

Outpatients - North Devon District Hospital - Friends and Family Test - Nov-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 %
Nov-17	341	93.8	0.6	5.6

Qualitative Feedback - Nov-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	Superb individual care, treatment & help from fabulous qualified & caring nurses & assistants.	Better lunch? Sometimes had trouble getting through to unit in an emergency - engaged tones.	Female	56-65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Staff v. professional, experienced, kind and supportive. Facilities excellent. Nothing is too much trouble.					
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Always helpful & always there and treatment so far has been really successful. Thank you all!!!		Male	Over 65	White British	
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Helpful, relevant advice given.		Female	Over 65	White British	
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent service.			Over 65	White British	

6	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
7	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very good service & attention.		Female	Over 65	White British	
8	Audiology (NDDH Outpatients)	Extremely Likely	I come to the drop-in centre for hearing aid. They give a really good service.	None.	Male	Over 65	White British	
9	Audiology (NDDH Outpatients)	Extremely Likely	Very helpful in Audiology Dept.		Female	Over 65	White British	
10	Audiology (NDDH Outpatients)	Extremely Likely	First class service.		Male	Over 65	White British	
11	Audiology (NDDH Outpatients)	Extremely Likely	Good treatment. Good service.		Male	Over 65	Asian / Asian British	
12	Audiology (NDDH Outpatients)	Extremely Likely	[Name withheld] has been a constant help for over twenty years - always helpful.		Female	Over 65	White British	
13	Audiology (NDDH Outpatients)	Extremely Likely	The service is excellent now the full number of staff are back.		Female	Over 65	White British	
14	Audiology (NDDH Outpatients)	Extremely Likely	[Illegible] me more help than anyone else had before.		Male	Over 65	White British	
15	Audiology (NDDH Outpatients)	Extremely Likely	I was seen within minutes of my appointment time!		Male	56-65	White British	
16	Audiology (NDDH Outpatients)	Extremely Likely	Never had any reason for complaint or criticism.		Female	Over 65	White British	
17	Audiology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely		Water cooler & cups available to patients, especially when waiting a long time.	Female	Over 65	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	The staff are very kind & considerate.	No need to see doctor after radiologist.	Female	36-45	White British	

20	Breast Clinic (NDDH Outpatients)	Extremely Likely	All staff friendly, informative and supportive.		Female	36-45	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Attitude of staff, excellent.		Female	46-55	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	I feel a lot more relaxed after seeing a doctor.		Female	16-25	White British	
23	Breast Clinic (NDDH Outpatients)	Likely			Female	36-45	White British	
24	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The treatment was very fast & effective.		Male	56-65	White British	
25	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Gained confidence, enjoyed the class, became more fit. Staff very supportive.	No. Shower facilities.	Female	56-65	White British	
26	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I happy ok.		Male	56-65	Other ethnic group	
27	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Helps to build confidence, access how fit you are and encourage to maintain fitness level.		Female	Over 65	White British	
28	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Fantastically knowledgeable, patient and extremely competent staff. My confidence has taken a massively positive improvement & also my fitness.	In an ideal world, start people on the course sooner.	Male	46-55	White British	
29	Cardiology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
30	Cardiology (NDDH Outpatients)	Likely	Friendly staff and clean and tidy.		Female	Over 65	White British	
31	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very good & friendly.		Male	56-65	White British	
32	Cardio-respiratory	Extremely Likely	I have had excellent	No - it is excellent.	Male	Over 65	White British	

	(NDDH Outpatients)		service from every department and ward at this hospital for the past two decades.					
33	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly staff.	Bigger area with improved facilities, especially reception.	Female	Over 65	White British	
34	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent care & extensive tests.					
35	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Over many years attending the pacemakers' clinic, the staff and treatment has always been excellent.	Keep up the good work.	Male	Over 65	White British	
36	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	An excellent service. Caring, thoughtful staff. Quick & efficient department. Simple Christmas decorations very effective. Thank you.	Maybe tell people where they are on list. If any delays, how long waiting time might be.	Male	Over 65	White British	
37	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I have always received excellent treatment at NDDH over the past 12 years.		Female	46-55	White British	
38	Cardio-respiratory (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
39	Cardio-respiratory (NDDH Outpatients)	Likely	I found everyone considerate and helpful.	None.	Male	Over 65	White British	
40	Cardio-respiratory (NDDH Outpatients)	Likely	Have always looked after me very well.		Male	Over 65	White British	
41	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	I have spent the last 4 days coming to the hospital with my family to visit a relative who was admitted for 2 nights and then bringing my mother-		Female	56-65	White British	

			in-law to the above clinic. I just want to say that the staff are lovely. But the parking is a huge problem. I have lived in North Devon for 20 years and have never known it ever to be this bad. Something needs to be done urgently to address this problem. Otherwise, all patients attending clinics will be late and very stressed.					
42	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Very helpful & friendly.	More parking.	Female	Over 65	White British	
43	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Yearly check-up.		Female	Over 65	White British	
44	Care of the Elderly (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
45	Care of the Elderly (NDDH Outpatients)	Don't Know			Male	Over 65	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great service. Quick & easy.	Not at all.	Male	Over 65	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff so kind & friendly.		Female	Over 65	White British	
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Kind and caring staff. Good atmosphere & relaxing.	No. But car parking can be a problem.	Male	Over 65	White British	
49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly service - helpful.		Female	Over 65	White British	
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care & treatment.		Male	56-65	White British	

51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly reception - smile puts you instantly at ease.		Female	Over 65	White British	
52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because my treatment has been excellent & no complaints at all.		Female	Over 65	White British	
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Seen before appointment time. The staff were friendly and helpful.		Male	Over 65	White British	
54	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The service from this hospital is excellent.	Improve car park facilities or reinstate 19 bus from Park School then it wouldn't be necessary to use the car.	Male	Over 65	White British	
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very nice approach to patient - feel at ease. Explained the process very good.		Female	Over 65	White British	
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good service with friendly staff.	All very good.	Female	56-65	White British	
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good treatment.		Female	46-55	White British	
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female			
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All the staff are very kind & explain things to put me at ease.		Female	Over 65	White British	
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Extremely overworked and underpaid, but excellent delivery & service. Thank		Male	Over 65	White British	

			you.					
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always satisfied with service.	Not really.		Over 65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The treatment, care and results of the treatment.	Parking is a nightmare.	Male	Over 65	White British	
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff & everyone are so kind and helpful.		Female	Over 65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very professional and polite - instilled with confidence.		Male	36-45	White British	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always experienced very helpful staff who are always kind and friendly, explaining all treatment well.	Car parking needs expanding.	Female	Over 65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Usually v. good to appointment time. Unable to recommend services to anywhere else as this is the only clinic in the Barnstaple area. Staff are v. friendly. Hospital much easier to access with new roundabout.		Male	Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have had extremely good service. I am very happy.		Male	Over 65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I was seen on-time and treated very well.		Male	Over 65	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always extremely pleasant and supportive.		Female	Over 65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because NHS treatment is free and we should all be grateful for the fantastic service provided for us! If you have to wait, be patient, patient!	Charger points for mobile phones, open wifi, more reading material, if possible!?	Male	36-45	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always have experienced exceptional care, no matter what department. However, the staff are always under pressure. It is imperative that this hospital is kept open.	Give the nursing staff the opportunity to do their job instead of all the bureaucracy and form filling. They do a wonderful job, despite all the pressures.	Female	Over 65	White British	
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have been here often & always treated with respect & care.	Texting confirmation/reminder of appointment rather than phone - data protection makes it awkward.	Female	56-65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We desperately need to keep NDDH. It's greatly needed by all the people within this area.	Greatly improve the car park! Dreadful experience to park!	Female	Over 65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	They were only running 1/4hr behind - all was fine.	Everyone was helpful & kind.	Female	46-55	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
79	Clinic / department	Extremely Likely	Everybody is friendly.		Female	Over 65	White British	

	not entered (NDDH Outpatients)							
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent staff. Very efficient clinic.	N/A.	Female	26-35	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful & efficient. Staff always very accommodating.		Female	36-45	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Research.	Better reading material.	Male	56-65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always very help and considerate.		Male	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff efficient, helpful and pleasant. Staff are always willing to explain and answer questions. [Name withheld] excellent!		Female	Over 65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Efficient and helpful service, with a smile too!	N/A.	Female	Over 65	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good hospital.	More parking spaces.	Male	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have no complaints the way the hospital is run, so would recommend it.		Female	56-65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Came as emergency & had extremely wonderful attention.		Male	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent treatment for eye surgery.	Better car park.	Female	Over 65	White British	

	Outpatients)							
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful, caring staff in all areas.	Car parking is a problem.	Female	Over 65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff friendly, went out of their way to make all aspects of my care & treatment as convenient as possible. As a carer, I really appreciated this. Also, very experienced & expert staff cared for me.					
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have terminal cancer and I am looked after very well. Nurses are amazing.	Car park needs looking into - you can't get a space.	Male	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The help and exercise I was given.		Female	56-65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful. Nothing too much trouble.		Male	Over 65	White British	
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care. 10 plus. Excellent [illegible] care 10 plus. Excellent care at all times - 10 plus.	Not at this time.	Female	Over 65	Other ethnic group	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I feel strongly that keeping treatments and appointment local and not losing services is essential.	Parking. More and better laid out car parking facilities.	Female	46-55	White British	
99	Clinic / department not entered (NDDH Outpatients)	Likely	Good assistance - answered all our questions.	No.	Male	16-25	White British	
100	Clinic / department	Likely	Staff are friendly. Wait	Putting up waiting times	Female	26-35	White British	

	not entered (NDDH Outpatients)		times are long today so not given 'Extremely likely'.	or spread appts more. Don't want to spend all day here.				
101	Clinic / department not entered (NDDH Outpatients)	Likely	On-time. Friendly.		Female	Over 65		
102	Clinic / department not entered (NDDH Outpatients)	Likely	Staff, although very busy, are always pleasant and caring. And, if the situation is urgent, the care is excellent.					
103	Clinic / department not entered (NDDH Outpatients)	Likely	I've been here a number of times and have always had good service.		Female	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly, professional staff. Clean & tidy. Looks nice.	Larger car park - less charges. Designated areas for smoking - not main entrance.	Male	36-45	White British	
105	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	
106	Clinic / department not entered (NDDH Outpatients)	Likely				Over 65	White British	Do not publish
107	Clinic / department not entered (NDDH Outpatients)	Likely				Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Likely	Limited experience of service.	Be useful to know what the initial consultation entails.	Female	56-65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Likely			Male	36-45	White British	
110	Clinic / department not entered (NDDH Outpatients)	Likely	I have always had a good response.	In my experience, no.	Male	Over 65	White British	

111	Clinic / department not entered (NDDH Outpatients)	Likely	Staff always kind & helpful.		Male	Over 65	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely	Appointment on-time. Friendly staff, very helpful.	None.	Male	Over 65	White British	
113	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65		
114	Clinic / department not entered (NDDH Outpatients)	Likely	Staff were very efficient and able to process me quickly.	Car parking is an issue that needs to be addressed. There never seems to be enough spaces at North Devon Hospital.	Male	Over 65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely	Good service, bit of a wait between appointments.		Female	26-35	White British	
116	Clinic / department not entered (NDDH Outpatients)	Likely	All staff always helpful & caring.	Parking - more space required.	Female	46-55	White British	
117	Clinic / department not entered (NDDH Outpatients)	Likely			Male	16-25	White British	Do not publish
118	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly, expert service.		Male	Over 65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly, efficient service once at the clinic.	Needed to phone to obtain appointment, as agreed 6mth appointment was overdue by several months.	Male	Over 65	White British	
120	Clinic / department not entered (NDDH Outpatients)	Likely	I have been waiting to park the car 20 minutes.		Female	Over 65	White British	

121	Clinic / department not entered (NDDH Outpatients)	Likely	Excellent service from the doctors. Made my wife feel very at ease & didn't have to wait long for the 2nd appointment.	Try and figure out the car park situation - if there is a solution.		46-55	White British	
122	Clinic / department not entered (NDDH Outpatients)	Likely	Cannot understand some doctors.	Employ more doctors.		Over 65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
124	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Time taken between each stage. Lack of communication.		Male	Over 65	White British	
125	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Male	46-55	White British	Do not publish
126	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	It was nice to see the doctor but I don't think only should have that done to them. I'm sure Barnstaple or Exeter are both great hospital, but the 2-hour wait was not good!!!	Cut the waiting time xx.	Male	56-65	White British	
127	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Mix up today meant I have waited longer than I should for my X-ray. Also, long delays today. Two previous visits were much better. Much more efficient then.		Female	Over 65	White British	
128	Clinic / department not entered (NDDH Outpatients)	Not entered	Job to keep appointment time - have to queue for so long.	Bigger car park.	Female	Over 65	White British	
129	Clinic / department	Not entered				46-55	White British	

	not entered (NDDH Outpatients)							
130	Clinic / department not entered (NDDH Outpatients)	Not entered	I wouldn't be here if I didn't have to be?	Stop health cuts. Look after your honest, hardworking taxpayer.	Male	46-55	White British	
131	Clinic / department not entered (NDDH Outpatients)	Not entered			Male	46-55	White British	
132	Clinic / department not entered (NDDH Outpatients)	Not entered			Female	Over 65	White British	Do not publish
133	Clinic / department not entered (NDDH Outpatients)	Not entered	I didn't choose to have my foot in plaster!!	N/A.	Female	Over 65	White British	
134	Clinic / department not entered (NDDH Outpatients)	Not entered	No other choice!		Female	Over 65	White British	
135	Colorectal (NDDH Outpatients)	Extremely Likely	Good facilities and very friendly staff who keep everyone informed.		Male	Over 65	White British	
136	Colorectal (NDDH Outpatients)	Extremely Likely	Always been looked after.	Good enough.	Male	Over 65	White British	
137	Colorectal (NDDH Outpatients)	Extremely Likely	Appointment dealt with in friendly and efficient way. I felt seen and heard. Thank you all.		Female	56-65	White British	
138	Colorectal (NDDH Outpatients)	Extremely Likely	The treatment & care I have received since the onset of my illness has been superb. I have no complaints at all.	Employ more doctors & nurses.	Male	Over 65	White British	
139	Colorectal (NDDH Outpatients)	Extremely Likely	I have always been very well looked after by doctors & nurses and all other staff members in the outpatient department	More disabled parking.	Female	56-65	White British	

			and on the ward (KGV). Stoma nurses are excellent, kind and helpful. Only downside is parking!!!					
140	Colorectal (NDDH Outpatients)	Extremely Likely	Have been cared for very well and treated as an individual not a number. All staff have been so helpful and kind.	Parking to get to appointments.	Female	46-55	White British	
141	Colorectal (NDDH Outpatients)	Extremely Likely	Helpful at main entrance to direct you. Nurses in dept. kept you informed, updated on waiting time.	Better car parking i.e. more spaces.	Female	56-65	White British	
142	Colorectal (NDDH Outpatients)	Extremely Likely	My bowel cancer had been dealt with very skilfully by [name withheld] and all the support staff.	More car parking spaces.	Male	Over 65	White British	
143	Colorectal (NDDH Outpatients)	Likely			Male	56-65	White British	
144	Colorectal (NDDH Outpatients)	Likely	Service excellent once here but time taken to get here very long. Reported problem in March and final appointment looks like concluding matters in January. Appreciate it's number vs. staff but it's slow.	I spoke to 4/5 different people to change my first appointment. Got nowhere with anyone for weeks. Admin efficiency is poor.	Male	36-45	White British	
145	Dermatology (NDDH Outpatients)	Extremely Likely	Cheerful staff & reception. Good follow-up procedure.	Doing v. well.	Male	Over 65	White British	
146	EEG / EMG (NDDH Outpatients)	Extremely Likely	Efficient & friendly service.					
147	EEG / EMG (NDDH Outpatients)	Extremely Likely		Better signage to the	Female	56-65	White British	

	Outpatients)			department from the maternity unit reception.				
148	EEG / EMG (NDDH Outpatients)	Extremely Likely	Excellent, polite, caring and made to feel relaxed and comfortable.		Male	46-55	White British	
149	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly & explained everything as we went along. Very professional.	Fine as it is.	Male	56-65	White British	
150	EEG / EMG (NDDH Outpatients)	Extremely Likely	The person today (10-Nov-17) was so lovely. Made me feel so at ease having my EEG.					
151	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly.		Male	26-35	White British	
152	EEG / EMG (NDDH Outpatients)	Extremely Likely	Lovely, friendly face made me feel very at ease.	Nope.	Female	26-35	White British	
153	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly and considerate staff and very efficient.		Male	26-35	White British	
154	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male		White British	Do not publish
155	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
156	EEG / EMG (NDDH Outpatients)	Extremely Likely	Could not fault anything. Made me feel as relaxed as possible.		Female	46-55	White British	
157	EEG / EMG (NDDH Outpatients)	Extremely Likely	I was very at ease and comfortable with the person that was looking after me.					
158	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly & made to comfortable.		Female	26-35	White British	
159	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very informative and friendly staff.		Male	36-45	White British	
160	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, caring, quick to be seen.		Male	36-45	White British	

161	ENT (NDDH Outpatients)	Extremely Likely	All the staff were considerate, kind and very reassuring. The treatment I received was excellent at both NDDH & RD&E.	I cannot see how with the immense pressure the NHS in general is being subjected to.	Male	Over 65	White British	
162	ENT (NDDH Outpatients)	Extremely Likely	Staff are always very helpful. Never a long delay for timed appointments.	Increase parking, mainly for outpatients. Separate parking for visitors.	Male	Over 65	White British	
163	ENT (NDDH Outpatients)	Likely	Good service.	Yes. A bigger car park would be great.	Female	Over 65	White British	
164	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Courteous reception. Prompt attention. Satisfied with care provided.		Male	Over 65	White British	
165	Exmoor Unit (NDDH Outpatients)	Likely	Prompt attention on arrival - in fact ahead of my appointment time.		Male	Over 65	White British	
166	Exmoor Unit (NDDH Outpatients)	Likely	The attention & care received from the consultant & clinic nurse [name withheld] was fantastic - compassionate. What lets this service down is the attitude of the receptionist [name withheld]. They were abrupt &, quite frankly, rude. Not just to us either. Each person who attended reception did not receive a warm welcome. There was no compassion, no evidence they cared. It was more like we were an inconvenience to their day.	Consider an advanced comms course or a compassion fatigue course for [name withheld]. Either that or advise a role change that is not front-facing.	Female	36-45	White British	

167	Exmoor Unit (NDDH Outpatients)	Likely	Very thorough with treatment, but be prepared for a long wait.		Female	Over 65	White British	
168	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have found all the staff in the Ophthalmology Department to be very helpful, efficient and professional. The doctors and consultants have all been very helpful and considerate in taking the time to fully explain things and the possible ways forward, and options for the future. Considering how busy everyone is and the current pressures within the NHS, it is very much appreciated that they spend time with patients to ensure that they have a good understanding on their health. It is important to ensure that the government does not destroy what I believe to be an excellent service.	Possibly provide an email contact by department so that, in the event of a problem, patients could email their concerns and have a response by email or phone within a prescribed timescale. I appreciate that that this could be time consuming as some patients' problems may be trivial, so a filtering system may be required. However, it may be more efficient than providing a telephone contact. Currently, it can be difficult to contact someone with a problem. Also, the obvious car parking problems for patients, visitors and staff needs some resolution. Support is required from North Devon District Council or DCC so that land is found for more parking even if it requires a walk for those who are fit enough to	Male	Over 65	White British	

				walk a little distance.				
169	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, efficient.	We came to the wrong hospital! Having been to this one for years, it would have been helpful to have the change of hospital in very bold letters, not just highlighted.	Female	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff were polite and friendly at all times.		Female	Over 65	White British	
172	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt service. Thorough.		Female	56-65	White British	
173	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly and satisfactory service.	No. Superb as it is.	Female	Over 65	White British	
174	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
175	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had excellent treatment. The staff have been kind & courteous at all times and I have been kept well-informed of my treatment.	It would be useful if we just had an idea of waiting time.		Over 65	White British	
176	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service & advice.	Better car park space. Timing/waiting time - always overrunning.	Female	Over 65	White British	
177	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because myself and family come to this hospital for different reasons. We are always treated with kindness and respect and the care is always good.	Can't think of any myself.	Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good care is taken by competent people.		Male	Over 65	White British	

179	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very quick appointment (4 days).	Keep the patients informed of the waiting times e.g. 15mins, 30mins, 1 plus hr.		Over 65	White British	
180	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent treatment by [name withheld].	Had trouble with a long wait to get a car parking space as it was full.	Male	Over 65	White British	
181	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been given great care and attention throughout my treatment. Staff are very friendly and efficient.		Female	36-45	White British	
182	Eye Clinic (NDDH Outpatients)	Extremely Likely	In April this year my husband died on Victoria Ward. Everyone on the ward were very kind to me and our family. I'll never forget their kindness. Everyone in the Eye Clinic were kind and friendly - put my mind at rest.		Female	Over 65	White British	
183	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment has always been good.		Male	Over 65	White British	
184	Eye Clinic (NDDH Outpatients)	Likely	There are undoubtedly pressures within the NHS but we still have a very much appreciated service.	There are good days and days which could be better. We are pleased with the service we have.	Female	Over 65	White British	
185	Eye Clinic (NDDH Outpatients)	Likely	Everything was on time & the staff were helpful & friendly.		Female	46-55	White British	
186	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
187	Eye Clinic (NDDH Outpatients)	Likely	First visit to NDDH. Very efficient and excellent advice from the medical		Male	46-55	White British	

			specialist that saw me.					
188	Eye Clinic (NDDH Outpatients)	Likely	Friendly service.		Male	Over 65	White British	
189	Eye Clinic (NDDH Outpatients)	Likely	Only service available in area - no choice. Very positive experience today.		Female	56-65	White British	
190	Eye Clinic (NDDH Outpatients)	Likely	Provide professional service and support.		Male	56-65	White British	
191	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely		Be faster.	Female	46-55	White British	
192	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Treatment good. Car parking dreadful.	Sort out the car parking problem - quickly.	Female	56-65	White British	
193	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The NDD hospital is very convenient and the staff are caring and knowledgeable.	Try to stick to appointment times, if possible.	Female	56-65	White British	
194	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Amazing care and professionalism from [name withheld] and their team! Great attention to detail, patience and empathy. Can't be more grateful. Thank you very much. Wonderful people - we need more like them!		Female	36-45	White British	
195	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Positive and helpful staff, meeting the needs of their patients and supporting them through recovery.		Female	46-55	White British	
196	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very helpful.		Female	36-45	White British	
197	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Care and attention to detail was excellent.	Parking on site can be difficult.	Female	56-65	White British	
198	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Can't ask for more help from all staff. They are really so helpful,	Car parking no good at all - have to wait for cars to come out so we can	Female	Over 65	White British	

			wonderful Thank them all please.	get parked and get to appointment on time.				
199	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Fracture clinic staff very good.	Sort out the car parking.	Male	56-65	White British	
200	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly. Helpful.		Female	Over 65	White British	
201	Fracture Clinic (NDDH Outpatients)	Likely	Very polite, friendly.		Female	Over 65	White British	
202	Fracture Clinic (NDDH Outpatients)	Likely	Apart from having to wait a very long time when I first broke my arm, appointments have been good.		Female	Over 65	White British	
203	Fracture Clinic (NDDH Outpatients)	Likely	All staff lovely. Great. However, doctor v. confusing & impatient. I would not wish to see them again!		Female	Over 65	White British	
204	Fracture Clinic (NDDH Outpatients)	Likely	Prompt service, very helpful.	More car parking?	Female	56-65	White British	
205	Fracture Clinic (NDDH Outpatients)	Likely	I have received friendly and efficient treatment.	No.	Female	56-65	White British	
206	Fracture Clinic (NDDH Outpatients)	Don't Know	Awful - people in pain, place heaving, hot & waited over an hour!!!	Be on time like patients are!				
207	Fracture Clinic (NDDH Outpatients)	Not entered	This is a nonsense question. We need to have a fully staffed back clinic and so we did! Frankly, I wouldn't recommend breaking a bone but if you do then you can expect timely, friendly, expert and informative treatment by everyone in this clinic - from reception, through X-	No. It works very well. It's a bit of a long walk for someone with a broken leg though from reception!	Female	56-65	White British	

			ray & plaster room to orthopaedic specialist.					
208	Fracture Clinic (NDDH Outpatients)	Not entered	Having attended A&E, my only option was to be an outpatient. Also, parking was very stressful. Waited 15mins to get parked as a queue had formed. Eight cars waiting in a full car park. Arrived 10.30am.	My physio appointment has still not been arranged nearly two weeks after my plaster came off. Be better if a physio could be seen to give initial advice immediately.	Male	46-55	White British	
209	Gynaecology (NDDH Outpatients)	Extremely Likely	I think they are very good at putting you at your ease and instilling a sense of calm whatever the outlook.		Female	56-65	White British	
210	Gynaecology (NDDH Outpatients)	Extremely Likely	Nurses are amazing. However, on arrival the car park was almost full so there was a lot of waiting. I didn't like being late.	I would like to see a more easily available car parking system - multi-storey maybe?	Female	46-55	White British	
211	Gynaecology (NDDH Outpatients)	Extremely Likely	Very reassuring, friendly and professional medical team.	None - very satisfied.	Female	56-65	White British	
212	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Support team superb.	Keep as it is.	Male	Over 65	White British	
213	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Excellent care.	No - too good.	Female	Over 65	White British	
214	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	It is close to home so I can get there ok.					
215	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Best service in the world.		Male	56-65	White British	
216	Maxillofacial (NDDH Outpatients)	Extremely Likely	All staff were very friendly and understanding. Made a difficult experience a lot better than expected.					
217	Maxillofacial (NDDH)	Extremely Likely	Very well cared for,		Female	Over 65		

	Outpatients)		professionally treated.					
218	Maxillofacial (NDDH Outpatients)	Extremely Likely	Because everyone is very welcoming and professional -made me feel very at ease.		Female	46-55	White British	
219	Maxillofacial (NDDH Outpatients)	Extremely Likely	Pleasant and professional in every way.		Male	Over 65	White British	
220	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very helpful, understanding, caring.	Baby changing close by as we had to travel all the way back to level 2 for the nearest baby changing facility.	Male	26-35	White British	
221	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very friendly, professional service - made me feel at ease.					
222	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everything explained clearly during extraction.					
223	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very friendly and helpful. Will definitely be back soon!		Male	26-35	White British	
224	Maxillofacial (NDDH Outpatients)	Extremely Likely	Efficient but also friendly and helpful. Careful to take account of my deafness.	Given that the caller display on mobiles shows unknown caller it might be helpful to be forwarded that a call might be made from the department. Many people including myself, ignore anonymous calls.	Female	Over 65	White British	
225	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very helpful & kind.	No.	Female	46-55	White British	
226	Maxillofacial (NDDH Outpatients)	Extremely Likely	It was much easier than I expected - pain-free and all 3 people involved made me feel at ease.		Female	56-65	White British	
227	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very pleasant staff,		Female	46-55	White British	

	Outpatients)		informative.					
228	Maxillofacial (NDDH Outpatients)	Extremely Likely	The doctor was patient & kind & after the initial injections it was a painless extraction.		Female	56-65	White British	
229	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everyone gave clear instructions. Friendly staff.		Female	46-55	White British	
230	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly and reassuring service. The appointment was on time and professionally handled.		Female	46-55	White British	
231	Maxillofacial (NDDH Outpatients)	Extremely Likely	The surgeon & assistants were fantastic.	No - excellent.	Female	Over 65	White British	
232	Maxillofacial (NDDH Outpatients)	Extremely Likely	Procedure well-explained. Friendly & courteous staff. Thank you!		Male	Over 65	White British	
233	Maxillofacial (NDDH Outpatients)	Likely	Friendly staff. Volunteers at meet & greet are very helpful. Honest & straightforward info from doctor.	Estimated wait times would be useful & up-to-date reading material aimed at a wider age group.	Female	26-35	White British	
234	Maxillofacial (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
235	Maxillofacial (NDDH Outpatients)	Likely	They were nice and friendly - made me feel relaxed.		Female	26-35	White British	
236	Maxillofacial (NDDH Outpatients)	Likely	This hospital is very good despite shortages & too many people.	Car park chaos should be sorted.	Female	Over 65	White British	
237	Maxillofacial (NDDH Outpatients)	Likely	The staff are all friendly & helpful. Today the parking situation was appalling, queuing off roundabout. At least there was a marshal to direct to spaces. Also, was waiting		Male	Over 65	White British	

			to go to X-ray 15 mins after appt with doctor should have been.					
238	Maxillofacial (NDDH Outpatients)	Likely	The atmosphere in the waiting room and treatment rooms is relaxed and comfortable. The medical staff are efficient and caring.		Female	Over 65	White British	
239	Maxillofacial (NDDH Outpatients)	Likely	Good service when in the dental room.	Yes. Please stick to appointment times as I have waited on three occasions & I am a carer for my mum who has dementia, making appointment difficult.	Female	56-65	White British	
240	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	Insufficient information given on original appointment letter. Impression was that the extraction would be done on original appointment. After waiting for original appointment a further 2 months wait is anticipated.	Make very clear in original letter that initial appointment is examination only.	Male	Over 65	White British	
241	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	Poor communication. However, lovely people.	Stipulate in appointment letters what's going on. Drove miles for a five min appointment!!	Female	16-25	White British	
242	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely		No.	Female	56-65	White British	
243	Maxillofacial (NDDH Outpatients)	Don't Know	Maxillofacial dept receptionist not the friendliest of staff. Quite abrupt with my elderly	In a department that is specific to oral, it is obvious that some patients may find it	Female	46-55	White British	

			parent when obvious he had difficulty hearing & speaking - should be more aware.	difficult to speak. Reception should be aware of this but also treat all patients with a friendly approach.				
244	Maxillofacial (NDDH Outpatients)	Not entered		I was under the impression I was having my teeth removed today but was just here for a consultation. The letter I received did not tell me that and gave virtually no information at all.	Male	26-35	White British	
245	Maxillofacial (NDDH Outpatients)	Not entered	Good care.		Male	46-55	White British	
246	Nephrology (NDDH Outpatients)	Extremely Likely	Always found the service first class!!	No.	Female	Over 65	White British	
247	Nephrology (NDDH Outpatients)	Extremely Likely	Excellent.				White British	
248	Nephrology (NDDH Outpatients)	Extremely Likely	The staff are polite and friendly.	By enlarging the car park. Some days it takes 1/2 hour to park.	Male	Over 65	White British	
249	Nephrology (NDDH Outpatients)	Extremely Likely	Good and friendly care.	Better car parking.	Male	Over 65	White British	
250	Neurology (NDDH Outpatients)	Extremely Likely	Lovely staff. Clean. Busy & so don't mind the wait.	Free coffee! Informed that appointment will be one hour late.	Male	56-65	White British	
251	Neurology (NDDH Outpatients)	Not entered			Female	46-55	White British	Do not publish
252	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Very caring & knowledgeable staff. Helpful admin team.		Female	56-65	White British	
253	Oncology (NDDH Outpatients)	Extremely Likely	They always give amazing service. They are polite, respectful friendly helpful and professional.	No I am always very impressed with the hospital & outpatients. I would like more bicycle	Female	56-65	White British	

				parking.				
254	Ophthalmology (NDDH Outpatients)	Extremely Likely	Been a patient here for several years. Staff are very friendly.	Tea/coffee for long delays.	Female	46-55		
255	Ophthalmology (NDDH Outpatients)	Extremely Likely	Very efficient service.		Male	Over 65	White British	
256	Ophthalmology (NDDH Outpatients)	Extremely Likely	Everyone very helpful & happy.		Female	56-65	White British	
257	Ophthalmology (NDDH Outpatients)	Extremely Likely	Efficient, friendly staff. My appointment was on time. Courteous, knowledgeable doctors & nurses. No complaints.		Female	56-65	White British	
258	Ophthalmology (NDDH Outpatients)	Likely			Male		White British	Do not publish
259	Ophthalmology (NDDH Outpatients)	Likely	Very good service. However, different recommendations from different doctors resulted in starting/stopping medications multiple times.	Car parking improvement.	Male	26-35	White British	
260	Ophthalmology (NDDH Outpatients)	Likely	Needed treatment quickly.		Female	56-65	White British	
261	Ophthalmology (NDDH Outpatients)	Likely	'Likely' because it's the only clinic in North Devon. Staff are generally very friendly & caring. However, I've had many appts cancelled over the last 12 months so am very unhappy about the service - worried my eyesight maybe threatened because of delays.	More doctors/specialists.	Female	56-65	White British	
262	Orthopaedics (NDDH)	Extremely Likely	Prompt consultation.		Male		White British	

	Outpatients)							
263	Orthopaedics (NDDH Outpatients)	Extremely Likely	On-time, friendly, informative.	No.	Male	Over 65	White British	
264	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have found the advice and treatment given so far to be very good.	No.	Female	46-55	White British	
265	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have been to the hospital several times including a minor outpatient operation. At all times, all the staff at all levels have been brilliant, supportive and helpful.	I have a hearing problem and I would feel more relaxed if it was possible to have a screen to show me when they want me to come through rather than worrying that I might not hear them call out my name. I am sure this would be relevant to many other people with hearing issues.	Male	56-65	White British	
266	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	Over 65	Other ethnic group	Do not publish
267	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have always had excellent treatment.		Female	Over 65	White British	
268	Orthopaedics (NDDH Outpatients)	Likely	I have received really efficient service on both my visits recently.		Female	46-55	White British	
269	Orthopaedics (NDDH Outpatients)	Likely	Nice people who explained things thoroughly.		Male	26-35	White British	
270	Orthopaedics (NDDH Outpatients)	Likely	There are areas which could be improved.	Take some of the grass and put into car parking areas. This should have been done a long time ago. Waiting time could be improved.	Female	Over 65	White British	
271	Orthopaedics (NDDH Outpatients)	Likely	I think it would help other people if they were having	Yes. If you could arrange timing that waiting could	Female	56-65	Asian / Asian British	

			similar problems.	be reduced by checking notes prior to appointments, getting X-rays need before time.				
272	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	Elderly mother has been waiting for a shoulder operation since 1st Oct 2016. Disgusting treatment received. Cancelled hospital operations by NDDH & why? Because she's 85 years old. NHS going up the swanny.		Female	Over 65	White British	
273	Orthoptist (NDDH Outpatients)	Extremely Likely	Everyone is friendly and helpful.		Female	Over 65	White British	
274	Orthoptist (NDDH Outpatients)	Likely	Seen on time, friendly reception & Orthoptist. Good service.		Female	26-35	White British	
275	Pain Management Service (NDDH Outpatients)	Extremely Unlikely	Waiting list far too long, also changing apt's.	Stop cancelling apt's and re-arranging.		56-65	White British	
276	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff very helpful and informed.	Shorten the initial waiting time for the first appointment. GP estimated 6-8 weeks but took 10 weeks.	Male	56-65	White British	
277	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful & friendly, listens to your concerns.	N/A.	Male	Over 65	White British	
278	Physiotherapy (NDDH Outpatients)	Extremely Likely	Hard to find space to park.	Bigger car park.		Over 65	White British	
279	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] was very kind and helpful with my problem and a credit to their profession.		Female	Over 65	White British	
280	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful & caring.		Female	56-65	White British	

	Outpatients)							
281	Physiotherapy (NDDH Outpatients)	Extremely Likely	We are very lucky to have the NHS and need to support it in every way we can.					
282	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
283	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service in every way.		Male	Over 65	White British	
284	Physiotherapy (NDDH Outpatients)	Likely	Friendly department.		Female	46-55	White British	
285	Physiotherapy (NDDH Outpatients)	Neither Likely nor Unlikely	Parking - not enough disabled spaces. Waiting times for physio.		Female	46-55	White British	
286	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	The staff are excellent, helpful and very knowledgeable. The best hospital service I have ever attended and I have been coming here for 12 months. I couldn't have asked for better service.		Female	56-65	White British	
287	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Always friendly and efficient.	A wait time notice, if applicable, so can have a walk round without fear of missing appointment.	Female	56-65	White British	
288	Pre-operative assessment (NDDH Outpatients)	Likely	A very straightforward, thorough experience, appointment on time!	Improve the wait for blood tests. Parking takes time, nearly late for the appointment.	Male	Over 65	White British	
289	Pre-operative assessment (NDDH Outpatients)	Likely	Very friendly & helpful staff.		Male	Over 65	White British	
290	Radiology - CT scan	Extremely Likely	It was something I was dreading. [Name withheld] was amazing, telling me		Male	56-65	White British	

			exactly what was going to happen. I felt prepared, not frightened. They remained with me throughout the procedure - [name withheld] was very good as well. It made a very frightening experience [illegible] & as painless as possible - well done and thank you.					
291	Radiology - CT scan	Extremely Likely	Very friendly, efficient staff. Good service, even though the staff are obviously under pressure. Well done to everyone who works here.		Female	Over 65	White British	
292	Radiology - CT scan	Extremely Likely	Very friendly, kind & helpful & professional. Thank you.					
293	Radiology - CT scan	Extremely Likely	Not too busy, quick, helpful.	All good.	Male	56-65	White British	
294	Radiology - CT scan	Extremely Likely			Male	56-65	White British	Do not publish
295	Radiology - CT scan	Extremely Likely	Excellent service - cannot fault. Very caring staff.		Male	Over 65	White British	
296	Radiology - CT scan	Likely	Good care - professional approach from all staff.	No.	Female	Over 65	White British	
297	Radiology - CT scan	Likely			Female	56-65	White British	Do not publish
298	Radiology - MRI scan	Extremely Likely	Very efficient.	It would be good to be given rough idea of how long each scan would take.	Male	46-55	White British	
299	Radiology - MRI scan	Neither Likely nor Unlikely	To arrive for an appointment and have to wait to get in the car park because it was full was	Increase disabled parking spaces. Many people comment on this matter - it seems that it	Female	Over 65	White British	

			disconcerting, worried would be late for appointment? We had disabled parking ticket and all the spaces were full. It took so long to get in, then had to wait again for disabled space.	is getting worse recently.				
300	Radiology - Ultrasound	Likely	Always been satisfied with treatment. "Likely" because not too far to travel.					
301	Radiology - X-ray	Extremely Likely	I was attending NDDH X-ray today after a recent fall. My first X-ray was prompt and efficiently dealt with. Then I was referred to A&E because an arm fracture was found. Here again, I was dealt with in good time and [name withheld] specialist nurse, was very efficient and most helpful to us arranging for an MRI of my wrist quickly. We could not have been cared for any better!!	Excellent service received - thank you ND Hospital!	Female	Over 65	White British	
302	Radiology - X-ray	Extremely Likely	Many thanks to all for your kindness (& thoroughly clear & unalarming explanations of everything afoot)!					
303	Radiology - X-ray	Extremely Likely	Good attention and care given. Staff very helpful.	No.	Male	Over 65	White British	
304	Radiology - X-ray	Extremely Likely	Originally seen b4 appt	X-ray took in excess of	Female	Over 65	White British	

			time.	an hour?				
305	Radiology - X-ray	Extremely Likely	I have always received good treatment.	Parking is now dreadful since the island was replaced instead of the lights.	Female	Over 65	White British	
306	Radiology - X-ray	Extremely Likely	Swift service. Made to feel relaxed and like a person, not a number.		Male	36-45	Mixed / Multiple ethnic groups	
307	Radiology - X-ray	Extremely Likely	Good, efficient service.	No.	Female	Over 65	White British	
308	Radiology - X-ray	Extremely Likely		Nothing needs improving. Very well.	Female	16-25	White British	
309	Radiology - X-ray	Extremely Likely	Easy access. Well signposted. Helpful staff. Confident in the ability of staff as they are very pleasant, quick & self-confident.	Get yourself more medical staff so present staff can have good support & rest.	Female	Over 65	White British	
310	Radiology - X-ray	Extremely Likely	No waiting today, was taken straight in.	Put the telly on for longer waits.	Male	46-55	White British	
311	Radiology - X-ray	Extremely Likely	Normally dealt with quickly but today wasn't so good!	This hospital is 2nd to none - but parking awful!!		Over 65	White British	
312	Radiology - X-ray	Likely	Made to feel comfortable and the whole procedure was explained in detail. My questions were answered and so I was put at ease.		Female	Over 65	White British	
313	Radiology - X-ray	Likely			Male	Over 65	White British	Do not publish
314	Radiology - X-ray	Likely	All staff very pleasant and helpful.		Male	26-35	White British	
315	Radiology - X-ray	Likely	Confident that reasonable job will be done.	Car parking is a worry.	Male	Over 65	White British	
316	Radiology - X-ray	Likely			Male	46-55	White British	
317	Radiology - X-ray	Likely	Nice staff.			26-35	White British	

318	Radiology - X-ray	Likely	Very useful not to have to make an appointment to be treated.		Female	46-55	White British	
319	Radiology - X-ray	Likely	The staff are excellent and must be applauded but the big problem is the parking. Arrived at 11.10 for an X-ray prior to 12.00 appointment and nowhere to park - despite men trying to help. It is always the same!	Improve parking, especially at peak clinic times!	Male	Over 65	White British	
320	Radiology - X-ray	Likely			Female	Over 65	White British	Do not publish
321	Radiology - X-ray	Likely	Very helpful on main reception and X-ray one. Waiting room very clean. 25mins wait.	Parking - there was a long wait to get in. Would a ticket (numbered) save a nurse having to come and collect each patient. Seen at other hospitals when you give blood etc.	Female	16-25	White British	
322	Radiology - X-ray	Likely	Once into the hospital the care & staff are very helpful but the parking facilities are a disaster like not enough disabled parking near the door.		Male	Over 65	White British	
323	Radiology - X-ray	Likely	The hospital service has always been good but car parking has become terrible.		Male	Over 65	White British	
324	Radiology - X-ray	Likely	Friendly staff. Short waiting time.	Car park queuing to enter before parking.	Female	36-45	White British	
325	Radiology - X-ray	Neither Likely nor Unlikely	Poorly-organised appointment. X-ray rooms not signed, so delay.		Male	Over 65	White British	

326	Radiology - X-ray	Not entered			Female	56-65	White British	
327	Radiology - X-ray	Not entered	Being able to attend without timed appt. was useful when travelling 1hr to get here. Staff very friendly and helpful.		Female	Over 65	White British	
328	Radiology - X-ray	Not entered	Ease of access from where we live.	Enlarge car park so you don't run the risk of being late for your appointment even if you leave extra time in case.	Female	56-65	White British	
329	Radiology (NDDH Outpatients)	Extremely Likely	Kind and caring nurses and radiographers.			Over 65	White British	
330	Radiology (NDDH Outpatients)	Neither Likely nor Unlikely	Bit of a daft question, given that this is the main NHS hospital for North Devon so we don't have much choice. More seriously, the parking situation is generally a nightmare, but today it was excruciating, with a 15 minute wait. Did help that there were parking assistants on-hand though, so a big plus point there.	Once we manage to get in and parked we've never had any complaints about the actual clinical services we've received.	Male	56-65	White British	
331	Radiology (NDDH Outpatients)	Not entered	What a stupid question. If you need an X-ray, where else will they go – Exeter, Plymouth? Good, bad or indifferent this is the only place for residents of North Devon and visitors.		Male	Over 65	White British	
332	Respiratory (NDDH Outpatients)	Extremely Likely	Overall, treatment has been very good.	Sending appointments by e-mail. I didn't receive one appointment letter	Female	Over 65	Black / African / Caribbean / Black British	

				and caused a little confusion/flurry!				
333	Respiratory (NDDH Outpatients)	Extremely Likely	Not had any problems.		Female	Over 65	White British	
334	Respiratory (NDDH Outpatients)	Extremely Likely	On most occasions I have been seen promptly, but not today. Clinic seems very busy (8/11/17). Everybody are very helpful and pleasant. However, I would like more continuity with my physician.	Please try to ensure that there is continuity of clinicians when it comes to arranging care.	Female	56-65	White British	
335	Respiratory (NDDH Outpatients)	Extremely Likely	All staff are helpful & friendly and one feels one can have confidence in the service they provide. It is essential that we keep this hospital with all of its current services.	A long wait for the appointment today but glad that we are here in North Devon & not needing to travel long distances just for an O/P appointment.	Male	Over 65	White British	
336	Respiratory (NDDH Outpatients)	Likely	All staff efficient & polite.		Female	46-55	White British	
337	Respiratory (NDDH Outpatients)	Likely	No complaint with clinic service. Major problem is size of car park for hospital, making parking difficult - late for appointments.		Male	Over 65	White British	
338	Respiratory (NDDH Outpatients)	Likely	Difficult to answer this as what other options are available for those who can't afford to go private?	Car parking - had to queue on main road leading up to roundabout, added a good 15 minutes to our journey. Found it quite scary waiting on the main road.	Male	Over 65	White British	
339	Respiratory (NDDH Outpatients)	Not entered		Outpatients A clinic is		Over 65	White British	

	Outpatients)			clearly marked as you walk through the hospital. To find clinic B you have to walk as far as the desk which meant, as a patient with respiratory problem, I walked back to the main desk to find out where I should be going & ended up at the clinic desk gasping like a stranded whale! Not funny!				
340	Rheumatology (NDDH Outpatients)	Extremely Likely	Tend to get good information. Good doctor/patient relations.		Male	36-45	White British	
341	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff always helpful.		Female	56-65	White British	
342	Rheumatology (NDDH Outpatients)	Extremely Likely	6 monthly check up review appointment.	Was given a lift by relative to hospital but could not get to hospital to be dropped off due to traffic congestion. Had to walk from main road to the hospital.	Female	56-65	White British	
343	Rheumatology (NDDH Outpatients)	Extremely Likely	Over the last years, I have had many appointments with three different consultants/departs. All have been kind, helpful and efficient.	Parking is becoming increasingly difficult and must result in missed appointment if took me 15 minutes to get into the car park today.	Male	Over 65	White British	
344	Rheumatology (NDDH Outpatients)	Extremely Likely	Prompt appointment today.		Female	36-45	White British	
345	Rheumatology (NDDH Outpatients)	Extremely Likely		No. Very pleased with reception staff & doctor.	Female	46-55	White British	
346	Rheumatology	Extremely Likely			Female	Over 65	White British	Do not publish

	(NDDH Outpatients)							
347	Rheumatology (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
348	Rheumatology (NDDH Outpatients)	Likely	I have always found the staff to be helpful and professional.		Female	46-55	White British	
349	Rheumatology (NDDH Outpatients)	Neither Likely nor Unlikely	Long waits - but we understand the stress the NHS is under!	Government help!!		Over 65	White British	
350	Rheumatology (NDDH Outpatients)	Extremely Unlikely	A wait to come into the car park and I have been here 10mins early for my appointment. The lady nearest me is seeing the same specialist at 11.15am and now it is 12.00 and she hasn't gone in yet.	No. My last appointment in October-17, I didn't even receive a letter, then another appointment was made and the previous appointment was mentioned that I didn't turn up for. I'm sorry.	Female	46-55	White British	
351	Rheumatology (NDDH Outpatients)	Not entered	My specialist was good, listened carefully and gave good advice. But I waited 30mins to see them.	Car parking is usually easier if left to the general public not organised by security.	Female	Over 65	White British	
352	Urology (NDDH Outpatients)	Extremely Likely	Appointment was reasonably on time and medical staff seen were excellent.	Car parking was totally inadequate. Overflow car park was being used but, despite this, it was difficult to get a space. Much worse than on any previous visit to NDDH.	Female	Over 65	White British	
353	Urology (NDDH Outpatients)	Extremely Likely	All staff were very well-mannered and I felt listened to. Others in the room were introduced.	Last time we were sent straight down to smaller waiting room. Today we sat in main waiting room. Sometimes the consultant was sat waiting whilst nurse	Female	56-65	White British	

				went to collect people. Not good use of his time				
354	Urology (NDDH Outpatients)	Extremely Likely	I have always been treated with respect and dignity. Staff are courteous and supportive. First class team.	At this time, my experience is one of excellence.	Male	Over 65	White British	
355	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
356	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
357	Urology (NDDH Outpatients)	Likely	My husband and I have always had good treatment here and the staff are very friendly and efficient.					
358	Urology (NDDH Outpatients)	Likely	It took 18 months to detect kidney stones - patient has dementia so didn't feel pain.	The appointment was for 19.15. This is far too late for an 84 year old with dementia.	Female	Over 65	Asian / Asian British	
359	Vascular (NDDH Outpatients)	Extremely Likely	Friendly, clean environment.		Male	26-35	White British	