

Outpatients - North Devon District Hospital - Friends and Family Test - Jan-18

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 %
Jan-18	424	91.5	2.4	6.1

Qualitative Feedback - Jan-18 - Adult FFT card responses

	Clinic / department attended	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I have nothing but praise for the Seamoor Unit. The help & kindness I have received has been wonderful & encouraging.	I don't think the service can be improved. It seems to be working very well.	Female	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Excellent care.			Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Needed emergency treatment which was carried out very efficiently and thoroughly, and gave me great confidence.	Could not fault the service.	Female	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All the staff treat me with my best interests at heart and nothing is too much trouble.	It would be very hard to improve the service. I personally have no complaints at all.	Male	Over 65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The efficient & professional care given to me.			Over 65	White British	
7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	They take symptoms seriously.	Diagnosis over the phone and a dedicated time slot.	Female	36-45	White British	
8	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Kind and understanding staff. Always there to help when there are problems with illness and any worries we have. Receptionists through to nursing staff are exceptional.		Male	Over 65	White British	
9	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The team were brilliant in finding us in [illegible] and giving us vital information. We were not easy to track down but the nurses were persistent and resourceful. Many thanks.		Male	Over 65	White British	
10	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I've always been given the best possible care during treatment and when I've telephoned on several occasions when I've needed help!	I found on one of my visits that another patient, her first time, didn't realise that someone could stay with her.	Female	Over 65	White British	
11	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Friendly, helpful, caring and considerate staff who treat patients with dignity and compassion, both in the clinics and in the Seamoor Unit. Also, involve family members in treatment / plans etc.	No.	Female	Over 65	White British	
12	Arrhythmia Service	Extremely Likely	Cannot fault the		Female	Over 65	White British	

	(NDDH Outpatients)		cardiology department - they have all been so kind and caring.					
13	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	I have telephoned this service on a few occasions and always found the staff very helpful & reassuring. I feel that I am treated with respect & understanding. My outpatient appt was again reassuring and I thank [name withheld] & her team for their help.	I am more than satisfied with this service, thank you so much.	Female	Over 65	White British	
14	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very helpful, friendly, reassuring discussion with useful information & clear follow-up agreement.		Female	56-65	White British	
15	Audiology (NDDH Outpatients)	Extremely Likely	Good to have a check-up.		Female	26-35	White British	
16	Audiology (NDDH Outpatients)	Extremely Likely	The doctor's lovely.		Female	16-25	White British	
17	Audiology (NDDH Outpatients)	Likely	I am grateful at the service I receive.	Happy with service as it is.	Male	Over 65	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because of the good service I have received over the past 3 months.	None.	Female	Over 65	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Great care. Lovely staff.		Female	56-65	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent care.	Improve their pay!		46-55	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Helpfully & friendly.		Female	26-35	White British	
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	All involved, breast care nurses & doctors took very	I never knew where or what bra to buy after my	Female	56-65	Asian / Asian British	

			good care of me, answering any questions & ensuring that I never had any doubts about my treatment. Very good care taken before & after my breast surgery too. A big thank you from me.	surgery - perhaps bras could be sold before these operations. Other than that, I really can't think of anything.				
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	All the staff I have met today have been charming and have kept me informed every step of the way. Appointment was on time.	None.	Female	Over 65	White British	
25	Breast Clinic (NDDH Outpatients)	Likely	Very happy about the service given and how my questions and concerns were taken care of. Before the mammogram & ultrasound was going to take place I would have liked to sit down with the nurse doing it, just so I could have asked questions and get prepared for it better. But I asked and all good. They answered my questions well.	A quick sit down before every examination to get prepared naturally and ask questions. At the restaurant you should get rid of all chocolate, fried food and crisps! It's a hospital - serve healthy food please!	Female	36-45	Other ethnic group	
26	Breast Clinic (NDDH Outpatients)	Likely			Female	26-35	White British	
27	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very informative, friendly & reassuring.		Female	46-55	White British	
28	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very helpful and done in a relaxed environment.	No, everything is ok.	Male	Over 65	White British	

29	Cardiology (NDDH Outpatients)	Extremely Likely	Cardiology, e.g. ECG, is a very important service & seems to be very oversubscribed. I have waited 10 weeks for an appointment.	Appropriate waiting room is badly needed instead of sitting in a corridor with 6 chairs.	Male	Over 65	White British	
30	Cardiology (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		Male	Over 65	White British	
31	Cardiology (NDDH Outpatients)	Extremely Likely	The staff in this dept are second to none. They are run off their feet and are always helpful and loving. We have visited here for appointment many times and always have the same response.	The staff are under pressure a lot of the time, as they are so busy. I feel they don't get the support they should and deserve.		Over 65	White British	
32	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent customer care at reception desk.	None.	Female	56-65	White British	
33	Cardiology (NDDH Outpatients)	Extremely Likely	Very helpful & friendly staff.		Female	26-35	White British	
34	Cardiology (NDDH Outpatients)	Extremely Likely	The service is vital and valuable to the community with so many departments being closed and transferred to Exeter and Taunton. Not everyone can travel or can afford to. We need to keep this service local.	As a patient, the dept was busy, so bigger premises needed for both staff and patients.	Female	56-65	White British	
35	Cardiology (NDDH Outpatients)	Extremely Likely	Waiting time kept to a minimum. Staff very helpful.		Female	Over 65	White British	
36	Cardiology (NDDH Outpatients)	Likely	We don't have a choice of hospitals (!) without having to travel further / take more time out of	Please give an indication of how long appointments are due to take e.g. we have	Female	16-25	White British	

			school / college.	already been in the hospital for 2.5 hours! Waiting area could be made more comfortable - it must be difficult for patients and staff when it is really busy.				
37	Cardiology (NDDH Outpatients)	Unlikely	Appt had been cancelled without notice - unable to give me new appointment other than in normal queue. Receptionist extremely helpful. Telephone system very difficult to reach a person.		Female	Over 65	White British	
38	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very helpful & kept informed of all procedures.	More car parking.	Female	Over 65	White British	
39	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
40	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Everyone is helpful and reassuring.	No room in corridor and very small treatment room.			White British	
41	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
42	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff are caring and efficient. The department based on a corridor. No waiting room. Reception in an alcove.	Relocate and rebuild the department.	Male	Over 65	White British	
43	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Everybody has been helpful.	Better entrance to echo room.		Over 65	White British	
44	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very helpful, friendly, informative staff. Waiting area not so good. Had to squeeze to allow	Confusing reception process, being down several tight corridors. Very narrow & cramped	Female	26-35	White British	

			wheelchairs through.	in waiting corridor.				
45	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Warm and friendly treatment.	No.	Male	Over 65	White British	
46	Cardio-respiratory (NDDH Outpatients)	Extremely Likely						
47	Cardio-respiratory (NDDH Outpatients)	Extremely Likely				56-65	White British	
48	Cardio-respiratory (NDDH Outpatients)	Extremely Likely						
49	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Everyone has been thoughtful, kind, helpful & informative.		Female	Over 65	White British	
50	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very helpful and friendly staff. Waiting and circulation areas could be improved.		Female	56-65	White British	
51	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I accompanied my mother to her appointment. She always has a positive experience and feels the care is thorough and friendly.	Layout of corridor and rooms not ideal for easy access and privacy.	Female			
52	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	We felt at ease in the area & the helpful staff.	No.	Female	Over 65	White British	
53	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very friendly staff & helpful.	It would be good to have one big area for Cardiology, so nobody is stuck with pushchairs / wheelchairs in the corridors.	Male	56-65	White British	
54	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent & friendly staff.	Improved waiting area - a reception &, if possible, put similar depts. in the same area.	Male	36-45	White British	
55	Cardio-respiratory (NDDH Outpatients)	Extremely Likely		Waiting area is very poor - nothing for children	Female	16-25	White British	

				and a bland corridor. No reception area.				
56	Cardio-respiratory (NDDH Outpatients)	Likely	Clinicians ok. We are grateful for service. Waiting area poor.	Waiting area is appalling. Too small / narrow corridor. No privacy. No reception.	Male	Over 65	White British	
57	Cardio-respiratory (NDDH Outpatients)	Likely	Friendly and reassuring staff who help you to relax and feel comfortable in every way they can.	Improve the space available for waiting patients via updating and enlarging area. Also, improve on privacy and wheelchair access.	Male	56-65	White British	
58	Cardio-respiratory (NDDH Outpatients)	Likely		The waiting area could do with being bigger with a child area, and reception is very small and not much privacy.	Female	36-45	White British	
59	Cardio-respiratory (NDDH Outpatients)	Likely	All one could expect - prompt, polite and efficient.		Male	Over 65	White British	
60	Cardio-respiratory (NDDH Outpatients)	Likely	Staff helpful and explain things.	Attended cardio today, sent for echo. Would be nice to have a reception area and also a proper waiting area as unclear what area you are in. Also, privacy needs to be improved.	Female	56-65	White British	
61	Cardio-respiratory (NDDH Outpatients)	Likely	Main concern is waiting from 30 Nov. Good attention for ECG then just session with consultant. Thankfully, still on list for Echo, then seeing consultant again. Otherwise, would have					

			had to come over again from Bude! I do think staff in certain areas such as Echo don't have much waiting area to work with.					
62	Cardio-respiratory (NDDH Outpatients)	Likely	I haven't got a feasible alternative.	Nowhere to register at Echo where you arrive so had to ask another person who was waiting. Waiting area was a narrow corridor with not much room for wheelchairs etc. A proper area needs to be sorted out.	Female	56-65	White British	
63	Cardio-respiratory (NDDH Outpatients)	Likely	They should do it to make more room for chairs and wheelchairs for people going by.					
64	Cardio-respiratory (NDDH Outpatients)	Likely	Very efficient and timely being dealt with.	A reception area fit for purpose with space to move through waiting area.	Male	36-45	White British	
65	Cardio-respiratory (NDDH Outpatients)	Likely	Needs enlarging = waiting area. Plus, staff need to be available at all times.	All appointments need to be on time.	Female	Over 65	White British	
66	Cardio-respiratory (NDDH Outpatients)	Likely	The need for treatment.	Try to get shorter waiting times.	Male	Over 65	White British	
67	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Too small area - could be more private place.		Female	Over 65	White British	
68	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	The area we had to wait in was very narrow with limited seating. The person on duty has no reception desk and the patients have no privacy.	Reception desk. Better waiting area and privacy for the patients - essential. Feel sorry for the staff.	Male	Over 65	White British	

			All conversations between nurse and patient can be heard. The waiting area has not got proper consideration. We had no seat and had to go for coffee to wait our turn which was 3/4 hour.					
69	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	The service isn't bad, in itself. The facilities seem limited i.e. I didn't know where to go to hand in referral form. All in all, happy with the service and people behind it, the facilities just need modernising / improving.	Nicer waiting facilities - not just a corridor. Reception desk so you know you're in the right place.	Male	26-35	White British	
70	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Narrow waiting are for wheelchair users.	Reception desk needed larger waiting area.	Male	Over 65	White British	
71	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	No waiting room. Left in corridor to wait. Pram does not fit through door.		Female	16-25	White British	
72	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Sitting in a corridor is not ideal - makes you feel like you are back at school. Can't stretch my legs out as people walking back & forth all the time - easily trip up someone. Staff are great.		Female	56-65	White British	
73	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Staff friendly, but waiting area not ideal as patients can hear what's going on in the rooms off from this. Also, where we have weight & height done is	New build or separate usage of rooms.	Female	46-55	White British	

			shared by Echo team & has to be kept dark. Not ideal!!					
74	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Staff are great, just lack of space & privacy as waiting in a corridor and consultation doors are left open.	Need a proper waiting area, not a corridor where there is no space for wheelchairs or pushchairs.	Female	Over 65	White British	
75	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Attending this clinic because [name withheld] requested it. (Prefer to be here than travel to Exeter).	Larger waiting area with proper reception facilities.	Male	Over 65	White British	
76	Cardio-respiratory (NDDH Outpatients)	Unlikely	Space is very limited and is particularly problematic for wheelchair access.		Female	Over 65	White British	
77	Cardio-respiratory (NDDH Outpatients)	Unlikely	The nurse & doctor great, but the waiting room was terrible. Walked passed it twice, didn't notice 'cause it was a little walk way with very [illegible] chairs facing a wall. No room to swing a cat.	Bigger room. Reception bit more prominent - terrible.	Female	56-65	White British	
78	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely	Sitting in a corridor rather than proper waiting room.	Better reception area and waiting room.	Female	Over 65	White British	
79	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely	No reception. Lack of seats. Sat in corridor. Not knowing what to do when arriving in this corridor.	Separate space for Echo Unit.	Female	Over 65	White British	
80	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely	Very lovely people. Nothing to staff not [illegible]. Seating area very small.	Need better waiting room - more seat and not in a corridor.	Male	36-45	White British	
81	Cardio-respiratory (NDDH Outpatients)	Not entered	It's nearest to where we live.	Reception area/desk and better waiting room	Male	56-65	White British	

				facilities. More inspiring posters that are in date.				
82	Cardio-respiratory (NDDH Outpatients)	Not entered	So far treatment given at Exeter was very good. Very helpful. All have been very good.	A better waiting area would be good.	Male	56-65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great service, things explained very well.		Female	46-55	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great care, excellent time-keeping, very understanding, listened!		Female	46-55	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful, especially the young volunteer who brought us down from reception.					
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have never had a bad experience in any of the departments I have had to attend. All staff and doctors are very attentive and helpful.		Female	Over 65	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone very polite and friendly. Warm and very clean waiting area!		Male	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have had an excellent experience. Staff very friendly and professional.			36-45	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Satisfied with the consultation and general administration of the appointment.	Not really at this point.	Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always looked after very well. Polite staff and ready to help.	No. Service always good, to city hospitals.	Male	Over 65	White British	
91	Clinic / department not	Extremely Likely	Very nice person who did	New magazines.	Female	Over 65	White British	

	entered (NDDH Outpatients)		the tests.					
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Consultant informative, polite and sympathetic.		Female	Over 65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent hospital!		Male	46-55	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always found the staff to be professional and friendly.	I would need a larger box to really suggest improvements. I have been coming to this clinic for many years and nothing has changed. I still sit in a corridor. The room is still very small - no room really for 3 people. It really could do with a face lift - the whole dept.	Female	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great care, good outcomes, friendly staff. Short waiting time. Staff very happy to explain what's happening.	Keep doing what you're doing!	Female	56-65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good, clean environment. Helpful staff.	Easier parking.	Female	Over 65	White British	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been coming to this outpatients for many years - always found it helpful and usually seen at right time!					

99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great staff - helpful and well trained. Short waiting time. Well done!! Very pleased.	It seems to work very well with short wait between departments.	Female	56-65		
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				Over 65	Other ethnic group	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Kind & helpful staff. Warm, comfortable environment.	No.	Female	Over 65	White British	
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The treatment received is [illegible].	Improve timekeeping for appointments.	Female	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful.	Timings.	Female	16-25	White British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We get seen quite quick. So all is well. Thank you.	Seems quite good.	Male	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff friendly and guided well. Efficient service, friendly.		Female	26-35	White British	
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have been treated very well and was called quickly when an earlier appointment was available. The only problem is with parking (!) not many disabled spaces.		Female	56-65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have had to attend NDDH on several occasions and I have always had excellent care and treatment.					

109	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quickly seen, very friendly & professional service.			36-45	White British	
110	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly and helpful service / staff.	Lessen waiting times. Need more parking.	Female	56-65	White British	
111	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	It's important to have a clinic / department like this.	No.	Female	16-25	White British	
112	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always well cared for. Very friendly staff. Everywhere is clean, comfortable & welcoming.	1) Indication of how late you running so we know if we have time for a coffee. 2) Phone line number to call ahead to check if appointments are running to time.	Female	46-55	White British	
113	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service, short wait, accepted cancelled appointment.		Female	Over 65	White British	
114	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The hospital is clean, the staff are polite, caring, considerate and I am very proud to have NDDH as my local hospital. The staff do an amazing job under extremely difficult times.		Female	46-55	White British	
115	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff & doctors very friendly, helpful & very understanding of my problems & went out of their way to explain in detail to me. Also, very understanding of my hearing & faced me when talking.	I know parking is bad but I am lucky enough to have bus run from my home right to hospital door. Do find the coffee to be a little pricey & not that good!	Female	56-65	White British	
116	Clinic / department not	Extremely Likely	Pleasant staff and good		Female	Over 65	White British	

	entered (NDDH Outpatients)		atmosphere.					
117	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	During our treatments received here, it's always been second to none. Parking was quite full this morning but there were 2 attendants helping which was good.		Male	36-45	White British	
118	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great staff - really caring.		Male	56-65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff are kind and helpful. Happy to give helpful information. Good at letting us know how clinic is running.		Female	56-65	White British	
120	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, professional, clean environment.	Sad that it's necessary to put up a notice to explain why staff should have drinks at the desk. Why would anyone complain! Make parking easier - more spaces.	Female	56-65	White British	
121	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick waiting time.		Female	46-55	White British	
122	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have received a very efficient service.	More car parking spaces.	Male	56-65	White British	
124	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I think the outpatients teams work very hard and need thanks in many ways.		Female	Over 65	White British	

125	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone extremely helpful despite being very busy at the pre-op / ECG & blood test.	Have you thought of moving blood test ticket dispenser into reception area. Save a lot of confusion!	Male	Over 65		
126	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		All fab.	Female	46-55	White British	
127	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always received the best care, advice & treatment when staying in the hospital and coming for check-ups.	Waiting times.	Female	16-25	White British	
128	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everything is run very efficiently. Staff always friendly & helpful.	Cut the charging for car park as this is exorbitant.	Female	Over 65	White British	
129	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	They do very well in the NHS considering the government keeps them working on a rubbish budget.	Car park.	Female	46-55	White British	
130	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I've been attending this clinic for a long time & I am very happy with how I've been treated.		Female	Over 65	White British	
131	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very nice doctors, receptions and nurses.	None.	Female	Under 16	White British	
132	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very professional, efficient and friendly. 10 out of 10 for service!	No - not from my experience. 10 out of ten. Job well done! Me happy soul.	Male	Over 65	White British	
133	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff always friendly and helpful. Men assisting with car park essential.	No complaints - you do a good job.	Female	Over 65	White British	
134	Clinic / department not	Extremely Likely	Efficient, knowledgeable	It would help to know	Female	56-65	White British	

	entered (NDDH Outpatients)		service every time I've attended. Helpful, friendly staff.	which desk to check in at in the Exmoor Unit as I've attended in the past & people at both desks have told me to go to the other one!				
135	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have been several times for various things. All would have been treated well by everyone.	Yes. They have stopped my husband coming to hospital with me in the ambulance. I think it should be renewed as, if you cannot walk, it's difficult on your own.	Female	Over 65	White British	
136	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I have always been given good service and friendly staff.	No.	Female	Over 65	White British	
137	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have had a total knee replacement. The treatment has been quick and efficient through all stages, including now for follow-up examination. A credit to the NDH & NHS.	There are no fair criticisms that I could level. 1st class in all respects. Thank you all.	Male	Over 65	White British	
138	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very helpful & efficient.	Increase car parking.	Female	Over 65	White British	
139	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fantastic medical care.	More parking. It is always an issue and often I have had to park on the estate opposite which entails a long walk!	Female	56-65	White British	
140	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Never had a problem.	Car parking often very difficult.	Female	Over 65	White British	
141	Clinic / department not	Extremely Likely		More staff. More	Female	36-45	White British	

	entered (NDDH Outpatients)			seating. More toys for children.				
142	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	[Name withheld] and her understudy were amazing and advised / helped me very much!	No. The staff are very helpful.	Male	46-55	White British	
143	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent staff, could not ask for better.		Male	Over 65	White British	
144	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful staff.		Male	46-55	White British	
145	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good, friendly atmosphere and A1 treatment.		Male	56-65	White British	
146	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, efficient and professional.		Female	56-65	White British	
147	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always been treated well in here.		Male	Over 65	White British	
148	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
149	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Appointment on time, very good response to the booking appointment, very grateful for fitting me in at short notice.		Male	Over 65	White British	
150	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Amazing care & aftercare for 5yrs since diagnosed cancer. Top practitioner [name withheld], superb practitioner [name withheld] & ward staff on KGV! Outstanding in every		Female	46-55	White British	

			way. 10/10. If it wasn't for NDDH, I wouldn't be here today.					
151	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Really helpful!		Female	16-25	White British	
152	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service / attention.	Would help if easier to schedule / reschedule appointments.	Male	Over 65	White British	
153	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The hospital is going the way to make things a bit easier as it is going through difficult times.		Female	Over 65	White British	
154	Clinic / department not entered (NDDH Outpatients)	Likely	Slight issue with parking - long walk etc.	Free hot beverages for waiting, especially through winter.	Male	26-35	White British	
155	Clinic / department not entered (NDDH Outpatients)	Likely	No problems.		Female	Over 65	White British	
156	Clinic / department not entered (NDDH Outpatients)	Likely	There is always room for improvement.	Keep waiting patients fully informed of any delay at all times.	Female	Over 65	White British	
157	Clinic / department not entered (NDDH Outpatients)	Likely	All good, efficient & friendly staff.		Male	46-55	White British	
158	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
159	Clinic / department not entered (NDDH Outpatients)	Likely	Generally a good service.		Female	26-35	White British	
160	Clinic / department not entered (NDDH Outpatients)	Likely	On my last visit I was given a steroid injection and I have had good response. I am waiting now 10 months for an operation	More staff to help with parking. A free bus from a car park off-site would help.	Female	46-55	White British	

			and cannot be put onto another list in case the operations clash.					
161	Clinic / department not entered (NDDH Outpatients)	Likely	Had to get a taxi up as the buses are not very well explained at the bus station. But, overall, I have always experienced nothing but good care.	Build a bigger car park for patients and staff.	Female	56-65	White British	
162	Clinic / department not entered (NDDH Outpatients)	Likely	Always nice reception.		Male	Over 65	White British	
163	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly staff. Easy to find clinic.	Car parking always difficult and people in rural areas have few alternatives.	Male	Over 65	White British	
164	Clinic / department not entered (NDDH Outpatients)	Likely	Always had good service in this hospital.	No.	Male	Over 65	White British	
165	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
166	Clinic / department not entered (NDDH Outpatients)	Likely	Very good.	Car parking.		Over 65	White British	
167	Clinic / department not entered (NDDH Outpatients)	Likely	Treatment. Care satisfactory.	Car park seems to be a problem. Maybe you could make it multistorey.	Male	Over 65	White British	
168	Clinic / department not entered (NDDH Outpatients)	Likely	The staff are always friendly and helpful but this appointment has been cancelled 4 times in the last three months and, on arrival today, we were told it had been cancelled	To not have so many appointments cancelled & to be given more notice if it is necessary to do so.	Female	46-55	White British	

			again - a letter had been sent out 2 days earlier to let us know but we had left for the appt before the post had arrived. We had been telephoned 2 days previously to confirm we could attend!					
169	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
170	Clinic / department not entered (NDDH Outpatients)	Likely	Too many chiefs - not enough Indians!		Female	56-65	White British	
171	Clinic / department not entered (NDDH Outpatients)	Likely	Hospital very helpful.	Larger car park.	Male	56-65	White British	
172	Clinic / department not entered (NDDH Outpatients)	Likely	Fast seen and on time.			46-55	White British	
173	Clinic / department not entered (NDDH Outpatients)	Likely	Treatment good.	Waiting time was very long for follow-up appointment. Maybe have two separate parts - one for emergency and another for appointments.	Female	16-25	White British	
174	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
175	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are very patient and careful. I am very pleased with their treatment.	Give the patient their next appointment before they leave the clinic. It will save postage.				
176	Clinic / department not entered (NDDH Outpatients)	Likely	Waiting time minimal!		Male	Over 65	White British	

	Outpatients)							
177	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Waiting time for appointment far too long (one hour plus!). Queue for car park also.	Adhere to patient appointment times.	Male	56-65	White British	
178	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Few patients waiting but long wait to be seen. Staff brilliant.		Female	Over 65	White British	
179	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Seems to be that the staff are overworked & undervalued.		Female	Over 65	White British	
180	Clinic / department not entered (NDDH Outpatients)	Unlikely	Needs to be modernised and needs more staff. It's either going to stay open or close it altogether and go to Exeter where they have go it right.	More doctors and nurses.	Female	Over 65	White British	
181	Clinic / department not entered (NDDH Outpatients)	Don't Know			Male	Over 65	White British	
182	Clinic / department not entered (NDDH Outpatients)	Not entered	Wouldn't recommend anyone to visit hospital - stay well.	Dr [name withheld] - excellent. Receptionists - all very pleasant.	Female	56-65		
183	Clinic / department not entered (NDDH Outpatients)	Not entered		Waiting times. Car parking.				
184	Clinic / department not entered (NDDH Outpatients)	Not entered	No problem with treatment. Living in Ilfracombe makes for an expensive trip - petrol & disgusting parking fees considered.	It is disappointing the Tyrell in Ilfracombe is not at a standard where more could be done for people in that area.	Male	Over 65	White British	
185	Clinic / department not entered (NDDH Outpatients)	Not entered	Everybody was very nice. Helpful.		Male	Over 65	White British	
186	Clinic / department not	Not entered	There is always a long					

	entered (NDDH Outpatients)		queue.					
187	Clinic / department not entered (NDDH Outpatients)	Not entered	Waiting time.	More money.	Male	Over 65	White British	
188	Clinic / department not entered (NDDH Outpatients)	Not entered	Waiting time to get seen. No parking spaces. We had to park on the estate across the road.	Cut down waiting time to see consultant.	Female	46-55	White British	
189	Clinic / department not entered (NDDH Outpatients)	Not entered	We don't recommend. You are referred.	More staff.		Over 65	White British	
190	Clinic / department not entered (NDDH Outpatients)	Not entered	Where else would you go?	Outpatient service is usually good. More clinics needed to cut waiting times, which means more money!	Female	Over 65	White British	
191	Clinic / department not entered (NDDH Outpatients)	Not entered	We have no choice. It's national health.	Improve administration, waiting times of appointments, car park prices and spaces.	Female	Over 65	White British	
192	Clinic / department not entered (NDDH Outpatients)	Not entered	I found my treatment excellent.	I found it just fine.	Female	Over 65	White British	
193	Clinic / department not entered (NDDH Outpatients)	Not entered	It would help if you keep the cottage hospitals open. Then you would have somewhere for the elderly to go when they need help. That is why your hospitals is the way they are.	Sort out more parking. Try to keep to times given. Get more disabled parking bays for the elderly.	Female	56-65	White British	
194	Colorectal (NDDH Outpatients)	Extremely Likely	Have received excellent care from NDDH since diagnosis of Cancer in June 17.	Less waiting time, if possible.	Female	56-65	White British	

195	Colorectal (NDDH Outpatients)	Extremely Likely	Friendly staff. Plenty of seating.		Female	36-45	White British	
196	Colorectal (NDDH Outpatients)	Extremely Likely	First class treatment and aftercare from all departments and staff.	More money from government!	Male	Over 65	White British	
197	Colorectal (NDDH Outpatients)	Likely	Better car parking needed.					
198	Colorectal (NDDH Outpatients)	Neither Likely nor Unlikely			Male	56-65	White British	
199	Diabetes (NDDH Outpatients)	Extremely Likely	Took a long time to get the appointment. But good review of diabetes.		Male	56-65	White British	
200	Dietetics (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
201	EEG / EMG (NDDH Outpatients)	Extremely Likely	Nice, pleasant.		Female	46-55	White British	
202	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very kind, supportive, knowledgeable and reassuring. Thank you.		Male	36-45	White British	
203	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, professional service! I was completely at ease. Thank you!!	Only suggestion would be maybe a clearer sign for when you arrive at the waiting room. I wasn't sure what I should do.	Female	16-25	White British	
204	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
205	EEG / EMG (NDDH Outpatients)	Extremely Likely	V. good, friendly and efficient.					
206	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
207	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] was very lovely. Made me feel at ease and relaxed. Ran to time. All in all, a very good experience.	No.	Female	26-35	White British	

208	EEG / EMG (NDDH Outpatients)	Extremely Likely	Staff very friendly and anxious to help.		Female	Over 65	White British	
209	EEG / EMG (NDDH Outpatients)	Extremely Likely	Everyone in the department is very friendly and caring.	Signpost it better to make it easier to find.	Female	Over 65	White British	
210	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	Do not publish
211	EEG / EMG (NDDH Outpatients)	Likely	Always a friendly, helpful service.		Male	36-45	White British	
212	Endocrinology (NDDH Outpatients)	Extremely Likely	Excellent, friendly, interested & knowledgeable consultant. Keep him!!	N/A.	Male	26-35	White British	
213	ENT (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	Do not publish
214	ENT (NDDH Outpatients)	Extremely Likely	Care & attention given - appointment time within acceptable limits. Very happy with service given.		Male	Over 65	White British	
215	ENT (NDDH Outpatients)	Extremely Likely	They have supported me in my treatment by listening to my views & expectations.		Male	56-65		
216	ENT (NDDH Outpatients)	Extremely Likely	Because it's better than going to Exeter, also the staff are nicer.					
217	ENT (NDDH Outpatients)	Extremely Likely	Very professional & polite staff.	Had over an hour wait. Don't feel I should need to pay extra for parking. Didn't mind the wait though - staff very busy.	Female	36-45	White British	
218	ENT (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
219	ENT (NDDH Outpatients)	Likely	Only had to wait a short time to see audiologist & ENT specialist. Both were	Separate parking facilities for patients and visitors. Patients should	Female	36-45	White British	

			informative and listened to what I had to say.	have priority and free parking!				
220	ENT (NDDH Outpatients)	Likely	Friendly & helpful.		Male	56-65	White British	
221	ENT (NDDH Outpatients)	Likely		Make car park bigger.	Male	Over 65	White British	
222	ENT (NDDH Outpatients)	Likely	Short delay before being seen (1/2hour wait). Otherwise, good, efficient service.		Female	46-55	White British	
223	ENT (NDDH Outpatients)	Likely	Good service.	Yes. Sort your car park out - late for appointments.	Female	Over 65	White British	
224	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
225	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very friendly, polite, helpful and informal to put me at ease, was seen very quickly and the service was efficient.	Not really.	Male	56-65	White British	
226	Exmoor Unit (NDDH Outpatients)	Extremely Likely	All staff very helpful & courteous.	Happy with all service provided.	Male	Over 65	White British	
227	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		Male	Over 65	White British	
228	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Multiple visits - all excellent.	Pay the staff much more!!				
229	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly & efficient service.		Female	Over 65	White British	
230	Exmoor Unit (NDDH Outpatients)	Likely	Kind & considerate staff.	Mobile tea trolley, as a long way to get any refreshment. Waiting time generally long. Have felt ill before & staff brought water & biscuits.	Female	Over 65	White British	
231	Exmoor Unit (NDDH	Likely	Staff are friendly and the		Male	Over 65	White British	

	Outpatients)		service is fast and efficient.					
232	Exmoor Unit (NDDH Outpatients)	Neither Likely nor Unlikely	We saw people whose appointment much later than myself go in before. My appointment time 9.10am, first seen 9.55am, we are still waiting the next stage at 11.30am (not good). At 11.50am inquired why we were still waiting and then got seen.		Female	36-45	White British	
233	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
234	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
235	Eye Clinic (NDDH Outpatients)	Extremely Likely	Since 1996 I have had a lot of treatment in various departments of this hospital. Service has always been excellent. Today was no exception!	No.	Male	Over 65	White British	
236	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
237	Eye Clinic (NDDH Outpatients)	Extremely Likely	Skilled and friendly staff.		Male	Over 65	White British	
238	Eye Clinic (NDDH Outpatients)	Extremely Likely	I would like to thank [name withheld] for the highly professional way in which dealt with my recent eye problem. I had an emergency appointment in the morning and laser operation that afternoon. What a fantastic service!	N/A.	Female	46-55	White British	

			Thank you very much!					
239	Eye Clinic (NDDH Outpatients)	Extremely Likely	Never any delays. Always thorough. Pleasant staff.		Male	Over 65	White British	
240	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very prompt care of an eye ulcer.		Female	56-65	White British	
241	Eye Clinic (NDDH Outpatients)	Extremely Likely	A good experience. Care is good.		Female	Over 65	White British	
242	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always had first class care & attention.			56-65	White British	
243	Eye Clinic (NDDH Outpatients)	Extremely Likely	Since moving to the South West 14 years ago I have had treatment at this hospital for a variety of health problems & have always been well cared for. My only criticism would be with admin where there seems to be quite frequent oversights and errors.		Female	Over 65	White British	
244	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service. Polite staff.	Annual / 6 monthly appointments are important & not always followed up automatically. If asked, they will make one.		Over 65	White British	
245	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very prompt appointment and all staff very polite, kind & sensitive.		Female	Over 65	White British	
246	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
247	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
248	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had exceptional treatment from all medical staff. Big complaint -		Female	Over 65	White British	

			waiting times. Car park - never any spaces.					
249	Eye Clinic (NDDH Outpatients)	Likely	All staff very courteous and reassuring. A lot of waiting around between treatments, particularly for last procedures.	A lot of waiting around for final assessments - eye drops beginning to wear off. Patients need to know beforehand what may be needed to be done. Appointment time too early start.	Female	Over 65	White British	
250	Eye Clinic (NDDH Outpatients)	Likely	Many years of past experience - today waited 1 hour.	Regular appointments. Not 8mths late. High eye pressure not attended to can be very dangerous.	Female	Over 65	White British	
251	Eye Clinic (NDDH Outpatients)	Likely	I have had fantastic service in all depts. Waits, but to be expected.	Car parking spaces.	Female	56-65	White British	
252	Eye Clinic (NDDH Outpatients)	Likely	Bright, clean clinic. However, all conversations can be overheard at the desk etc. Main complaint is the diabolical parking system. Car park queue totally blocked entrance to hospital - needs total review of entrance & multistorey or second car park. Machine in main car park out of order. Over parking on lines increased congestion. If I had not dropped patient off he would have missed his appt!!		Female	56-65	White British	
253	Eye Clinic (NDDH Outpatients)	Likely	First class treatment. Rather long wait.	None.	Male	Over 65	White British	

254	Eye Clinic (NDDH Outpatients)	Likely	Everyone very helpful. I haven't had an appointment and they've fitted me in. Very good service.		Male	36-45	White British	
255	Eye Clinic (NDDH Outpatients)	Likely	This is our nearest general hospital & we greatly value all departments here.	The staff were very accommodating due to late arrival from bus transport.	Male	Over 65	White British	
256	Eye Clinic (NDDH Outpatients)	Likely	Staff friendly. Really helpful. Talked through all the good & bad. Explained everything that was being done. Good.	Improve on timings. Make waiting area bigger. Improve car park (!) - make bigger.	Female	16-25	Asian / Asian British	
257	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent, nice staff, quick appointments.	Car park very busy all the time - slope for disabled access is very uneven and somewhat dangerous.	Female	16-25	White British	
258	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		Female	Over 65	White British	
259	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly, caring, helpful staff and doctors. Highly recommend.	Ambulance didn't turn up. After 1.5 hours had to make our own way to hospital.	Female	Over 65	White British	
260	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always treated well and as fast as is possible. Staff always polite & friendly.		Male	Over 65	White British	
261	Fracture Clinic (NDDH Outpatients)	Extremely Likely	My mother-in-law and son both have fractures, attending NDDH (Barnstaple). We were delighted with the service provided and the treatment given was outstanding. This is the	None I could report.				

			first hospital we've attended where the doctors / nurses / volunteers were fantastic and cannot thank them enough for all their help and support.					
262	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & courteous professional.		Male	36-45	White British	
263	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very polite staff even while waiting. Patients talk to you. Very clean. Everything explained about what they are doing. 10 out of 10. Thank you.		Male	36-45	White British	
264	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good doctor, knows his stuff, really helpful.	Improve waiting times - early morning appointments seem quick and on time, anything later is always late / delayed.	Male	16-25	White British	
265	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	Do not publish
266	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The reason I have answered this question is because staff (nursing) etc. do not get to know how we appreciate the care and attention one gets. Today, the doctor I saw spent a while explaining things.	Not really. Staff do as much as they can. It is the system that fails the patients sometimes.	Female	Over 65	White British	
267	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent timekeeping - even went in before my allocated time.	It's too hot!	Female	36-45	White British	

268	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff very helpful, waiting times not too long. Involvement of spouse or partner during consultation warmly welcomed.		Female	56-65	White British	
269	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Once my wife was in the system for fracture treatment, the service was excellent. The first visit as an emergency was chaotic, with avoidable delays in getting the triage.	Better communication between the reception staff, nurses and reception. The receptionist had not put my wife on the X-ray list. We were waiting for something that wasn't going to happen.		Over 65	White British	
270	Fracture Clinic (NDDH Outpatients)	Extremely Likely	If you have a fractured ankle and broken leg, it is extremely likely to need this service.	Service is great.	Male	Over 65	White British	
271	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Seen quickly, informed and advised well. Greeted by the reception team genuinely and with a smile.		Female	16-25	White British	
272	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Over many years, our family has always received excellent care in NDDH. From hip / knee replacements, childbirth and cancer treatment.					
273	Fracture Clinic (NDDH Outpatients)	Likely	Friendly and running on time.	Car park queues weren't much fun.	Female	36-45	White British	
274	Fracture Clinic (NDDH Outpatients)	Likely	Pink ladies are brilliant.	Waiting times could be improved.	Female	36-45	White British	
275	Fracture Clinic (NDDH Outpatients)	Likely		Bigger car park. Car park full on arrival after a 75-	Female	Over 65	White British	

				minute drive because local hospitals have been closed.				
276	Fracture Clinic (NDDH Outpatients)	Likely	Pleasant atmosphere & helpful people.		Female	Over 65	White British	
277	Fracture Clinic (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
278	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	26-35	White British	Do not publish
279	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	Over 65	Black / African / Caribbean / Black British	
280	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely		Better car park.	Female	16-25	White British	
281	Fracture Clinic (NDDH Outpatients)	Unlikely	I don't think being told to take 2 paracetamol for a broken arm satisfactory. It certainly wouldn't happen in Spain.		Male	46-55	White British	
282	Fracture Clinic (NDDH Outpatients)	Not entered	Staff were great but cannot recommend breaking bones!		Female	36-45	White British	
283	Fracture Clinic (NDDH Outpatients)	Not entered	The whole team here in Fracture Clinic were kind and helpful and apologised that I had to wait a bit.		Female	Over 65	White British	
284	Gastroenterology (NDDH Outpatients)	Not entered	The worst thing about visiting any hospital - apart from money (!) - is car parking charges.					
285	Gynaecology (NDDH Outpatients)	Extremely Likely	Everyone so efficient and friendly and dignity maintained. Such a good-running clinic.		Female	Over 65	White British	
286	Gynaecology (NDDH Outpatients)	Extremely Likely	Very good care and	The area where blood	Female	46-55	White British	

	Outpatients)		attention. Didn't have to wait too long. Friendly & helpful staff.	was being taken does need a bit of attention in the décor area, but feel the NHS budgets continually keep making cutbacks.				
287	Gynaecology (NDDH Outpatients)	Neither Likely nor Unlikely	Lack of info on waiting times, but if you need an appt you need to attend!	Advice on waiting delays during visit.	Female	56-65	White British	
288	Gynaecology (NDDH Outpatients)	Not entered	Treatment and investigation ongoing so too early to comment. However, scanning department are very professional and friendly and supportive.	Continuity in personnel / healthcare professional. Listening about new symptoms and appearing to have understood communication i.e. acknowledgement of patient's comments.				
289	Maxillofacial (NDDH Outpatients)	Extremely Likely	Had an extraction & was put at ease. The procedure went well & I was given aftercare instructions to follow. Staff all very friendly & helpful.		Male	Over 65	White British	
290	Maxillofacial (NDDH Outpatients)	Extremely Likely	All staff very caring and helpful.		Female	Over 65	White British	
291	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very professional treatment, including excellent patient care.	None - couldn't have been better.	Male	26-35	Mixed / Multiple ethnic groups	
292	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
293	Maxillofacial (NDDH Outpatients)	Extremely Likely		No.	Female	36-45	White British	
294	Maxillofacial (NDDH Outpatients)	Extremely Likely	Totally in good hands.		Female	Over 65	White British	
295	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly, explanation of	N/A.	Female	36-45	White British	

	Outpatients)		procedure very good, procedure carried out well, follow-up afterwards very good & helpful.					
296	Maxillofacial (NDDH Outpatients)	Extremely Likely	Sent by a dental practitioner, very nice staff. Helpful.		Male	Over 65	White British	
297	Maxillofacial (NDDH Outpatients)	Extremely Likely	Staff very friendly and kind. Dentists very patient and gentle. Great team.		Female	46-55	Other ethnic group	
298	Maxillofacial (NDDH Outpatients)	Extremely Likely	Made you feel very relaxed and at ease. Very good.		Male	Over 65	White British	
299	Maxillofacial (NDDH Outpatients)	Extremely Likely	I have a real fear of the dentist and [name withheld] made me feel really at ease.		Female	36-45	White British	
300	Maxillofacial (NDDH Outpatients)	Extremely Likely	I couldn't fault the treatment I have received.	Not really.	Female	Over 65	White British	
301	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very professional & polite staff.		Female	36-45	White British	
302	Maxillofacial (NDDH Outpatients)	Likely	The care received and the staff were fantastic, but we had to wait 50 minutes for the appointment in, what appeared to be, a very quiet department. Some explanation of the delay would have been good.	Keep patients informed regarding delays in departments. Nobody minds waiting if there is a reason and they know.	Male	Over 65	White British	
303	Maxillofacial (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
304	Maxillofacial (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
305	Maxillofacial (NDDH Outpatients)	Likely	Very friendly and caring staff.	No.	Female	26-35	White British	

306	NDDH (Physio outpatients)	Extremely Likely	[Name withheld] inspires.					
307	NDDH (Physio outpatients)	Extremely Likely	Time & patience given to me & encouragement.		Female	Over 65	White British	
308	NDDH (Physio outpatients)	Extremely Likely	V. positive / moving forward well.	Not in physio.	Male	Over 65	White British	
309	NDDH (Physio outpatients)	Extremely Likely	Since I was 18 with no physio hardly, now I've been able to have it, I've found it very beneficial.	Need more physiotherapists.	Female	26-35	White British	
310	NDDH (Physio outpatients)	Extremely Likely	Very helpful. Very good advice.					
311	NDDH (Physio outpatients)	Extremely Likely	We can't fault the service at all. The staff are very helpful and friendly. The car parking is a big problem - queuing at the roundabout is not good. Perhaps a multistorey would solve the problem.	I don't think you can improve on perfect! (Our experience).	Male	Over 65	White British	
312	NDDH (Physio outpatients)	Extremely Likely	By [name withheld] physiotherapy - well looked after.		Female	Over 65	White British	
313	NDDH (Physio outpatients)	Extremely Likely	[Name withheld] is a very good physio.	Tell patients when physios are running late.	Female	46-55	White British	
314	NDDH (Physio outpatients)	Likely		Could tell people if physio is running late. Also, no excuses for running late. Not like other parts of hospital which is understanding.	Female	46-55	Other ethnic group	
315	NDDH (Physio outpatients)	Likely	Interest & care in treatment.	No.	Male	Over 65	White British	
316	NDDH (Physio outpatients)	Unlikely			Female	26-35	White British	Do not publish
317	NDDH (Physio outpatients)	Not entered	I find my physiotherapist		Male	16-25	White British	

	outpatients)		really nice but most of my family already attend.					
318	Nephrology (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff, excellent medical care.	Additional [illegible] to further aid [illegible] of service and reduce demands on staff.	Male	Over 65	White British	
319	Nephrology (NDDH Outpatients)	Extremely Likely	Always very obliging and helpful.	Car park - bottle neck coming in single file because cars parked so close to main path going into car park.	Male	Over 65	White British	
320	Nephrology (NDDH Outpatients)	Likely	Dr's appointment. Nephrology.	Car parks (any improvements).	Male	56-65	White British	
321	Oncology (NDDH Outpatients)	Extremely Likely	North Devon Hospital has looked after me extremely well.		Female	Over 65	White British	
322	Oncology (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
323	Oncology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
324	Ophthalmology (NDDH Outpatients)	Extremely Likely	In my opinion care has been second to none.	No. Staff have been excellent in keeping me informed of any delays etc.	Male	Over 65	White British	
325	Ophthalmology (NDDH Outpatients)	Extremely Likely	Always have been looked after me well - very thorough in assessment and regular follow up over a few years.		Female	16-25	White British	
326	Ophthalmology (NDDH Outpatients)	Extremely Likely	Because I came here before to have my first cataract eye operation and was very pleased with my experiences. I'm back for the second eye!!		Male	56-65	White British	
327	Ophthalmology (NDDH Outpatients)	Extremely Likely	Friendly staff. Everything		Male	46-55	White British	

	Outpatients)		explained well. Short waiting times.					
328	Ophthalmology (NDDH Outpatients)	Extremely Likely	My reason is because they (NHS) help us if sort no matter the problem, that's why I giving it top marks.	My activities for the kids so they aren't restless & have [illegible] worker to keep the time down.	Male	16-25	White British	
329	Ophthalmology (NDDH Outpatients)	Extremely Likely	Extreme effort for elderly and infirm to travel and then wait for long periods.	To decrease waiting times here at NDDH - use cottage hospitals i.e. Tyrell in Ilfracombe. Also, not so far for elderly to travel.	Female	Over 65	White British	
330	Ophthalmology (NDDH Outpatients)	Likely	Usually on time and helpful.		Male	Over 65	White British	
331	Ophthalmology (NDDH Outpatients)	Likely	Cannot fault care given by all staff. Usually seen on time.	Improve car parking. I can imagine many appointments are missed or late if you attend appointments on your own.	Male	Over 65	White British	
332	Orthopaedic Interface Service (NDDH Outpatients)	Likely	Friendly staff, clean hospital.		Male	26-35	White British	
333	Orthopaedics (NDDH Outpatients)	Extremely Likely	No waiting on arrival. Smile from reception. Only few minutes wait before my appointment.	No.	Male	Over 65	White British	
334	Orthopaedics (NDDH Outpatients)	Extremely Likely	Have looked after me extremely well.	Keep doing what your doing.	Male	26-35	White British	
335	Orthopaedics (NDDH Outpatients)	Extremely Likely	Always received good service but not quite so efficient so far today.	Give more notice of appt. I was phoned yesterday with details of this appt.	Female	Over 65	White British	
336	Orthopaedics (NDDH Outpatients)	Likely		Liaise with X-ray re: blue notes.	Female	Over 65	White British	
337	Orthopaedics (NDDH Outpatients)	Likely	Always helpful.	Time is a big issue - not	Female	Over 65	White British	

	Outpatients)			enough of it.				
338	Orthopaedics (NDDH Outpatients)	Likely	[Name withheld] is [illegible]! I had successful treatment. The back-up support needed at physiotherapy was too slow in coming. It was 8 weeks wait. Not ideal.	[Illegible] of departments.	Female	56-65	White British	
339	Orthopaedics (NDDH Outpatients)	Not entered	Poor car parking, with blue badge holder patient not able to park anywhere legally?!. 11.35am appointment.		Female	36-45	White British	
340	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Prompt - efficient service.		Male	56-65	Other ethnic group	
341	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
342	Phlebotomy Clinic (NDDH Outpatients)	Not entered						Do not publish
343	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Did different exercises in warm pool. Very pleasant staff.		Male	Over 65	White British	
344	Radiology - CT scan	Extremely Likely	Friendly staff.		Male	56-65	White British	
345	Radiology - CT scan	Extremely Likely	Very friendly staff. Scan well explained.		Female	36-45	White British	
346	Radiology - CT scan	Extremely Likely	I have over many years attended this unit and have always been treated extremely well but the waiting room needs a little thought.	The staff are great but the waiting not - clean but not very inviting.	Female	Over 65	White British	
347	Radiology - CT scan	Extremely Likely	All staff friendly and courteous. Each stage explained and carried out efficiently.	More clarity on the appointment letter as to why it is important to give plenty of notice if you are diabetic. The	Female	56-65	White British	

				letter just says prior to the appointment.				
348	Radiology - CT scan	Extremely Likely	I have been treated with great respect & care.	Highlight advice about wearing metalwork when needing C.T. scans.				
349	Radiology - CT scan	Extremely Likely	Very friendly, efficient staff, who prepare you and make you totally at ease for the procedure and whilst having the procedure.		Female	36-45	White British	
350	Radiology - CT scan	Extremely Likely	Very friendly & looked after very well.		Female	Over 65		
351	Radiology - CT scan	Extremely Likely	Apart from delay, everything was o.k.		Male	Over 65	White British	
352	Radiology - CT scan	Extremely Likely	Staff are friendly and supportive, understanding and caring.	Ensure there is fresh water for the patients.	Female	36-45	White British	
353	Radiology - CT scan	Neither Likely nor Unlikely	Staff very professional and pleasant. But a scan is not one of those things that you can really recommend?!	Better communication. Respond to appointment requests quicker. Waiting for an appt is an anxious time. Being kept waiting is not good.	Male	56-65	White British	
354	Radiology - Mammogram	Extremely Likely	Was treated with respect, compassion.		Female	36-45		
355	Radiology - MRI scan	Extremely Likely	Everything has always been fine whenever I have been here.	The car park. Never anywhere to park or a long wait to park.	Female	26-35	White British	
356	Radiology - MRI scan	Extremely Likely			Male	Over 65	White British	Do not publish
357	Radiology - Ultrasound	Extremely Likely	Excellent service, doctors and nurses all very helpful.		Female	56-65	White British	
358	Radiology - Ultrasound	Likely	I think staff are helpful. The service has always been good.	I think our services are stretched and could do with more funding!!!	Female	46-55	White British	

359	Radiology - Ultrasound	Likely	I have had reasonable treatment while waiting for ultrasound.		Male	Over 65	White British	
360	Radiology - X-ray	Extremely Likely	Hospital was clean, welcoming. Appointment was on time. Staff were excellent.		Male	Over 65	White British	
361	Radiology - X-ray	Extremely Likely	Quick & v. professional.	Better parking - very stressful.	Male	Over 65	White British	
362	Radiology - X-ray	Extremely Likely	Other than a private clinic, I can think of no other option available for this service / procedure.	Direct patients to specific dept. In this case, X-ray A or B.	Male	46-55	White British	
363	Radiology - X-ray	Extremely Likely			Female	46-55	White British	
364	Radiology - X-ray	Extremely Likely	The staff were helpful, kind and patient. Clinic area clean and modern. Seen quickly after arrival.		Female	Over 65	White British	
365	Radiology - X-ray	Extremely Likely	Excellent service.			Over 65	White British	
366	Radiology - X-ray	Extremely Likely	Excellent care.		Female	Over 65	White British	
367	Radiology - X-ray	Extremely Likely	My appointment was dead on time!		Male	Over 65	White British	
368	Radiology - X-ray	Extremely Likely	Very prompt & courteous service. Well done.		Female	Over 65	White British	
369	Radiology - X-ray	Extremely Likely	As I live in Bude, Cornwall, it is the nearest district hospital i.e. 35 miles away. There is no choice. However, service was on time & friendly & well explained.	Increase the car parking capacity as the cars were queuing back around the roundabout @ 11am 31.1.18.	Female	Over 65	White British	
370	Radiology - X-ray	Extremely Likely	I've always had good service and treatment at this hospital.		Male	Over 65	White British	
371	Radiology - X-ray	Extremely Likely	Efficient, knowledgeable &	Car park not big enough	Female	Over 65	White British	

			friendly staff.	and too expensive.				
372	Radiology - X-ray	Extremely Likely	Friendly staff.		Female	46-55	White British	
373	Radiology - X-ray	Extremely Likely	All staff were very friendly.	No.	Female	46-55	White British	
374	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	
375	Radiology - X-ray	Extremely Likely	The way they treated me.	No.	Male	Over 65	White British	
376	Radiology - X-ray	Likely	Efficient & friendly service.	No.	Male	46-55	White British	
377	Radiology - X-ray	Likely	Very helpful and friendly staff, and quickly seen.		Female	36-45	White British	
378	Radiology - X-ray	Likely			Female	Over 65	White British	
379	Radiology - X-ray	Likely	Despite overcrowded / expensive car parking & masses of demand on their services, staff remain positive, helpful & polite.			56-65	White British	
380	Radiology - X-ray	Likely	Car park is main problem.	Stop false information on social media.	Female	Over 65	White British	
381	Radiology - X-ray	Likely			Female	56-65	White British	Do not publish
382	Radiology - X-ray	Likely			Female	56-65	White British	
383	Radiology - X-ray	Likely	Quick service. Friendly.	Better entertainment.	Female	16-25	White British	
384	Radiology - X-ray	Likely	Fine.	No problem.	Male	Over 65	White British	
385	Radiology - X-ray	Extremely Unlikely	Booked in with clerk at desk. After 25 mins, enquired how long X-ray would take only to discover, although been booked in, the person doing X-rays were unaware we were waiting. Returned to appointment to find department closed - not happy at all.	Booking in clerk - need to notify X-ray person patient is ready to be seen.	Male	Over 65	White British	
386	Radiology - X-ray	Not entered			Female	56-65	White British	Do not publish
387	Radiology - X-ray	Not entered	Distances between	Car parking can be	Male	Over 65	White British	

			hospitals i.e. Exeter, NDDH, Plymouth. Live in Okehampton area. This appears to be the shortest waiting time.	difficult – need to allow more time to meet appointment.				
388	Respiratory (NDDH Outpatients)	Extremely Likely	Helpful staff. Plenty of sitting in waiting room.		Female	46-55	White British	
389	Respiratory (NDDH Outpatients)	Extremely Likely	Staff always helpful and explain everything very well.			36-45	White British	
390	Respiratory (NDDH Outpatients)	Extremely Likely	Very polite and helpful.		Female	16-25	White British	
391	Respiratory (NDDH Outpatients)	Extremely Likely	Prompt attention & courteous staff.	Increase parking area to avoid being late for appointments and the stress of same.	Female	Over 65	White British	
392	Respiratory (NDDH Outpatients)	Likely				56-65	White British	Do not publish
393	Respiratory (NDDH Outpatients)	Likely	Long time waiting for an appointment. But friendly staff & seen on time on the day.		Female	16-25	White British	
394	Respiratory (NDDH Outpatients)	Neither Likely nor Unlikely		Reduce waiting times. Waited over half an hour.	Male	56-65	White British	
395	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	The staff are always very nice.	Don't charge for parking - the NHS is no place for making people pay to park the car.	Male	46-55	White British	
396	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff always happy to help with any queries. Excellent support from medical staff. [Name withheld] has been very supportive and their approach is very caring.	None.	Female	46-55	White British	

397	Rheumatology (NDDH Outpatients)	Extremely Likely	Always very good, kind service, lovely staff & doctors & nurses.	Not at present.	Female	46-55	White British	
398	Rheumatology (NDDH Outpatients)	Extremely Likely	O/P appointments with [name withheld]. Knowledgeable & compassionate / empathetic care. A credit to the rheumatology team.		Male	36-45	White British	
399	Rheumatology (NDDH Outpatients)	Extremely Likely	Short waiting time. Efficient doctors & staff.	No.	Female	36-45	White British	
400	Rheumatology (NDDH Outpatients)	Extremely Likely	Help has always been given when I've needed it - never had any problems.		Female	56-65	White British	
401	Rheumatology (NDDH Outpatients)	Likely			Male	36-45	White British	
402	Rheumatology (NDDH Outpatients)	Likely	Friendly, knowledgeable staff.	Reduce waiting time for bloods. More parking.	Female	26-35	White British	
403	Rheumatology (NDDH Outpatients)	Likely			Female	46-55	White British	Do not publish
404	Rheumatology (NDDH Outpatients)	Likely	Good service, seen quickly.		Female	36-45	White British	
405	Rheumatology (NDDH Outpatients)	Not entered	Not sure 'recommend' is the correct term. Certainly reassure anyone who needs treatment, All staff excellent.		Female	Over 65	White British	
406	Seamoor Unit (NDDH Outpatients)	Extremely Likely	Welcoming, kind and competent.		Male	Over 65	White British	
407	Upper Gastrointestinal (NDDH Outpatients)	Don't Know	This was a follow-up appointment for what I had done in 2016. I was meant to have this 8 weeks after my appointment in 2016.	What can I say? 2 years late - good job it wasn't anything else.		Over 65	White British	

			They gave me it 2 years later.					
408	Urology (NDDH Outpatients)	Extremely Likely	I was pleased with the treatment given free. I have travelled the world and found that your ability to pay for treatment governs the type of treatment you get.	No.	Male	Over 65	White British	
409	Urology (NDDH Outpatients)	Extremely Likely	I could not have been looked after any better.		Male	Over 65	White British	
410	Urology (NDDH Outpatients)	Extremely Likely	Excellent care by [names withheld].	Better communication in A&E.	Male	Over 65	White British	
411	Urology (NDDH Outpatients)	Extremely Likely	The care is first class.	The letter for the appointment did not tell me why I was having the appointment or who it was with. So this could be improved by adding one sentence to the letter.	Male	Over 65	White British	
412	Urology (NDDH Outpatients)	Extremely Likely	Everyone has been very helpful and kind. I am very confident that I have been given the best possible care.	No.	Male	56-65	White British	
413	Urology (NDDH Outpatients)	Likely	Generally, the wait is reasonable, with friendly staff.	More room needed in the car park. Can make one late for an appointment due to queuing.	Male	Over 65	White British	
414	Urology (NDDH Outpatients)	Likely	Friendly staff.	N/A.	Male	16-25	Mixed / Multiple ethnic groups	
415	Urology (NDDH Outpatients)	Likely	Staff helpful. Appointments on time.	When calling for patients, a microphone	Male	46-55	White British	

			Things explained well.	would be helpful to hear names called.				
416	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish

Qualitative Feedback - Jan-18 - Children and young person's FFT card responses

	Clinic / department attended	FFT card completed by:	Friends and Family Test response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Audiology (NDDH Outpatients)	Not entered	Yes				Male	9-11	White British	
2	Cardio-respiratory (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes			Waiting area very poor - no area for children.	Female	12-15	White British	
3	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	Excellent service, no waiting time.		Nothing.	Male	Under 6	White British	
4	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes		Friendly staff.	Improve parking.	Female	6-8	White British	
5	Clinic / department not entered (NDDH Outpatients)	Patient	Yes	Because the person was very nice.	Because the person helped.	Nothing.	Male	12-15	White British	

	Outpatients)									
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The lady was very kind and helpful.	Lady was very friendly and made my son very comfy.	Nothing.	Male	Under 6	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly, polite, engaging.	Informal.	Cup of coffee.	Male		White British	
8	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very patient with my 6yr old and explains everything in detail.			Female	6-8	White British	
9	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Appointment time is never kept to. Been up to 30 mins past appointment time on more than one occasion. Parking is horrendous.	Staff are polite & helpful.	Got my daughter's hearing aids in ready for appointment and not making her wait over a year with hearing loss before doing anything about it.	Female	Under 6	White British	
10	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	A very long wait. Nowhere to park. But friendly / helpful staff.	Nice area for children to play in. Friendly, helpful staff.	More parking!	Male	Under 6	White British	
11	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Both appointments were seen on time and have friendly staff. Both had somewhere for my child to play while we waited.	Quick, clean areas.	Turned the heating down.	Female	6-8	White British	
12	ENT (NDDH	Parent/	Yes	Friendly staff.	Friendly staff. Play	N/A.	Male	6-8	White	

	Outpatients)	Guardian/ Carer		Play area.	area. Seen quickly.				British	
13	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	It's close to where we live - easy to get to.	Quick to be seen.		Male	6-8	White British	
14	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Brilliant children's area in waiting room. Appointment was on time.	Short waiting time.	Much more car parking space needed.	Female	Under 6	White British	
15	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Not entered	Very child- friendly, but never on time!	Children's facilities.	Be on time. Music.		Under 6	White British	
16	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Not entered	It's not the sort of thing I discuss with my friends!!!!	Nice, open waiting area. Plenty of seating. Efficient.	No.	Male	6-8	Mixed / Multiple ethnic groups	
17	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Plenty of toys and friendly staff.	Promptly seen, despite workload on the dept.		Female	Under 6	White British	
18	Eye Clinic (NDDH Outpatients)	Not entered	Yes	The lady we seen was very nice and helpful.	Good same [illegible] on are daughter.		Female	Under 6	White British	
19	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Staff are friendly and very precise.	Finding out how he's doing.	N/A.	Male	6-8	White British	
20	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The department itself is good, brilliant staff with my daughter. Waiting times can be long at times though. Access was better with the traffic lights compared to	Toys in waiting area. Nearby toilet. Encouraging, friendly staff in the appointment.		Female	Under 6	White British	

				roundabout & car park is getting full & difficult!						
21	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly & helpful.				Under 6	White British	
22	Fracture Clinic (NDDH Outpatients)	Patient	Yes				Female	12-15	White British	Do not publish
23	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The staff are very helpful and pleasant, totally reassured my daughter fears and kept us informed all the time.			Female			
24	Maxillofacial (NDDH Outpatients)	Not entered	Maybe	We had a letter, We discussed dentist that two teeth needed to come out. We assumed we was having teeth out today. Can the letter state it is a check-up. We have two days off work / school for a check-up. Needs to be clear.		Yes, more information on letter i.e. check-up.				
25	Maxillofacial (NDDH Outpatients)	Patient	Yes	Because this will help my teeth get better.	The staff were friendly.	The waiting time.	Female	12-15	White British	
26	NDDH (Physio outpatients)	Parent/ Guardian/	Maybe	This is our first visit.	[Name withheld] was very helpful &	Sign for child physio as we got	Male	6-8	White British	

		Carer			informative. There's a space for children to play whilst they wait.	a little lost & staff sent us the wrong way.				
27	Nephrology (NDDH Outpatients)	Patient	Yes	All friendly & helpful.	Nice doctor & nurses.	Nothing.	Male	12-15	White British	
28	Ophthalmology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Everyone was very nice.	Sticker for eye drops.		Female	Under 6	White British	
29	Orthopaedics (NDDH Outpatients)	Patient	Yes	Clean, tidy, efficient.	Clinic running on time.	Car park! Bus service from Barnstaple.	Male	16-18	White British	
30	Orthopaedics (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Our daughter has always received superb care from the orthopaedic team.	Everything - the care, in particular.	Parking is shocking!!	Female	6-8	White British	
31	Radiology - X-ray	Patient	Yes	Efficient, friendly and quick.	Didn't have long to wait. Friendly staff.	Nothing.	Female		White British	
32	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Speed of service.	Not too busy.	Nothing.	Male	Under 6	White British	
33	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Staff explain everything well & friendly.	Didn't waste time, which is great with a baby.		Female	Under 6	White British	
34	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Friendly staff.	Friendly staff. Tidy waiting room, easy to check in.	Reduce waiting times as baby gets fussy.	Male	Under 6	White British	
35	Radiology - X-ray	Parent/ Guardian/ Carer	Not entered	No experience of any other outpatients.	Friendly staff. Quickly seen and diagnosed in ½ hour.	Could've been quicker.	Male	12-15	White British	