extremely Likely	Prompt, informative, kind, helpful.	Bigger waiting room!!	Female	Over 65	White British	
214	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
215	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	Over 65		
216	Gynaecology (NDDH Outpatients)	Extremely Likely	[Name withheld] was lovely. Would very much want to see them again.					
217	Gynaecology (NDDH Outpatients)	Extremely Likely	Always so professional, kind and considerate staff.	Always been really good.	Female	46-55	White British	
218	Gynaecology (NDDH Outpatients)	Likely	Service was professional.	Cut down on waiting.	Female	Over 65	White British	
219	Gynaecology (NDDH Outpatients)	<i>Not entered</i>	Attended appointment – asked about facial acne with no introduction before I was able to sit down. No explanation as to why that was relevant. Asked to have partner in and told him treatment and plan – barely addressed me. Told neither of us actual diagnosis. Didn't appear to respect me at all or treat me as a human. Seemed better with my male partner though. Made me feel vulnerable and	I don't feel the named gentleman is suited to the role. I never wish to see him again. The rest of the team, especially the nurse working, were faultless. I'm really grateful to them.	Female	16-25	White British	

			uncomfortable. Showed no compassion or consideration. General manner towards me made me never want to come back. I perceive his feelings to be towards females as he appeared to be similar with the female nurse. Nurse had to tell him to leave the computer to allow me to get dressed, repeatedly.					
220	Heart Failure Clinic (NDDH Outpatients)	<i>Not entered</i>	I have been very pleased with the friendly service. Thank you.		Female	Over 65	White British	
221	Maxillofacial (NDDH Outpatients)	Extremely Likely	It is the nearest hospital service and the treatment is good.		Female	Over 65	White British	
222	Maxillofacial (NDDH Outpatients)	Extremely Likely	All staff very reassuring! Completely painless procedure.		Female	Over 65	White British	
223	Maxillofacial (NDDH Outpatients)	Extremely Likely	Caring efficiency. Including reception! 10/10.		Male	Over 65	White British	
224	Maxillofacial (NDDH Outpatients)	Extremely Likely	Can't fault the service at all.	More information on aftercare needed. I went to my dentist as I wasn't aware I could come back with complications.	Male	26-35	White British	
225	Maxillofacial (NDDH Outpatients)	Extremely Likely	Because the service is excellent and the people are nice.	Play radio 4 on the radio.	Female	Over 65	White British	
226	Maxillofacial (NDDH Outpatients)	Extremely Likely	Professionally done. A good team that worked together. Appreciated. Thanks.	In my opinion, I didn't have a problem.	Female	56-65	White British	

227	Maxillofacial (NDDH Outpatients)	Extremely Likely	Extremely helpful and friendly service and staff.					
228	Maxillofacial (NDDH Outpatients)	Extremely Likely	Could not fault the whole treatment.	None.	Male	Over 65	White British	
229	Maxillofacial (NDDH Outpatients)	Extremely Likely	Was extremely helpful and caring.		Female	46-55	White British	
230	Maxillofacial (NDDH Outpatients)	Extremely Likely	Great staff!	All good.	Female	56-65	White British	
231	Maxillofacial (NDDH Outpatients)	<i>Not entered</i>		Superb! Thank you.	Male		White British	
232	Maxillofacial (NDDH Outpatients)	<i>Not entered</i>			Male	Over 65	White British	
233	Nephrology (NDDH Outpatients)	Extremely Likely	I have found this hospital & staff wonderful both as an outpatient & patient. Myself & members of my family have had brief stays & have found the treatment & staff wonderful, despite their obvious heavy workloads.		Female	26-35	White British	
234	Nephrology (NDDH Outpatients)	Extremely Likely	Good care from staff. Nice to pass on nice comments.		Male	Over 65	White British	
235	Nephrology (NDDH Outpatients)	Likely	Treatment good at Barnstaple. Things explained clearly.	More car parking spaces.	Male	56-65	White British	
236	Nephrology (NDDH Outpatients)	Likely	Hope nobody needs it.	Waiting times sometime long.	Female	46-55	White British	
237	Neurology (NDDH Outpatients)	Extremely Likely	Fab nurse.	Better sign postings.	Female	36-45	White British	
238	Neurology (NDDH Outpatients)	Extremely Likely	Very professional.	Tea & coffee for long waits.	Female	36-45	White British	
239	Oncology (NDDH Outpatients)	Extremely Likely	Staff exceptionally friendly & helpful. Very professional & caring.			56-65	White British	
240	Oncology (NDDH Outpatients)	Extremely Likely	Fantastic care / aftercare		Female	56-65	White British	

	Outpatients)		during my mother's cancer treatment.					
241	Oncology (NDDH Outpatients)	Extremely Likely	Very caring - staff. All information required given - clearly.		Female	Over 65	White British	
242	Ophthalmic Pre Assessment (NDDH Outpatients)	Extremely Likely	Nurses very helpful.		Male	Over 65	White British	
243	Ophthalmology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
244	Ophthalmology (NDDH Outpatients)	Extremely Likely	It's a well-run department, always helpful.			Over 65	White British	
245	Ophthalmology (NDDH Outpatients)	Extremely Likely	Having been admitted on a few occasions, my husband and I have received excellent care, including my treatment in Ophthalmology.	Try & cut down waiting times.		Over 65	White British	
246	Ophthalmology (NDDH Outpatients)	Likely	Friendly, efficient and professional staff.		Female	46-55	White British	
247	Ophthalmology (NDDH Outpatients)	Unlikely	Arrived today, Tuesday 10 October at 9.10am only to be told no appointment had been made. As I live in Ilfracombe, it was quite disappointing to receive this outcome! Reception staff v. polite. Thank you.	(1) More funding into NHS. (2) More clinicians, especially in ophthalmology. (3) No continuity of care.	Female	Over 65	White British	
248	Ophthalmology (NDDH Outpatients)	<i>Not entered</i>	Nearest place to come to from Bude!	Keep informed of waiting times.	Female	56-65	White British	
249	Orthopaedics (NDDH Outpatients)	Extremely Likely	Brilliant service.		Female	56-65	White British	
250	Orthopaedics (NDDH Outpatients)	Extremely Likely	The consultant & staff were very kind when I had my operation which was successful and I have no		Female	Over 65	White British	

			complaints at all.					
251	Orthopaedics (NDDH Outpatients)	Extremely Likely	Expert opinion concerning my condition. Thank you.		Female	56-65	White British	
252	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have always been greeted with friendly people.		Female	Over 65	White British	
253	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very happy with waiting times and staff etc.	Only parking, really.	Female	56-65	White British	
254	Orthopaedics (NDDH Outpatients)	Extremely Likely	Excellent care.		Female	36-45	White British	
255	Orthopaedics (NDDH Outpatients)	Extremely Likely	Every aspect of the treatments I've received has been excellent!		Female	Over 65	White British	
256	Orthopaedics (NDDH Outpatients)	Likely	Good professional service. However, appointments are usually 10mins plus late.		Male	16-25	White British	
257	Orthopaedics (NDDH Outpatients)	Likely	I do not have any reason for complaint in the service I have received whilst visiting this dept.	Nothing other than more disabled parking nearer the hospital would be very helpful when trying to get very disabled person in a wheelchair into hospital esp. in rain.	Female	Over 65	White British	
258	Orthopaedics (NDDH Outpatients)	Likely			Female	56-65	White British	
259	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	Some aspects of treatment v. good, but obvious staffing issues on the ward I was on. Follow-up apt delayed by 3 weeks. Physio appointment in community was overlooked.	Quicker appointments within the weeks needed.	Female	Over 65	White British	
260	Orthopaedics (NDDH Outpatients)	Extremely	Appointment made for		Male	Over 65	White British	

	Outpatients)	Unlikely	8.50am for X-ray & 9.20am for consultant. On arrival, I was told I did not need X-ray. I waited until 10.30am to see surgeon - then referred for X-ray & bloods. I had to leave by 10.45am for apt in Exeter so had to leave without X-ray or bloods.					
261	Orthopaedics (NDDH Outpatients)	<i>Not entered</i>			Female	56-65	White British	Do not publish
262	Orthotics (NDDH Outpatients)	Extremely Likely	The team are always accommodating and friendly. Nothing is too much trouble.	No!	Female	36-45	White British	
263	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Arrived by cancer car service -excellent. Friendly reception. Pleasant environment. Quick service.		Male	Over 65	White British	
264	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Prompt & friendly service.		Male	Over 65	White British	
265	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Very organised.		Female	Over 65	White British	
266	Phlebotomy Clinic (NDDH Outpatients)	Likely	Long waits for blood test, frequently up to 1/2 hour, despite only one patient before me. Had to sit in OP waiting room & listen to ex-staff member regaling colleagues with tales of her holiday. Patients could hear everything & it came over as very unprofessional.		Female	56-65	White British	

267	Phlebotomy Clinic (NDDH Outpatients)	Likely		Move ticket machine into reception area.	Male	Over 65	White British	
268	Phlebotomy Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Long wait, little info. return and waiting times.	Better info. returns and waiting times.	Male	56-65	White British	
269	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
270	Physiotherapy (NDDH Outpatients)	Extremely Likely	Everything was carried out very professionally. Thank you.		Female	56-65	White British	
271	Physiotherapy (NDDH Outpatients)	Extremely Likely	Kind. Prompt. Listen to your situation.		Male	56-65	White British	
272	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff always very friendly, thorough and always willing to help.	Parking!	Female	36-45	White British	
273	Physiotherapy (NDDH Outpatients)	Extremely Likely	Polite and efficient at desk. Professional and thorough in physio.		Female	Over 65	White British	
274	Physiotherapy (NDDH Outpatients)	Extremely Likely	I have been made welcome by reception staff and the physiotherapist was great.					
275	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] was very conscientious, friendly and encouraging and my treatment was thorough throughout. Thank you.		Female	Over 65	White British	
276	Physiotherapy (NDDH Outpatients)	Extremely Likely	I've received excellent treatment from [name withheld] - exercises & advice which have been very effective.. Also [name withheld] is so knowledgeable in their field & has a supportive & reassuring manner.	No - extremely satisfied.	Female	Over 65	White British	
277	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent treatment but		Female	46-55	White British	

	Outpatients)		also with the physiotherapy dept.					
278	Physiotherapy (NDDH Outpatients)	Extremely Likely	The excellent treatment & advice.		Male	Over 65	White British	
279	Physiotherapy (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
280	Physiotherapy (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
281	Physiotherapy (NDDH Outpatients)	Likely	At early stages in treatment so can't form a more positive opinion.		Female	Over 65	White British	
282	Physiotherapy (NDDH Outpatients)	Likely	Because it's our local hospital and we want to keep the services here at Barnstaple.	Needed a disabled toilet with an overhead hoist and changing table. Car parking!!!	Female	Over 65	White British	
283	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Likely	Would it be possible to get chairs with arms and a higher step to get in and out.		Female	16-25	White British	
284	Plastic Surgery (NDDH Outpatients)	Extremely Likely	My nurse showed patience, explained everything they were doing. Never have to wait too long, although always an apology if a little late.	My outpatient experience has been positive.	Female	46-55	White British	
285	Radiology - CT scan	Extremely Likely			Female	56-65	White British	Do not publish
286	Radiology - CT scan	Extremely Likely	Smooth & trouble-free. All staff helpful & friendly.		Male	Over 65	White British	
287	Radiology - CT scan	Extremely Likely	Excellent service. Pleasant staff.	None.	Male	Over 65	White British	
288	Radiology - CT scan	Extremely Likely	Everyone was so helpful and polite.	Do not have the waiting rooms quite so warm.	Female	Over 65	White British	
289	Radiology - CT scan	Likely			Female	56-65	White British	Do not publish
290	Radiology - Mammogram	Extremely Likely	Staff amazing. [Name withheld] made	No.	Female	36-45	White British	

			everything so clear and made me completely at ease.					
291	Radiology - MRI scan	Extremely Likely	Quiet & peaceful experience.		Male	Over 65	White British	
292	Radiology - MRI scan	Extremely Likely	I have always had excellent treatment over the years.		Male	Over 65	White British	
293	Radiology - MRI scan	Likely	Efficient.		Male	Over 65	White British	
294	Radiology - Ultrasound	Extremely Likely	Friendly staff. Keep information updated. Nice children reading area/books.	Screen to show likely delay time.	Female	36-45	Other ethnic group	
295	Radiology - Ultrasound	Extremely Likely	Really great staff - efficient and very caring and made me feel at ease.	No.	Female	36-45	White British	
296	Radiology - Ultrasound	Likely			Female	36-45	White British	
297	Radiology - Ultrasound	Unlikely	Whilst all staff were excellent, the experience was very poor due to understaffing of car park. Too long wait past appointment time.	Better car park management. Giving realistic appointment times.	Male	36-45	White British	
298	Radiology - X-ray	Extremely Likely	Not having to book for X-ray.		Female	56-65	White British	
299	Radiology - X-ray	Extremely Likely	Good, friendly help.		Male	46-55	White British	
300	Radiology - X-ray	Extremely Likely	NHS is very good.		Male	Over 65	White British	
301	Radiology - X-ray	Extremely Likely	Always brilliant. Reception always willing to help.		Female	56-65		
302	Radiology - X-ray	Extremely Likely	I am extremely pleased with the speed with which my treatment has been progressed.	Make seating more comfortable.	Male	Over 65	White British	
303	Radiology - X-ray	Extremely Likely		An indication of waiting	Female	36-45	White British	

				time.				
304	Radiology - X-ray	Extremely Likely	A good experience. Friendly, helpful staff.		Female	Over 65	White British	
305	Radiology - X-ray	Extremely Likely	Prompt and helpful.	X-ray A&B excellent.	Male	Over 65	White British	
306	Radiology - X-ray	Extremely Likely	The staff were very polite and welcoming.					
307	Radiology - X-ray	Extremely Likely	Today 18/10/17 I had an ultra scan and X-ray completed in about half an hour. The nurses and staff were welcoming and cheerful. Altogether a wonderful experience.	Can't think of any.	Male	Over 65	White British	
308	Radiology - X-ray	Extremely Likely	Quick, efficient, friendly.			46-55	White British	
309	Radiology - X-ray	Extremely Likely	Friendly staff. Seen on time!		Male	Over 65	White British	
310	Radiology - X-ray	Extremely Likely	Excellent service just a shame there was a wait of four weeks for an emergency scan. More needs to be spent on essential equipment & services.	Staff efficient and friendly, let down by number of scanners available & staff to run them. Not enough to meet need.	Female	56-65	White British	
311	Radiology - X-ray	Likely		Find more parking so you can arrive on time.	Male	Over 65	White British	
312	Radiology - X-ray	Likely	Sent down by consultant for X-ray - short wait. V. good.	No.	Female	Over 65	White British	
313	Radiology - X-ray	Likely			Female	Over 65	White British	
314	Radiology - X-ray	Likely	We have always had good treatment & service & everyone's been so friendly.	Not really. Always been accommodating for us.	Female	Over 65	White British	
315	Radiology - X-ray	Likely	[Name withheld] is a good consultant surgeon.		Male	Over 65	White British	

			However, I turned up early for a foot X-ray but it was not booked in so it was not done.					
316	Radiology - X-ray	Likely	Helpful and polite.	More car parking.	Male	Over 65	White British	
317	Radiology - X-ray	Likely	I have always received good treatment at NDDH (incl. X-ray dept.) and have no cause to complain about anything.	No. Staff are friendly & helpful. That is the most important thing - they put you at ease.	Female	Over 65	White British	
318	Radiology - X-ray	Likely	Polite staff, quick response.	Tell patients of delays/expected waiting time if possible.	Female	16-25	White British	
319	Radiology - X-ray	Likely	Nice staff.	Be quicker.	Female	26-35	White British	
320	Radiology - X-ray	Likely	Helpful - did all they could. Staff didn't always speak clearly to granddad who is hard of hearing.		Male	Over 65	White British	
321	Radiology - X-ray	Likely	Treated well.		Female	56-65	White British	
322	Radiology - X-ray	Neither Likely nor Unlikely	The service at the hospital is brilliant but today the car park was a nightmare. I had my disabled son with me and all the disabled spaces had gone. We had to park in the overflow car park and was late.		Female	46-55	White British	
323	Radiology - X-ray	<i>Not entered</i>	If you need an X-ray, not many choices except NDDH. But very busy and had a long wait.	Less waiting would be better.	Female	56-65	White British	
324	Radiology (NDDH Outpatients)	Extremely Likely	[Name withheld] was excellent - very professional & courteous.					
325	Radiology (NDDH	Extremely Likely	Professional, friendly.		Female	26-35	White British	

	Outpatients)							
326	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent care & understanding & treatment.	I needed to cancel an appointment one day. Tried for several hours but was unable to get through on the telephone.	Female	26-35	White British	
327	Respiratory (NDDH Outpatients)	Extremely Likely	Always looked after very well. Lovely staff.	Car park - not enough parking.	Male	Over 65	White British	
328	Respiratory (NDDH Outpatients)	Extremely Likely	Everyone was extremely pleasant, helpful and prompt. Good explanations given for each procedure.			Over 65	White British	
329	Respiratory (NDDH Outpatients)	Likely			Female	16-25	White British	
330	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Very professional service. Very friendly staff & quick service.	No. Very good service.	Male	46-55	White British	
331	Rheumatology (NDDH Outpatients)	Extremely Likely	The attention I received today was very thorough and the staff polite and caring.		Female	Over 65	White British	
332	Rheumatology (NDDH Outpatients)	Extremely Likely	Helpful. Did all they could. Answered questions. Spoke clearly to granddad who is hard of hearing. [Names withheld] very helpful/understanding.		Male	Over 65	White British	
333	Rheumatology (NDDH Outpatients)	Extremely Likely	Given help and information needed.		Female	46-55	White British	
334	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff are very nice & information is very clear.		Female	56-65	White British	
335	Rheumatology (NDDH Outpatients)	Likely			Female	56-65	White British	

336	Rheumatology (NDDH Outpatients)	Likely	Happy with treatment.	Ensure patients are seen promptly as close as possible to their appointment time. Improve ambience of waiting area.	Female	56-65	White British	
337	Rheumatology (NDDH Outpatients)	Likely			Female	Over 65	White British	
338	Rheumatology (NDDH Outpatients)	Likely	My care & treatment plan has been very good & effective.	Improve parking please - not enough spaces.	Female	36-45	White British	
339	Seamoor Unit (NDDH Outpatients)	Likely	Always received good treatment here. Everyone very nice!		Female	Over 65	White British	
340	Stroke Clinic (NDDH Outpatients)	<i>Not entered</i>	The service the hospital gives is very important and near to where we can get to.		Male	Over 65	White British	
341	Urology (NDDH Outpatients)	Extremely Likely				56-65	White British	Do not publish
342	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
343	Urology (NDDH Outpatients)	Extremely Likely	15 years of excellent service.		Male	Over 65	White British	
344	Urology (NDDH Outpatients)	Extremely Likely	Prompt and efficient service.	Car park full on arrival. Soon cleared.	Male	Over 65	White British	
345	Urology (NDDH Outpatients)	Extremely Likely	Staff are wonderful & patient, friendly.	Why are consultants always late? Even first appointment of the day will be at least 40mins over.	Male	56-65	White British	
346	Urology (NDDH Outpatients)	Extremely Likely	Found on most occasions attendance reasonably quick.	Which area for waiting to be made clearer when checking in.	Male	Over 65	White British	
347	Urology (NDDH Outpatients)	Extremely Likely	Lovely people.		Male	56-65	White British	

348	Urology (NDDH Outpatients)	Likely	Pleased with care received.		Male	Over 65	White British	
349	Urology (NDDH Outpatients)	Likely	Good attention & explanation from [name withheld].		Male	Over 65	White British	
350	Urology (NDDH Outpatients)	Likely			Female	Over 65	White British	
351	Urology (NDDH Outpatients)	Neither Likely nor Unlikely			Male	56-65	White British	
352	Urology (NDDH Outpatients)	<i>Not entered</i>	All the staff who have dealt with me have been very professional in their approach, very friendly, courteous and have guided me through a very worrying time.		Male	56-65	White British	
353	Urology (NDDH Outpatients)	<i>Not entered</i>	It is the nearest to my home.		Male	Over 65	White British	
354	Vascular (NDDH Outpatients)	Extremely Likely	Because treated very well.	Light comes on with your name.	Male	56-65	White British	
355	Vascular (NDDH Outpatients)	Likely	Appointment on time. Staff were polite and helpful. Waiting area clean & light.		Female	56-65	White British	
356	Vascular (NDDH Outpatients)	Likely	The practitioner I saw was great, reassuring and informative once I was through to the correct practitioner.	My 6 week follow-up appointment is actually 12 weeks. I was booked into the wrong clinic.	Female	36-45	White British	

Qualitative Feedback - Oct-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	Staff always really friendly and helpful.	Nice toys for children to play with while waiting.		Female	Under 6	White British	
2	Audiology/ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes		Not enough parking.		Male	12-15	White British	
3	Audiology/ENT (NDDH Outpatients)	Not entered	Yes	Clean. Friendly staff. Great children's area.	As overleaf. No wait. Great staff.	Nothing. All brilliant.	Female	6-8	White British	
4	Clinic / department not entered (NDDH Outpatients)	Patient	<i>Not entered</i>	If you have to come then it's good for clinic but obviously I'd prefer not to have to!	Dietician help.	Understood lifestyle.	Female	16-18	White British	
5	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The technician is very professional and efficient.	It was calm with no waiting.	The facilities need refurbishing.	Male	12-15	Mixed / Multiple ethnic groups	
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very approachable. Relaxed approach made us feel relaxed. Explained all the procedure.	Whole experience even when we met [name withheld] the consultant.	Nothing.	Male	12-15	White British	

7	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The nurse was helpful, quick & professional. Made us feel at ease and did what they could to help distract my son from pulling the wires off. Thank you. x	No waiting around. Very friendly and welcoming staff.	Couldn't of been better.			White British	
8	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Efficient, informative and quick.	Friendly, informative.	Nothing.	Female	12-15	White British	
9	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because they are always helpful.	Helpful.		Female	Under 6	Mixed / Multiple ethnic groups	
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	My daughter likes the toys & books here.			Female	Under 6	White British	
11	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Early appointment & seen quickly. Looked after expertly by [name withheld] (HCA).	[Name withheld] was great with my daughter - funny & explained everything to her so she felt relaxed & happy.	Nothing.	Female	6-8	White British	
12	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Needs a bigger toy bit. As my son in a wheelchair we can't get in it properly when everyone sitting in it!	Didn't wait too long!	Bigger toy section - need more manoeuvring room.	Male	6-8	White British	
13	Eye Clinic (NDDH)	Parent/ Guardian/	Maybe	Staff are usually brilliant but	[Name withheld] (orthoptist) is	Waiting times!	Male	Under 6	White British	

	Outpatients)	Carer		wrong appointment sometimes booked, e.g. not prescription part.	fantastic with my son and keep me well informed. Good toy selection to keep entertained.					
14	Eye Clinic (NDDH Outpatients)	Patient	No	The waits are too long. There isn't many support groups.	Nothing as no questions were answered.	Improve waiting times. Have more support groups.	Female	12-15	White British	
15	Fracture Clinic (NDDH Outpatients)	Patient	Yes	The staff have took great care of me.	Staff remembered who I was from my last visit.		Male	12-15	White British	
16	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	There is room for improvement and we had a bit of a wait.		More pay for the staff as they are very friendly and they help you get better.	Female	9-11	White British	
17	Fracture Clinic (NDDH Outpatients)	Not entered	Yes				Male	Under 6	White British	Do not publish
18	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe				Male	12-15	White British	Do not publish
19	Fracture Clinic (NDDH Outpatients)	Patient	Maybe	As there can be quite a long wait but the staff are very friendly.	Staff tried to get everything done today in view of our journey time.		Female	12-15	White British	
20	Maxillofacial (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff.		Shorter waiting time.	Female	Under 6	White British	
21	Ophthalmology (NDDH Outpatients)	Patient	Yes	Because they are funny.	Made me feel relaxed.	No.	Female	6-8	White British	
22	Physiotherapy	Parent/	Yes	Very friendly &	Exercises.		Male	12-15	White	

	(NDDH Outpatients)	Guardian/ Carer		thorough, explained clearly.					British	
23	Physiotherapy (NDDH Outpatients)	Not entered	Yes	It was a helpful and friendly appointment.			Female	12-15	White British	
24	Radiology - X-ray	Parent/ Guardian/ Carer	Yes		Lovely staff & clean rooms.		Female	Under 6	White British	
25	Radiology - X-ray	Parent/ Guardian/ Carer	Maybe	Don't really have an opinion. Possibly more toys or an extra TV with kids channels may help the waiting process.	All details were checked thoroughly.	Don't know, wasn't here long enough.	Female	Under 6	White British	