

Outpatients - North Devon District Hospital - Friends and Family Test - Feb-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 %
Feb-18	211	96.2	1.4	2.4

Qualitative Feedback - Feb-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	A caring, efficient & friendly group of professionals.	I have experienced some confusion over appointments. Text message reminders, like the ones used by our GP practice, would help.	Male	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All staff so attentive & kind. Pleasant surroundings.		Male	56-65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All the staff are very caring and try to make sure that you are not worried or concerned about your treatment and talk you through the treatment.	The only concern I have is that appointments are often late.	Female	56-65	White British	
5	Arrhythmia Service	Extremely Likely	First class care from all		Male	Over 65	White British	

	(NDDH Outpatients)		staff.					
6	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The patient care I have received from the Arrhythmia Service has been exemplary. Thank you all.	To continue the service you provide.		56-65	White British	
7	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Prompt and very efficient service. [Name withheld] very friendly and very supportive.					
8	Audiology (NDDH Outpatients)	Extremely Likely	We have always been treated well when we have had an appointment.	The only thing we find upsetting is the parking.	Female	Over 65	White British	
9	Audiology (NDDH Outpatients)	Extremely Likely	Prompt. Friendly service.	Parking is an issue. Sure you are aware. Otherwise, we are very happy to have such good service.	Male	Over 65	White British	
10	Audiology (NDDH Outpatients)	Likely	Pleasant waiting room. Nice staff. Excellent service - audiologist. Excellent consultation with consultant. All on time & very efficient.		Male	56-65	White British	
11	Audiology (NDDH Outpatients)	Likely	I have always had good service when referred to any department - no very long waits so far.	Car parking the only problem at present.		Over 65	White British	
12	Audiology (NDDH Outpatients)	Unlikely	I came last Thursday. No hearing test! I needed new tubes to hearing aids. It was done by someone at the desk. Extremely difficult to put in due to different shape & possibly [illegible]. Could not get		Female	Over 65	White British	

			right one in so had to go back. Managed to force it in. When taken out at night, bit on end was left in so my doctor had to get it out next day. It has kept popping out since I am afraid of losing it! What has happened to the technician who was well qualified & always got it right! Have had to make a journey on bus from Westward Ho! I waited 50 minutes in cold to change bus. Going to take most of day!					
13	Audiology (NDDH Outpatients)	Not entered	Very good communication with audiologist and staff.		Female	56-65	White British	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very pleasant staff and all helpful.	Works well enough for me. Thank you.	Female	56-65	White British	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	All the staff I saw were so friendly, kind and reassuring. I was seen very quickly and everything worked very efficiently. The hospital was also very clean.		Female	36-45	White British	
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	The Dr that I saw in the Breast Clinic was very kind & reassuring. He listened to my concerns & took the time to explain things to me.		Female	36-45	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	Extremely helpful.	No.	Female	Over 65	White British	

18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone was friendly & put at ease. The television is a good addition. Fresh water available.	Shame about the waiting times but once seen was quick.	Female	36-45	White British	
19	Breast Clinic (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
20	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Your good at your job.	No.	Male	Over 65	White British	
21	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	A good insight into what exercises I should be doing. Instructions very informative.	No.	Female	Over 65	White British	
22	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent service! Minimal waiting time. Really friendly staff (Cardiology / ECG / Echo).		Female	36-45	White British	
23	Cardiology (NDDH Outpatients)	Likely	Staff were friendly and courteous under difficult conditions.	Difficulty in finding seating, more privacy, more space for wheelchair users.	Female	56-65	White British	
24	Cardiology (NDDH Outpatients)	Not entered	Only a doctor would give the appointment.		Male	Over 65	White British	
25	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	North Devon Hospital is consistently good in all departments.	No, not really.	Male	Over 65	White British	
26	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Appointment on time. Pleasant [illegible]. 10/10!	No.		Over 65	White British	
27	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very good care.					
28	Cardio-respiratory (NDDH Outpatients)	Likely		Clearer signage for dept. Not easy to find.	Male	46-55	White British	
29	Cardio-respiratory (NDDH Outpatients)	Likely	I find that the staff do an excellent job, considering the small area that they have to work in. They	Passageway is very narrow, does not allow room for wheelchairs or pushchairs. Seating area	Male	56-65	White British	

			were very helpful.	is very cramped with not enough chairs. Staff do a good job considering the small space that they have to work in.				
30	Cardio-respiratory (NDDH Outpatients)	Likely	Very long waiting times in lots of different departments. However, all staff very friendly!	Somehow combine Echo & ECG Departments to allow a private room for echos etc. & a more spacious waiting room, allowing room for wheelchairs etc. A reception area for Echo would also be good.	Female	36-45	White British	
31	Cardio-respiratory (NDDH Outpatients)	Not entered	Staff extremely caring & helpful. Explained their findings in everyday terms!! Very quick & efficient & on time.		Female	Over 65	White British	
32	Care of the Elderly (NDDH Outpatients)	Not entered	Having no other choices without going private.	Shorter waiting lists. Far too long to wait with ongoing illness.	Male	Over 65	White British	
33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Free wifi mate.			Over 65	Black / African / Caribbean / Black British	
34	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Received excellent attention at all times.		Female	Over 65	White British	
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always excellent service when attending appt.	Better parking for disabled patients.	Female	56-65	White British	
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Timely and thorough attention.	No.	Female	46-55	White British	
37	Clinic / department not entered (NDDH	Extremely Likely			Female	Over 65	White British	Do not publish

	Outpatients)							
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service by the Dr's & nurses.	Waiting times can be reduced & more disabled car parking.	Female	Over 65	White British	
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good treatment.			Over 65	White British	
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Urgently seen via GP referral. Friendly staff. [Name withheld], HCA, is fantastic, friendly and pure awesome.	Water fountain would be good.	Female	26-35	White British	
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	No other facility nearby.	Increase car parking for disabled.	Female	Over 65	White British	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are sympathetic, cheerful, helpful - very little delays.	No.	Male	Over 65	White British	
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Nice, clean hospital with great staff.		Male	26-35	White British	
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone helpful and offer a welcome. Very professional attitude.	No complaints.	Female	56-65	White British	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff & consultants very helpful & courteous. First class treatment.	Bigger & better car parking.	Male	Over 65	White British	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always been happy with everything up here.	Not really - always seems alright to me.	Male	56-65	White British	
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly. Put me as the patient at ease.		Female	Over 65	White British	

49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have attended several departments at the N.D.H. & have received wonderful treatment & kindness from all staff.	No.	Female	Over 65	White British	
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always received excellent care.	More car parking spaces needed. Outpatients always busy because people turn up early so they can park.	Female	56-65	White British	
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful, friendly staff.		Female	Over 65	White British	
52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Knowledgeable staff. Polite & considerate. Kept informed.	At busy times, information on likelihood of issues with appointments. Although sometimes states, never sure if that applies.	Female	56-65	White British	
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Car parking - more needed.	Female	Over 65	White British	
54	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My care has been perfect. And my shoulder is back to how it should be. Thank you all at N.D.D.H. x					
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always excellent service for over 10 years.		Male	Over 65	White British	
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Polite & helpful staff. Appointment on time.		Female	Over 65	White British	
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Though I was very nervous, the staff were brilliant. I don't want to visit again - white coat	No - very good as is.	Male	46-55	White British	

			syndrome, but if I have to I know that I will be well treated.					
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very caring interview and exercises.	None.	Female	Over 65	White British	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We have always received prompt attention from caring people who have endeavoured to keep us informed at all times.		Male	Over 65	White British	
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very efficient department, with friendly knowledgeable staff.		Male	46-55	White British	
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly & efficient.		Female	56-65	White British	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always an excellent team - 5-star.	Water station?	Female	56-65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Have been treated very well.		Male	46-55	White British	
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff that put you at ease & answer questions. Great experience.		Female	26-35	White British	
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always received excellent service here in this hospital - today was seamless from one department to another - excellent again.		Female	Over 65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Likely	Staff & volunteers excellent. Admin delays, letters, mistakes let	1) Prompt [illegible] letters (or e-mails?) 2) Parking.		Over 65	White British	

			everything down. Parking impossible. Would go further to an alternative if possible to park.					
67	Clinic / department not entered (NDDH Outpatients)	Likely	Few visits recently connected with treatment and very good treatments received from everybody.	Car parking. Get the council to reinstate the park & ride.	Female	Over 65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Likely	Staff v. helpful, friendly as doctors. Appt. times could be better. Thank you.	Have appointments on time would be nice. Seems 10.30am all go for coffee break!	Male	Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Likely	No reason not to recommend.		Male	56-65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Likely	Fast and efficient service. Not 100% clear on where to go.	No.	Female	36-45	White British	
71	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
72	Clinic / department not entered (NDDH Outpatients)	Likely	Because everyone does the best they can.	Can't think of anything.	Female	Over 65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
74	Clinic / department not entered (NDDH Outpatients)	Likely	Good, friendly staff.	Better car park.	Male	46-55	White British	
75	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Likely	The care I've been given has been first class.		Female	Over 65	White British	

77	Clinic / department not entered (NDDH Outpatients)	Likely				Over 65	White British	Do not publish
78	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	
79	Clinic / department not entered (NDDH Outpatients)	Likely	Everyone is helpful and considerate.	Car parking can be difficult so I came early.	Female	46-55	White British	
80	Clinic / department not entered (NDDH Outpatients)	Likely			Male	36-45	White British	
81	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	There is no choice - so recommending services is a rather redundant question.	More disabled parking. More general parking. More drop-off areas. Joined-up appointments. We drive from 40 minutes away - 4 times this week.				
82	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	We arrived for an appointment which hadn't been scheduled. Returned for new appointment 2 days later. 1/2hr late, still waiting. Both journeys 160 mile round trips.		Male	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Don't Know		Yes. The car park is always full, having to drive round and round to park.	Female	Over 65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Not entered	I would like to say how grubby the blood room is. It really needs to be painted.					
85	Clinic / department not entered (NDDH Outpatients)	Not entered	There's no alternative locally.	Increase the amount of public parking.	Male	46-55	White British	

	Outpatients)							
86	Clinic / department not entered (NDDH Outpatients)	Not entered	First time.	Stop car park charges.	Male	46-55	White British	
87	Clinic / department not entered (NDDH Outpatients)	Not entered	A very silly question. The idea of 'recommending' your local NHS hospital is flawed. It will always be your first port of call.	Simply keep them open.	Male	Over 65		
88	Clinic / department not entered (NDDH Outpatients)	Not entered	Recent outpatient experience good. Recently been discharged from hospital. Food excellent as was general service and care. One criticism is lack of pillows.					
89	Colorectal (NDDH Outpatients)	Extremely Likely	The excellent treatment I have been given in the past few months.	Keep up the good work.	Male	Over 65	White British	
90	Colorectal (NDDH Outpatients)	Extremely Likely	Staff excellent.	Expand the hospital and car park.	Male	56-65	White British	
91	Colorectal (NDDH Outpatients)	Extremely Likely	Excellent staff, excellent care.	No.	Male	56-65	White British	
92	Colorectal (NDDH Outpatients)	Extremely Likely	Good service.	No.	Male	46-55	White British	
93	Colorectal (NDDH Outpatients)	Extremely Likely	The next main hospital is over an hours drive away. I have always been happy with the service I have received from N.D.D.H.		Female	56-65	White British	
94	Dietetics (NDDH Outpatients)	Extremely Likely	We had prompt, cheerful service at the desk. When at home we have had two occasions when we had very prompt ambulance service. Not applicable	Possibly improved car parking.	Female	Over 65	White British	

			today!					
95	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	Do not publish
96	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
97	EEG / EMG (NDDH Outpatients)	Extremely Likely	Lovely team - friendly, knowledgeable & understanding. Keep up the good work!		Female	36-45	White British	
98	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very informative.					
99	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly and happy.	No.	Female	56-65	White British	
100	EEG / EMG (NDDH Outpatients)	Extremely Likely	Great care and attention.					
101	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very short waiting time for appointment. Appointment was on time. Very friendly, reassuring & helpful.		Male	36-45	White British	
102	ENT (NDDH Outpatients)	Extremely Likely	The care we have received coming here weekly with our disabled daughter who also has learning disabilities has been second to none. The staff are very understanding and excellent which makes our visits less stressful.	Do not move the service.	Female		White British	
103	ENT (NDDH Outpatients)	Extremely Likely	Ears cleaned.	Very good service.	Female	Over 65	Mixed / Multiple ethnic groups	
104	ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
105	ENT (NDDH Outpatients)	Extremely Likely	Caring professional service.	Car parking and provide to approach roads from	Male	Over 65	White British	

				new roundabout.				
106	ENT (NDDH Outpatients)	Extremely Likely	I'm not sure where else you'd go to have specialist treatment without paying privately.	No - was very efficient.	Male	36-45	White British	
107	Exmoor Unit (NDDH Outpatients)	Extremely Likely	I could not have been looked after any better if I had been Prince Harry. Thank you.		Male	Over 65	White British	
108	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Good results.		Male	Over 65	White British	
109	Exmoor Unit (NDDH Outpatients)	Extremely Likely	I have received excellent treatment and treated as a person rather than a number.		Male	Over 65	White British	
110	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very professional and caring staff all round.		Female	36-45	White British	
111	Exmoor Unit (NDDH Outpatients)	Likely	Waiting for an hour after appointment time. Screening nurse not given enough time to discuss different issues of health. The person we saw was very pleasant & kind but was under pressure to keep to appointment times.	Give more time for consultation.	Female	Over 65	White British	
112	Exmoor Unit (NDDH Outpatients)	Likely	Staff were formal and friendly, although clarity on exact areas for apps was not clear as I went to two different eye units.	Clearer signage on eye units in hospital (N.D.D.H.).	Male	26-35	White British	
113	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service.		Male	56-65	White British	
114	Eye Clinic (NDDH Outpatients)	Extremely Likely	Calm & efficient & friendly.	Yes - our appointment letter. There is no	Female	Over 65	White British	

				information as to whether you are able to drive home.				
115	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite and friendly staff. Informative information given about procedures carried out and condition being investigated.		Female	36-45	White British	
116	Eye Clinic (NDDH Outpatients)	Extremely Likely	Professional, helpful staff.		Female	36-45	White British	
117	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had nothing but great service from staff and doctors alike.	No - but stop me getting old.	Male	Over 65	White British	
118	Eye Clinic (NDDH Outpatients)	Extremely Likely	This is an efficiently-run department. All staff are friendly, helpful and very good at their jobs. I have every confidence in their abilities & professionalism.	I can't think of anything.	Female	Over 65	White British	
119	Eye Clinic (NDDH Outpatients)	Extremely Likely	Happy, polite, professional staff.	Text reminders to personal mobiles.	Male	46-55	White British	
120	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always received prompt & professional service from all staff in the Eye Clinic.	Happy with how it is.	Female	Over 65	White British	
121	Eye Clinic (NDDH Outpatients)	Extremely Likely	Recommended to hospital after eye test for glasses at Boots.		Male	Over 65	White British	
122	Eye Clinic (NDDH Outpatients)	Likely	We would be so lost without our N.H.S. service.		Female	46-55	White British	
123	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
124	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
125	Eye Clinic (NDDH Outpatients)	Likely	Better and easier parking.		Male	Over 65	White British	
126	Eye Clinic (NDDH Outpatients)	Don't Know	Follow-up appointments	Let the left hand know	Male	Over 65	White British	

	Outpatients)		are never forthcoming.	what the right hand is doing.				
127	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Seen on time. Empathetic staff. Lovely atmosphere.	N/A.	Female	16-25	White British	
128	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very warm welcome and making you feel at ease.		Male	56-65	White British	
129	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff friendly.	Be on time.	Female	46-55	White British	
130	Fracture Clinic (NDDH Outpatients)	Extremely Likely	When needing help with broken legs they have assisted as required.	Better timekeeping.	Male	36-45	White British	
131	Fracture Clinic (NDDH Outpatients)	Extremely Likely	In the 5 x visits I have had, I have had an excellent experience. Limited to no wait, very friendly staff and an overall wonderful experience. Thank you all for what you do - please keep up the great work.	N/A.	Male	36-45	White British	
132	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Really good staff and Dr's who listened and communicated well. Kept us informed and were very quick and helpful. Efficient. 100%.	Parking fees!!	Male	56-65	White British	
133	Fracture Clinic (NDDH Outpatients)	Likely	Staff are friendly & you don't have to wait long to be seen.	Very good.	Female	36-45	White British	
134	Gynaecology (NDDH Outpatients)	Extremely Likely	Because I have always received first class treatment and made to feel at ease and today is no exception.	I think it's fine as it is.	Female	56-65	White British	
135	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	36-45	Other ethnic group	
136	Maxillofacial (NDDH Outpatients)	Extremely Likely	A kind, caring service is	It all seems fine to us.	Female	Over 65	White British	

	Outpatients)		always given (from our own experiences).					
137	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very good staff.	No.	Male	26-35	White British	
138	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent treatment.		Female	Over 65	White British	
139	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent treatment & everything fully explained.					
140	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
141	Maxillofacial (NDDH Outpatients)	Extremely Likely	Felt very comfortable. Very friendly staff.					
142	Maxillofacial (NDDH Outpatients)	Extremely Likely	Top class work, excellent.		Female	Over 65	White British	
143	Maxillofacial (NDDH Outpatients)	Extremely Likely	Great service.					
144	Maxillofacial (NDDH Outpatients)	Extremely Likely	V. friendly, v. nice people.			36-45	White British	
145	Maxillofacial (NDDH Outpatients)	Extremely Likely	Dr [name withheld] was very kind and caring and reassured me. The nurses were friendly too.		Female	36-45	White British	
146	Maxillofacial (NDDH Outpatients)	Extremely Likely	I was made to feel very relaxed and the experience was a lot better than expected. Thank you!		Female	16-25	White British	
147	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent care / treatment from staff at all levels.		Male	56-65	White British	
148	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very prompt and efficient treatment. Very kind & friendly staff.	No.	Female	56-65	White British	
149	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
150	Maxillofacial (NDDH Outpatients)	Extremely Likely	The team was so kind and understanding.		Female	56-65	White British	

151	Maxillofacial (NDDH Outpatients)	Extremely Likely	Just excellent!					
152	Maxillofacial (NDDH Outpatients)	Likely	Waiting times could be improved, if possible.					
153	Maxillofacial (NDDH Outpatients)	Likely				Over 65	White British	Do not publish
154	Maxillofacial (NDDH Outpatients)	Likely		No.	Female	26-35	White British	
155	Maxillofacial (NDDH Outpatients)	Not entered	Yes, would very good indeed.		Male	Over 65	White British	
156	Nephrology (NDDH Outpatients)	Extremely Likely	What other choice do you have!	It seems ok to me!	Male	Over 65	White British	
157	Neurology (NDDH Outpatients)	Extremely Likely	From the porter to consultants, all the staff were very helpful.		Male	Over 65	Asian / Asian British	
158	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Friendly, caring, compassionate, fantastic, very professional.	Not really.	Female	Over 65	White British	
159	Oncology (NDDH Outpatients)	Extremely Likely	Very good service.	None.	Female	56-65	White British	
160	Oncology (NDDH Outpatients)	Extremely Likely	Excellent care. Appreciate having consultants visit us here in Barnstaple. Prompt appt.	Better car parking.	Female	Over 65	White British	
161	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Extremely approachable & prepared to give time to my problem. Dr [name withheld].		Male	56-65	White British	
162	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	The staff are caring, helpful and very professional. The treatment is beneficial. And appointments are run very well.		Male	Over 65	White British	
163	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Staff given client / patient time & carers support.	Improve parking.	Female	26-35	White British	

	Outpatients)		Equipment ready & waiting.					
164	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Always had good care at Barnstaple whatever I've had done.		Female	36-45	White British	
165	Orthopaedics (NDDH Outpatients)	Extremely Likely	Prompt, efficient service.	No, very good.		Over 65	White British	
166	Physiotherapy (NDDH Outpatients)	Extremely Likely	Waiting area extremely clean, quiet, bright. Appointment on time. Wanted an appointment but was offered a cancellation so was much quicker.		Male	56-65	White British	
167	Physiotherapy (NDDH Outpatients)	Extremely Likely	Wonderful service. Appointments are always on time with the physio, and very professional - and smiling faces.	No - keep it as it is.	Male	56-65	White British	
168	Physiotherapy (NDDH Outpatients)	Likely	Friendly, helpful staff, lovely building area.	Improve the car park. Too much delay - not enough spaces. It makes you dread coming in!	Female	46-55	White British	
169	Radiology - CT scan	Extremely Likely	The staff kept me informed of what they were doing and were very reassuring.		Male	Over 65	White British	
170	Radiology - CT scan	Extremely Likely	Great staff, kind & friendly cannot see how you could improve on my visit today. Seen on time and made to feel relaxed.	None. Not from my experience here today.	Female	Over 65	White British	
171	Radiology - CT scan	Extremely Likely	Staff were very friendly & talked through the whole procedure thoroughly & made me feel at ease.		Female	46-55	White British	

172	Radiology - CT scan	Extremely Likely	Friendly staff. Clear information. All on time.		Male	Over 65	White British	
173	Radiology - CT scan	Extremely Likely	How quick all my appointments have come through.	All good.	Female	Over 65	White British	
174	Radiology - CT scan	Extremely Likely	Timely and efficient. Scanned ahead of time as we arrived early.		Female	46-55	White British	
175	Radiology - CT scan	Extremely Likely			Male	56-65	White British	
176	Radiology - CT scan	Likely			Female	Over 65	White British	Do not publish
177	Radiology - MRI scan	Extremely Likely	Considerate, kindness and caring.		Female	Over 65	White British	
178	Radiology - MRI scan	Extremely Likely	Very organised and all staff very professional and pleasant.					
179	Radiology - MRI scan	Extremely Likely	I can't thank the team enough for making me feel as comfortable as possible, I was extremely anxious but a nice man called [name withheld] who talked me through my anxiety around the MRI was fantastic. I hope this reaches him. [Name withheld] enjoy the CD my friend and thanks.	Keep doing what you do in the MRI department. Lovely team.	Male	26-35	White British	
180	Radiology - X-ray	Extremely Likely	Always found every department excellent.	No.	Female	Over 65	White British	
181	Radiology - X-ray	Extremely Likely	Quick & helpful.		Female	26-35	White British	
182	Radiology - X-ray	Extremely Likely	Very courteous & helpful.		Female	Over 65	White British	
183	Radiology - X-ray	Extremely Likely			Female	56-65	White British	
184	Radiology - X-ray	Extremely Likely	Very efficient and polite.	A sign from the changing room for 'way out'.	Female	26-35	White British	

185	Radiology - X-ray	Extremely Likely			Female	26-35	White British	Do not publish
186	Radiology - X-ray	Extremely Likely	X-ray of right foot was quick and people polite.	None.		Over 65	White British	
187	Radiology - X-ray	Extremely Likely			Male	46-55	White British	
188	Radiology - X-ray	Extremely Likely			Female	56-65	White British	
189	Radiology - X-ray	Likely	Have always been treated well.	Please sort the parking issues! Always queuing to get into the car park and even if just dropping off or going to a different area of the hospital grounds you still get caught in the car park queue!	Female	46-55	White British	
190	Radiology - X-ray	Likely	My main reason is because I think waiting times are really long. Even though you get an app time you are still waiting over your time.	More seating.	Male	26-35	Mixed / Multiple ethnic groups	
191	Radiology - X-ray	Likely	Waiting times are generally good. Staff are pleasant & helpful and usually there is good communication. Car parking needs sorting!		Male	56-65	White British	
192	Radiology - X-ray	Unlikely	Waiting times are stupid. Why have an app time if you are waiting over that?	X-ray A. Move the box for these slips! Not in the best place on the wall with a chair in front.	Male	26-35	Mixed / Multiple ethnic groups	
193	Radiology (NDDH Outpatients)	Extremely Likely	A very quick and prompt service and helpful.	None.	Male	46-55	White British	
194	Respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
195	Respiratory (NDDH	Extremely Likely	I have been attending the	This outpatients is very	Male	46-55	White British	

	Outpatients)		clinic for a few months and have always had a pleasant experience. Staff are always helpful and caring.	good.				
196	Respiratory (NDDH Outpatients)	Neither Likely nor Unlikely			Male	36-45	White British	
197	Rheumatology (NDDH Outpatients)	Extremely Likely	Doctors & nurses always helpful & caring.	Maybe offer choice with appointment times. It is difficult to fit in around work / childcare.		36-45	White British	
198	Rheumatology (NDDH Outpatients)	Extremely Likely	Friendly nurse with good communication i.e. explaining my condition and how I can cope with it.		Male	46-55	White British	
199	Rheumatology (NDDH Outpatients)	Likely	Mr [name withheld] always polite and friendly.	Fine as is.	Male	Over 65	White British	
200	Rheumatology (NDDH Outpatients)	Likely	Friendly and helpful staff. Warm and clean waiting area.	Improve parking availability - especially on clinic days & reduce charges.	Female	56-65	White British	
201	Seamoor Unit (NDDH Outpatients)	Likely			Female	36-45	White British	
202	Upper Gastrointestinal (NDDH Outpatients)	Not entered		Only faster.	Male	Over 65	White British	
203	Urology (NDDH Outpatients)	Extremely Likely	Very efficient. Everyone is very kind and helpful.		Female	46-55	White British	
204	Urology (NDDH Outpatients)	Extremely Likely	Happy with treatment offered and friendliness of staff.			Over 65	White British	
205	Urology (NDDH Outpatients)	Extremely Likely	Seen on time, friendly staff & information & procedure provided.	Doing best that can be done.	Male	56-65	White British	
206	Urology (NDDH Outpatients)	Extremely Likely	I was given plenty of doctor's time and excellent advice.			Over 65	White British	

207	Urology (NDDH Outpatients)	Extremely Likely	Staff were extremely polite & caring. Although running late (a little), apologies were made.		Female	Over 65	White British	
208	Urology (NDDH Outpatients)	Extremely Likely	Efficient, excellent treatment. Given a clear plan for the future. Very polite, pleasant respectful.	No - it's already very good & works well.	Female	26-35	White British	
209	Urology (NDDH Outpatients)	Extremely Likely	Friendly, caring, excellent.		Male	Over 65	White British	
210	Urology (NDDH Outpatients)	Likely	The medical care is excellent.	A P.A. system would be a [illegible] advantage as the staff do not speak loudly enough.	Male	Over 65	White British	
211	Urology (NDDH Outpatients)	Likely	Very brief appointment.		Male	26-35	White British	

Qualitative Feedback - Feb-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	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff.		The parking is terrible.		12-15	White British	
2	Clinic / department not	Patient	Yes	Quick, fast, kind, friendly,	It helped with my confidence growth.	Outside parking. More sitting.	Male	12-15	White British	

	entered (NDDH Outpatients)			understanding.						
3	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Polite staff, on time, very professional consultant.	Clean, tidy, polite staff, on time.	Parking is terrible.	Male	12-15	White British	
4	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	We have been seeing the consultant for over 2 years & he has been fantastic putting our minds & ease & always very reassuring, we could not fault the care our son has received & we are truly grateful.			Male	Under 6		
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly and seen very quick.	Seen on time.		Female	12-15	White British	
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly lady. Great with my 4-year old son.			Male	Under 6	White British	
7	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Yes. Always polite.	Children's play area for kids.	Nothing.	Female	Under 6	White British	
8	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Efficient, friendly, ran on time.	Finding the chicken when the lady looked in my eyes.		Female	Under 6	White British	
9	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Not entered		We were fitted in as an emergency referral. We were seen quickly and the orthoptist was	Totally satisfied with the service. Thank you. Nothing needs to be better.	Male	6-8	Asian / Asian British	

					friendly and helpful.					
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Everyone is very friendly and helpful.	My 6-year old son has sensory issues and will not let anyone put eye drops in and the staff were very understanding and friendly.	Nothing. All was good.	Male	Under 6	White British	
11	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Lovely staff. Well organised. Clean.	Friendly staff - have been coming with both children for about 8 years.	Nothing.	Male	Under 6	White British	
12	Radiology - X-ray	Parent/ Guardian/ Carer	Maybe				Male	Under 6	White British	Do not publish