

Outpatients - North Devon District Hospital - Friends and Family Test - Dec-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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Dec-17	174	92.0	4.0	4.0

Qualitative Feedback - Dec-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	Very professional & friendly. Always happy to help.	None.	Male	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Prompt service and good attention on arrival.			Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Because of the good service I received.	No. It seems ok to me.	Male	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Very helpful, friendly staff.	Sometimes very long waiting times once you've arrived for an appointment.	Female	Over 65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	To seek advice, relief & assistance on treatment of facial wash & irritation which was quite severe. Nurse [name withheld]	None whatsoever at this stage. Thank you all so very much.	Female	Over 65	White British	

			was understanding, prescribed remedy and gave information in the event of requiring any further intervention.					
7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Excellent care.			Over 65	White British	
8	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Every time I attend an appointment I see dedicated staff, full of empathy, helping people who are going through a very hard time. They are wonderful. They are professional and so hardworking and knowledgeable.	It would be good to stop Heart radio blathering on and have a selection of music more suited to the demographic.	Female	56-65	White British	
9	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone wonderful & helpful. Couldn't wish for better service.	Carry on as you are doing. Your doing a wonderful job.	Female	Over 65	White British	
10	Acute Oncology Service (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
11	Acute Oncology Service (NDDH Outpatients)	Likely	Staff excellent and unit well equipped.		Male	Over 65	White British	
12	Acute Oncology Service (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
13	Audiology (NDDH Outpatients)	Extremely Likely	I have been seen by a lady who is obviously knowledgeable, well trained, efficient, friendly & sympathetic & cured me! What more could I ask.	No. Brilliant.	Female	Over 65	White British	
14	Audiology (NDDH Outpatients)	Extremely Likely	Everything was excellent.	More car spaces.	Female	Over 65	White British	
15	Audiology (NDDH)	Extremely Likely	Very good, friendly		Male	Over 65	White British	

	Outpatients)		service.					
16	Audiology (NDDH Outpatients)	Extremely Likely	Receptionist is friendly & helpful - so is the nurse [name withheld]. Audiologist [name withheld] is very attentive & professional. [Name withheld] explains clearly & gave sound, professional advice.	Parking needs improving due to long delay getting into car park from insufficient spaces.	Female	56-65	Other ethnic group	
17	Audiology (NDDH Outpatients)	Likely	Always been treated with respect, courtesy. Sometimes have to wait but it's a busy hospital. Everyone pleasant and helpful.	Audiology wait for drop-in centre. Could tickets be given so you have an indication of time to wait.	Female	Over 65	White British	
18	Audiology (NDDH Outpatients)	Likely	For re-tubing hearing aids. A very slow clinic! Nowhere else to go. Will tell whoever I recommend to be prepared for a very long wait. Could be 2 hours.	More staff. Long waiting - only one person working on repairs. Or have more afternoon clinics.	Female	Over 65	White British	
19	Audiology (NDDH Outpatients)	Unlikely	Had to wait 1.5hrs to have my hearing aid checked.	More staff that are actually working!	Female			
20	Audiology (NDDH Outpatients)	<i>Not entered</i>				Over 65	White British	Do not publish
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Seen quickly. Friendly, chatty staff. Clean. TV on to keep occupied.		Female	26-35	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	I am here to accompany my wife who is at this moment undergoing X-ray (as was invited to accompany her but we decided against it). But	None I can think of.	Male	Over 65	White British	

			everyone has been very polite and helpful. The atmosphere is very clam and efficient. Thank you.					
23	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely				Over 65	White British	
24	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I feel that I have benefited from the programme.	Punctuality.	Male	Over 65	White British	
25	Cardio-respiratory (NDDH Outpatients)	Likely	Caring staff.	Easy-to-use wheelchairs.	Female	Over 65	White British	
26	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
27	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
28	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good treatment. Excellent service.	No.	Female	Over 65	White British	
29	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
30	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
31	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				56-65	White British	
32	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We have always had great treatment.	More money from government.	Male	Over 65	White British	
33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				56-65	White British	Do not publish

34	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are working hard and have a high number of patients to deal with.	More [illegible] on waiting times when seeing more than one person.	Female	Over 65	White British	
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff were really supportive and helpful in such a weird ordeal.		Female	56-65	White British	
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
37	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Professional, pleasant and friendly staff. Plaster room staff make you feel comfortable and at ease. Highly recommend to management.	Not at this time as everything runs smoothly as usual. Excellent procedure.	Female	Over 65	White British	
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everything seems fine so no complaints - staff always friendly & helpful.	Appears adequate & no complaints.	Female	Over 65	White British	
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I've always been looked after extremely well.		Female	Over 65	White British	
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been happy with the service given.	By cutting waiting times.	Female	Over 65	White British	
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful, happy staff.	More parking.	Female	56-65	White British	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have recently moved from Somerset to Devon (1st Dec) with an ongoing series of investigations. I am very impressed into the prompt and efficient way my further tests are being carried out. Thank		Female	Over 65	White British	

			you.					
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff that I have come across are extremely kind & helpful.	Tell the government NHS needs more funding now!	Male	56-65	White British	
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Minimal waiting, staff very efficient, polite & put patient at ease.		Female	46-55	White British	
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very efficient! Staff friendly. Light, bright waiting area.		Female	46-55	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Receptionists, nurses and doctors fantastic. We are lucky to have them. Shame that your transport sucks. Ambulance over 3 hours late picking us up to go home.	Re-vamp your transport.		46-55	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	This hospital is the best in the west.	Ok as it is.	Male	56-65	White British	
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everything went smoothly. Signage was good & anyone we had dealings with was friendly & helpful.		Female	46-55	White British	
49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly staff. Helpful in making relaxing atmosphere. Very efficient.	No - everything very quick & smooth. Liked [name withheld].	Male	Over 65	Other ethnic group	
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are very friendly and explain everything that is happening, which I feel puts one at ease.	No specific issues.	Female	Over 65	White British	
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The whole experience was perfectly acceptable.		Female	56-65	White British	

52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We were treated quickly and treated very well by the members of staff.					
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely						
54	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Pleasant & efficient.	All fine.	Female	Over 65	White British	
55	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
56	Clinic / department not entered (NDDH Outpatients)	Likely	All very friendly & efficient. Despite being late (long traffic jam!) it wasn't a problem which was a relief.	More clinics in Stratton / Holsworthy please!	Female	56-65	White British	
57	Clinic / department not entered (NDDH Outpatients)	Likely	Emergency excellent. S/B a minor injury unit staffed by GP to alleviate congestion.	Get rid of middle management & pay doctors & nurses more.	Female	Over 65	White British	
58	Clinic / department not entered (NDDH Outpatients)	Likely	Very friendly, fast, little waiting time.	Not having A&E programmes on the TV.	Female	16-25	White British	
59	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
60	Clinic / department not entered (NDDH Outpatients)	Likely	I have been in this hospital many times this year and the doctors and staff have been extremely kind, understanding, helpful, always willing to help day or night.					
61	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	

	Outpatients)							
62	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
63	Clinic / department not entered (NDDH Outpatients)	Likely	Easy to get to outpatients. Not too busy.		Male	46-55	White British	
64	Clinic / department not entered (NDDH Outpatients)	Likely	Good one-to-one contact but long gaps between appointments. When in pain I booked a private appointment as I had waited so long.		Female	56-65	White British	
65	Clinic / department not entered (NDDH Outpatients)	Likely	Reception staff very helpful/efficient at main desk.	More opening times in the afternoon and weekend for basic X-rays and investigations.	Female	Over 65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Likely	Simply waiting for blood test. However, it is for the chemo unit feedback same morning so it's urgent & possibility of neutropaenia! Would have liked a quick access instead of an hour's wait!	See overleaf.	Female	56-65	White British	
67	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Car parking a major issue - more parking needed. Staff were lovely though.		Female	56-65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Had to wait over an hour for app which don't mind but it was a wasted app as there were no results back yet. Very disappointed.	Be more organised.		Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Don't Know	45mins late. Appointment 10.00 and now 10.45 and, yes, one doctor.	[Illegible].	Male	Over 65	White British	

70	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>		Listen to what the patient is saying in order that he/she is obtaining help from the correct specialist.				
71	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Clinic staff & consultant are lovely, polite & helpful. The car park staff, a lady in particular, was rude to me. I was asking if there were any disabled bays available. She didn't check just said 'no there's not'. On walking past there was 4 spaces. I was 25mins late for my appointment. The clinic was running late. I spent over 2hrs at the hospital.	If making an appointment look to see if patient has another appointment that week as could come on same day and not 3 days on the trot for 3 different departments.	Female	46-55	White British	
72	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Had to come for check-up. Doesn't matter what care is given – no choice.	Tea & coffee machine.	Male	46-55	White British	
73	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Not something I would discuss.		Female	56-65	White British	
74	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>			Female	26-35	White British	
75	Colorectal (NDDH Outpatients)	Extremely Likely	Given really good attention from all staff and kept informed of delay in seeing [name withheld]. Excellent service!!		Male	Over 65	White British	
76	Colorectal (NDDH Outpatients)	Extremely Likely	Helpful, friendly staff. Easy to find way around.	Bigger car park. Although putting the guys in car park to help	Female	36-45	White British	

				at busy times is great.				
77	EEG / EMG (NDDH Outpatients)	Extremely Likely	Pleasant, caring & professional.	No.	Male	56-65	White British	
78	EEG / EMG (NDDH Outpatients)	Extremely Likely	Extremely efficient, friendly service. We have received excellent care at NDDH.		Female	Over 65	White British	
79	EEG / EMG (NDDH Outpatients)	Likely	Friendly, helpful staff made me feel at ease and explained everything.		Female	36-45	White British	
80	ENT (NDDH Outpatients)	Likely	I have an appointment three monthly at ENT - pleased with my care.	The main problem is the traffic being held up round the island, when the car park is full. I come by bus and it affects buses as well as cars.	Female	Over 65	White British	
81	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Always received extremely good treatment by all the team I have seen in this department. They have preserved my sight for which I am really grateful.	More staff at the point of treatment i.e. less management.	Male	Over 65	White British	
82	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Everyone was extremely pleasant & efficient - absolutely to time. Apart from the receptionist who was unpleasant & rude & very upsetting. Most of the staff were efficient & polite - went out of their way.	Train the receptionist.	Female		White British	
83	Eye Clinic – pre-op assessment (NDDH Outpatients)	Extremely Likely	Efficient. Friendly. Competent. Fairly quiet.		Female	Over 65	White British	
84	Eye Clinic (NDDH	Extremely Likely			Male	Over 65	White British	Do not publish

	Outpatients)							
85	Eye Clinic (NDDH Outpatients)	Extremely Likely	First class treatment who attended to me. Thank you.	Keep up the same first class service.	Male	Over 65	White British	
86	Eye Clinic (NDDH Outpatients)	Extremely Likely	Been well looked after.		Male	Over 65	White British	
87	Eye Clinic (NDDH Outpatients)	Extremely Likely	We are quite happy with everything. Staff are very helpful. We are lucky to have this hospital.		Male	Over 65	White British	
88	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always been treated with utmost professionalism and good humour.	None that spring to mind.	Male	46-55	White British	
90	Eye Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] has given very good care. The staff are very helpful & friendly.	We come from Bideford & find it very difficult to get here for an 08:45 appt due to traffic. Also, the patient is disabled & finds it very difficult to get ready quickly. It would be good if these issues were looked at by the booking appt.	Male	46-55	White British	
91	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service. Friendly staff.	No.	Male	Over 65	White British	
92	Eye Clinic (NDDH Outpatients)	Likely	Friendly, helpful staff.		Male	46-55	White British	
93	Eye Clinic (NDDH Outpatients)	Likely		More comfortable seats.	Female	46-55	White British	
94	Eye Clinic (NDDH Outpatients)	<i>Not entered</i>	Silly question! What choice do we have here in N. Devon?	Reception staff in eye clinic could be more friendly! Clinical staff are excellent. Different lighting other than	Female	Over 65	White British	

				fluorescent tubes would be a help for sight problems.				
95	Fracture Clinic (NDDH Outpatients)	Extremely Likely	My experiences have been very positive. All departments have been efficient and staff helpful and friendly.		Female	56-65	White British	
96	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good treatment.		Female	Over 65	White British	
97	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff very helpful & friendly. When busy, it's difficult with lots of wheelchairs. Waiting area could be bigger.	Car parking!!	Male	46-55	White British	
98	Fracture Clinic (NDDH Outpatients)	Extremely Likely	No complaints. Treated with care & respect.	Car parking - although I appreciate you are doing the best you can with what you have.	Female	Over 65	White British	
99	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
100	Fracture Clinic (NDDH Outpatients)	Extremely Likely	My mother has received excellent treatment and has been impressed by your staff.		Female	Over 65	White British	
101	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff helpful, especially what to do regarding exercises now the plaster has been removed. Reassuring I couldn't hurt it easily.	No.	Female	Over 65	White British	
102	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Clean, comfortable waiting room. Friendly, helpful staff. Efficient & effective treatment.		Female	56-65	White British	
103	Fracture Clinic (NDDH Outpatients)	<i>Not entered</i>	Don't understand the					

	Outpatients)		questions.					
104	Gynaecology (NDDH Outpatients)	Extremely Unlikely	Appointment was for 9.20am. Two hour wait. Poor nurses so apologetic but nothing from management. Very stressful experience.		Female	46-55	White British	
105	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Kind, caring attitude I have encountered. Also, the obvious professionalism.		Male	Over 65	White British	
106	Maxillofacial (NDDH Outpatients)	Extremely Likely	Fantastic surgeon and nurses.	I would have liked a bit more information about what would happen at my appointment.	Female	36-45	Other ethnic group	
107	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very friendly and efficient staff.	No.	Male	46-55	White British	
108	Maxillofacial (NDDH Outpatients)	Extremely Likely	Staff gave me confidence & procedure went without a hitch.	None.	Female	Over 65	White British	
109	Maxillofacial (NDDH Outpatients)	<i>Not entered</i>	What a stupid question!!! I object to this question. Very few people attend hospital through choices. The services is excellent but I would rather not be here at all.	No - all staff [illegible] medical & support are extremely helpful & professional.	Male	46-55	White British	
110	Nephrology (NDDH Outpatients)	Extremely Likely	Professional staff.	Very limited disabled parking.	Female	56-65	White British	
111	Nephrology (NDDH Outpatients)	Likely	Very friendly, efficient service.		Female	Over 65	White British	
112	Neuro Physiotherapy (NDDH Outpatients)	Likely			Female	Over 65	White British	
113	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very helpful consultant & support staff.		Female	Over 65	White British	
114	Ophthalmology (NDDH Outpatients)	Extremely Likely	Choice.	What is needed is an open, streamlined,	Male	56-65	White British	

				manageable system. Too many levels of management, having to make appointments to see manager for NHS staff in same dept [illegible]. Backward. Needs modernisation.				
115	Ophthalmology (NDDH Outpatients)	Likely	Always been treated with respect.	Improve waiting times. More for children to do while waiting.	Female	36-45	White British	
116	Orthopaedics (NDDH Outpatients)	Extremely Likely	[Name withheld] gave me a total hip replacement 5 weeks ago. Amazing experience with all people concerned in the hospital - nurses, doctors, physios and the chef! From [name withheld].	No. All perfect!		Over 65	White British	
117	Orthopaedics (NDDH Outpatients)	Likely	Being satisfactory.		Male	Over 65	White British	
118	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	Waited 30mins longer than appointment time. Went in, he looked at X-ray and the little info. he gave me could have been said on the phone. Feel it was a waste of time.	More info. on how to help yourself. GP and consultant giving conflicting information. GP told me had some arthritis in hip but must keep exercising and they don't give injections in hip, but consultant told me otherwise.	Male	56-65	White British	
119	Orthopaedics (NDDH Outpatients)	Unlikely	Firstly I couldn't park in the hospital's car park as it was full, so had to walk from a housing estate. This isn't easy when the	Yes, firstly, employ a consultant that actually cares about his patients enough to at least read his notes prior to an	Male	56-65	White British	

			reason for the appointment is orthopaedic knee degeneration. Secondly, my consultant didn't even seem to know why I was there and quite clearly didn't give a monkey's about the negative effect that a recent surgery had had.	appointment rather than coming out with glib, unhelpful comments like: 'If I had seen this X-ray plate before your op you wouldn't have had an operation' Despite the X-ray being dated October and my surgery not until the following March. This was eclipsed by then referring me for another X-ray and saying: 'I must ask my secretary to remind me to actually look at the plates'. Absolutely disgusting!!!				
120	Orthoptist (NDDH Outpatients)	Likely	Over many visits I have found the service supplied by this department both caring & efficient.	No.	Male	Over 65	White British	
121	Pain Management Service (NDDH Outpatients)	Likely	Staff always friendly and helpful. Occupational therapist and neurologists I've seen really do their best to help with health problem.	Reception sometimes send me to wrong waiting area. Appointment letters don't always have correct location on them.	Male	36-45	White British	
122	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Polite, friendly staff.		Female	26-35	White British	
123	Phlebotomy Clinic (NDDH Outpatients)	Extremely Unlikely	Waiting times.		Male	46-55	White British	
124	Phlebotomy Clinic (NDDH Outpatients)	<i>Not entered</i>			Female	36-45	White British	
125	Physiotherapy (NDDH)	Extremely Likely	All staff are very pleasant		Female	Over 65	White British	

	Outpatients)		and polite. [Name withheld] the physiotherapist I have been seeing has helped me immensely. My progress is amazing. The dept is very relaxing.					
126	Radiology - CT scan	Extremely Likely	Brilliant! Staff wonderful.	None.	Male	Over 65	White British	
127	Radiology - CT scan	Extremely Likely	We feel very lucky to have this service locally. (CT - X-ray B) but please could you turn the lights on and make sure the water cooler is working. Staff are all amazing. Explanation verbal & written excellent.	Water - lights!	Female	46-55	White British	
128	Radiology - CT scan	Extremely Likely	Good communications & very [illegible].		Female	46-55	White British	
129	Radiology - MRI scan	Extremely Likely	[Name withheld] was a lovely, reassuring and clam presence to a very anxious man. Thank them and give them a pay rise!	No.	Male	56-65	White British	
130	Radiology - MRI scan	Extremely Likely			Male	Over 65	White British	Do not publish
131	Radiology - MRI scan	Extremely Likely	Very helpful.		Female	46-55	White British	
132	Radiology - MRI scan	Extremely Likely	Great to have appointments on a Sunday. Great idea! more departments should do this.	Weekend appointments.	Female	56-65	White British	
133	Radiology - MRI scan	Extremely Likely	Put me first & very understanding & it was no effort with me being disabled. Keep up the good work.					

134	Radiology - MRI scan	Extremely Likely	Staff very friendly and informative.		Female	Over 65	White British	
135	Radiology - MRI scan	Extremely Likely	Very friendly and easy to talk to.	N/A.	Female	16-25	White British	
136	Radiology - MRI scan	Extremely Likely	Very friendly - no waiting, seen on time. Waiting area nice and clean.		Female	26-35	White British	
137	Radiology - MRI scan	Extremely Likely	Explained everything, patient, clam, respectful, kind.		Male	Over 65	White British	
138	Radiology - MRI scan	Extremely Likely			Female	Over 65	White British	
139	Radiology - MRI scan	Extremely Likely	Very helpful and understanding staff. Thank you.					
140	Radiology - MRI scan	Extremely Likely	Quick, efficient & kind staff.		Male	Over 65	White British	
141	Radiology - MRI scan	Extremely Likely	The two men were very friendly and they made you feel very relaxed and easy. Well done and thank you. Never had an MRI scan before. Definitely recommend it.	None.	Male	56-65	White British	
142	Radiology - MRI scan	Extremely Likely			Female	56-65	White British	Do not publish
143	Radiology - MRI scan	Extremely Likely	Very helpful, friendly, made me feel comfortable.	None - all great.		46-55	White British	
144	Radiology - MRI scan	Extremely Likely	Staff very good. Appointment on time. Met all expectations.		Female	56-65	White British	
145	Radiology - MRI scan	Extremely Likely	I am a 'regular'!			Over 65	White British	
146	Radiology - MRI scan	Extremely Likely	Everything works like clockwork and the staff are 100% caring and totally helpful.	None.	Female	Over 65	White British	

147	Radiology - MRI scan	Likely			Female	56-65	White British	Do not publish
148	Radiology - MRI scan	Likely	Painless.	None.	Male	56-65	White British	
149	Radiology - MRI scan	Unlikely	The hospital is empty and you don't know whether you are in the right place or not because it's empty.	Have way more people.	Female	16-25	White British	
150	Radiology - MRI scan	<i>Not entered</i>	Where else would you go if you needed similar care or treatment?		Female	26-35	White British	
151	Radiology - Ultrasound	Extremely Likely	My many outpatients appointments have been satisfactory.	Improve car parking.	Male	Over 65	White British	
152	Radiology - Ultrasound	Extremely Likely	All your staff were friendly, professional from reception, assistant and radiographer [name withheld]. Thank you to you all 18/12/17.					
153	Radiology - Ultrasound	Extremely Likely	Always very accommodating. Good service & very pleased with the service I have received every time I have been.		Male	46-55	White British	
154	Radiology - X-ray	Extremely Likely	Very quick, helpful staff.	When having an X-ray it would be helpful if a staff member could explain the result at the time, to save worry.	Prefer not to say	Over 65	White British	
155	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	Do not publish
156	Radiology - X-ray	Extremely Likely	Very efficient service. Friendly staff.		Male	Over 65	White British	
157	Radiology - X-ray	Extremely Likely	The service was efficient and friendly.		Female	Over 65	White British	
158	Radiology - X-ray	Extremely Likely	X-ray dept.	Excellent.	Female	Over 65	White British	

159	Radiology - X-ray	Extremely Likely	Everyone was very helpful & kind. Thank you.		Female	56-65	White British	
160	Radiology - X-ray	Extremely Likely	I have always received good care when attending.		Male	Over 65	White British	
161	Radiology - X-ray	Likely	Nice, polite, efficient treatment.	More spaces in car park. Make staff more aware of how to communicate with those who are hearing impaired.	Female	16-25	White British	
162	Radiology - X-ray	Likely	We desperately need the hospital, as the only alternative is in Exeter. My treatment from this hospital is entirely satisfactory.					
163	Radiology - X-ray	Likely			Male	Over 65	White British	
164	Radiology - X-ray	Likely			Female	56-65	White British	Do not publish
165	Radiology - X-ray	Likely	Friendly staff. Lovely food provided in the cafe.	One member of staff was a little rude in the DVT unit with no help in holding the door open for w/c.	Female	16-25	White British	
166	Radiology - X-ray	Extremely Unlikely	MRI scan done 8/8/17. I was due to see consultant 15/8/17 for results. The results were not back from Medica. So, not only was the doctor inconvenienced so was I.	Employ firms who can complete their jobs efficiently and on time, so the doctors are not seeing patients without results to discuss.	Female	56-65	White British	
167	Radiology - X-ray	Don't Know			Female	Over 65	White British	
168	Radiology - X-ray	Don't Know	Stupid place to put your comment box. Banged my head on it when I sat down.	Move your comment box!	Male	56-65	White British	
169	Radiology (NDDH	Extremely Likely	Both my husband and I	No.	Female	Over 65	White British	

	Outpatients)		have had excellent service with staff that go beyond to help patients.					
170	Radiology (NDDH Outpatients)	Likely	Always been friendly staff.	Not give short notice for appointments.	Female	26-35	White British	
171	Radiology (NDDH Outpatients)	Neither Likely nor Unlikely	No choice if you need an X-ray at a hospital. The wait is too long.	Reduce waiting times.	Female		White British	
172	Radiology (NDDH Outpatients)	Unlikely			Male	Over 65	White British	
173	Rheumatology (NDDH Outpatients)	Extremely Likely	Really happy with how I'm able to understand what's wrong because of fantastic communication with nurses. Always helpful.		Female	16-25	White British	
174	Rheumatology (NDDH Outpatients)	Extremely Likely	Very efficient & happy hospital. First visit & very impressed.	None.	Female	Over 65	White British	
175	Rheumatology (NDDH Outpatients)	Likely	Found the majority of staff understanding and helpful. Consultant extremely understanding & takes time to explain what's going on [illegible] my body. Negative is that a 3 monthly appt may not arrive until 6 months. This has happened on 2 occasions to me personally.	See overleaf. Car parking is becoming a bit of a problem in that sufficient spaces are sometimes unavailable.	Female	Over 65	White British	
176	Rheumatology (NDDH Outpatients)	Likely	Always found staff very friendly and helpful.		Female	Over 65	White British	
177	Rheumatology (NDDH Outpatients)	Likely	Care & treatment excellent. Waiting time too long.	Let people know if they're going to have to wait over 1/2 an hour so that at least they can get	Female	36-45	White British	

				a coffee while waiting.				
178	Urology (NDDH Outpatients)	Extremely Likely	Have always had a kind and friendly service and haven't had to wait too long to be seen on my appointment.	None.	Male	Over 65	White British	

Qualitative Feedback - Dec-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	Clinic / department not entered (NDDH Outpatients)	<i>Not entered</i>	Yes				Female		White British	
2	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly & no waiting time.	Reassuring & good with my daughter. Enjoyed Nemo.		Female	9-11	White British	
3	EEG / EMG (NDDH Outpatients)	<i>Not entered</i>	Yes	The lady was lovely, efficient and calming.	Prompt, efficient & friendly.	Nothing.	Male	12-15	White British	
4	EEG / EMG (NDDH Outpatients)	<i>Not entered</i>	Yes	Lovely staff.	Staff are lovely. No waiting.	Nothing.	Female		White British	
5	EEG / EMG (NDDH	<i>Not entered</i>	Yes	Made to feel welcome and put	Didn't have to wait around too	Nothing.	Female	9-11	White British	

	Outpatients)			my mind and ease about my daughter having tests done. Explained everything in detail to me and my daughter.	long so my daughter didn't get too bored or fidgety.					
6	EEG / EMG (NDDH Outpatients)	Patient	Yes	Lovely, friendly member of staff. Made an effort to ensure my daughter was relaxed & informed of what was happening. Thank you.	As before.	Nothing.	Female	12-15	White British	
7	ENT (NDDH Outpatients)	Patient	<i>Not entered</i>	Because appointment's 20mins late.	Good service.	My appointment was at 12. However, it was 20mins late.	Female	12-15	White British	
8	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Friendly staff. Clean & tidy place for my eldest (2yrs) to be entertained.	Friendly staff. Helpful.	N/A.	Female	Under 6	White British	