

Outpatients - North Devon District Hospital - Friends and Family Test - Mar-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 people'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:

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

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

'Would not recommend' percentage is calculated as follows:

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

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

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

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Mar-18	254	96.5	1.6	1.9

Qualitative Feedback - Mar-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1	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The friendliness given by all staff and the care shown to all patients and their families. The unit is also known throughout the hospital for the comments which are above. Must praise indeed.	1) Hot drink to be more available (hot or cold). 2) Stop using the term 'you are welcome' - it's as bad as the American term 'have a nice day'.	Male	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	You're made to feel like a close friend or family, not just another patient!		Male	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Friendly staff.	Improve pharmacy to treatment.	Male	Over 65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Because of a professional, caring & kind team that	When waiting time overruns for an hour or				

			provide top quality care.	more, it can lead to feeling anxious.				
6	Acute Oncology Service (NDDH Outpatients)	Likely	The nurses have been helpful and caring via the telephone & when visiting Seamoor Unit.		Male	Over 65	White British	
7	Audiology (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	Do not publish
8	Audiology (NDDH Outpatients)	Extremely Likely	Staff very helpful & pleasant, spoke clearly. I was not the patient. My husband was.		Male			
9	Audiology (NDDH Outpatients)	Extremely Likely	Because the service has been excellent at Audiology.	More disabled parking spaces please.	Male	Over 65	White British	
10	Audiology (NDDH Outpatients)	Extremely Likely	Attitude of the team.			Over 65	White British	
11	Audiology (NDDH Outpatients)	Extremely Likely	Wearing in left ear. Come for test.		Male	Over 65	White British	
12	Audiology (NDDH Outpatients)	Likely	I found the service given very helpful and only waited a few minutes before being seen.		Female	Over 65	White British	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very professional, very thorough, very kind smiling people, good quality service.	Minimise waiting time, although we know this is not always possible. Excellent service.	Female	56-65	White British	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Great service, would recommend this hospital to anyone. No complaints whatsoever!	Only complaint is the car parking. Difficult to know that can be rectified.	Female	Over 65	White British	
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Seen very quickly. Lovely, friendly staff who explained everything		Female	46-55	White British	

			clearly.					
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] has always been very caring and attentive over the several years I have seen him. I feel he sees me as an individual, not a number like other Dr / surgeons.		Female	36-45	Asian / Asian British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	The nurse was extremely polite & helpful & the doctor could not have been understanding & humane. Nurse [name withheld] & doctor [name withheld].	None whatsoever. Keep up the good work.	Male		White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & kind welcome at reception. Plenty of seating in the waiting area (TV good to keep occupied). Good expectation-setting by the first consultant, told me that my scan may involve quite a long wait, made me more relaxed waiting to be called. Mammogram thoughtfully conducted and the ultrasound. Very kind and reassuring.		Female	46-55	White British	
20	Breast Clinic (NDDH Outpatients)	Likely	Received a friendly & prompt, professional service.	Additional car parking for visitors / outpatients.	Female	36-45	White British	
21	Breast Clinic (NDDH Outpatients)	Likely			Female	36-45	White British	
22	Breast Clinic (NDDH Outpatients)	Likely	Staff - great service	No, it's good.	Female	26-35	White British	

	Outpatients)		provided, professional and friendly. 10 out of 10.					
23	Breast Clinic (NDDH Outpatients)	Unlikely			Male	36-45	White British	Do not publish
24	Breast Clinic (NDDH Outpatients)	Not entered	It is too short an experience on which to base a judgement.	We waited 45mins to see the consultant. Shorter waiting times would be appreciated.	Female	Over 65	White British	
25	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Generous time given. Thank you.	No.	Male	Over 65	White British	
26	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Felt quite comfortable & reassured.	No.	Female	Over 65	White British	
27	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The nurse was extremely helpful and patient.	We were given 10.00am appt. on letter but clinic had us on list as 11.00am. More care please with appts.	Male	Over 65	White British	
28	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Every covered, v. good.					
29	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Because everything has been explained in terms that I understand, which gives me confidence.	No.	Male	Over 65	White British	
30	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very pleased. You took the time to explain.		Female	Over 65	White British	
31	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Because everybody has been fantastic.	No.	Male	Over 65	White British	
32	Cardiac Rehab Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	
33	Cardiac Rehab Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
34	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Care for my personal needs, careful listening, gave advice & beyond to make my life better. Loved it!	Clearer instructions in certain 'relaxation' sessions on how to 'relax' a muscle.	Male	56-65	White British	

35	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Excellent level of instruction, very professional but fun.	Not broken, don't mend it.	Male	56-65	White British	
36	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I found it beneficial and it has motivated me to take further exercise.		Male	46-55	White British	
37	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Reassuring, friendly atmosphere. The whole experience gives confidence.	No, I don't think so.	Female	46-55	White British	
38	Cardiology (NDDH Outpatients)	Extremely Likely	Seen promptly and with courtesy. Reception staff very helpful.	Not yet.	Female	Over 65	White British	
39	Cardiology (NDDH Outpatients)	Extremely Likely	The doctor was very thorough in his examination and made sure I understood what would happen next.		Male	Over 65	White British	
40	Cardiology (NDDH Outpatients)	Extremely Likely	Very polite and helpful staff. Everything on time.		Male	56-65	White British	
41	Cardiology (NDDH Outpatients)	Extremely Likely	I got lots of things (ECG, ECU) done today.	Very good.	Male	46-55	Other ethnic group	
42	Cardiology (NDDH Outpatients)	Likely	Excellent attention. Courteous, professional and cheery. Thank you.		Male	Over 65	White British	
43	Cardiology (NDDH Outpatients)	Likely	Very good service and staff helpful & attentive.	No.	Male	46-55	White British	
44	Cardiology (NDDH Outpatients)	Likely	Directed by staff to all the right areas. Friendly people. NHS staff - best.		Female	Over 65	White British	
45	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	No waiting. Good, helpful staff. Well looked after. Good outcome!		Male	56-65	White British	
46	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Helpful, courteous staff. Always willing to answer any queries. An excellent	Absolutely not. Good as it is.	Female	Over 65	White British	

			service.					
47	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	On time, professional approach, top-class service.	I was not on your system, so the link between Exeter & Barnstaple did not work well.	Male	Over 65	White British	
48	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very impressed with speed & quality of care I have received & the wide range of tests I have been offered.		Male	Over 65	White British	
49	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
50	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very good & friendly contact with all the staff.	No.	Male	Over 65	White British	
51	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
52	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent care and service.		Female	Over 65	White British	
53	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Attended for cardiology appointment. Cardio-respiratory staff friendly and very efficient. Dr [name withheld] very thorough and reassuring. Fantastic experience.		Male	Over 65	White British	
54	Cardio-respiratory (NDDH Outpatients)	Likely	Punctual, friendly staff.		Female	Over 65	White British	
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Feel well listened to. Leaving with a clear plan to help manage pain and improve symptoms.		Female	36-45	White British	
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great service. No waiting. Many thanks.	No.	Female	46-55	White British	

57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very friendly & helpful. They work in very professional manner. Dealt with very promptly.		Female	56-65	White British	
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	As a family, we often visit this hospital and have absolutely no complaints whatsoever. Thank you all.		Female	Over 65	White British	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	NHS is wonderful - doctors & nurses etc. are worth their weight in gold.	More staff.	Male	56-65	White British	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Really good service. Friendly & helpful staff.		Female	36-45	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Been really helpful with advice about my arthritis and medications that would be better for my lifestyle.		Male	36-45	White British	
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone is helpful and friendly.		Female		White British	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Ability to ask to see a particular consultant.	Female	56-65	White British	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have no complaints with the treatment I received.	No.	Male	Over 65	White British	

	Outpatients)							
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Was late for appt due to snow and received phone call to check we were arriving. Was seen as soon as we checked in.		Female	46-55	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My experiences, over the last six months at this hospital have been excellent.		Female	Over 65	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been given a lot of care with my chemo treatment.		Male	46-55	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Minimum wait time. Staff very pleasant.		Male	Over 65	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very professional & friendly staff.		Male	46-55	Mixed / Multiple ethnic groups	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpfulness of all staff, promptness of service.		Female	Over 65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everything seems to be smoothly run.		Male	Over 65	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent advice & treatment.	None.	Female	56-65	White British	

	Outpatients)							
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great friendly team put my elderly dad at ease.		Male	Over 65	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very friendly, did not have to wait too long. Everything explained and questions answered.		Male	Over 65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good care team, very helpful.		Female	Over 65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Treated well when needed, usually as an emergency.		Female	46-55	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Not too long to wait. Clean areas & plenty of magazines! Staff friendly & helpful. Love the N.H.S. Thanks.		Female	56-65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male		White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, explanatory & excellent. (It was [name withheld]).	To me, it seems perfect! Happy the help.	Female	Over 65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff always lovely. Listen to needs. Always feel respected & helped.			46-55	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good for children. Need more funding all round. Ilfracombe nearly closed so have to come here.		Male	56-65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff were kind, polite and explained everything, also allaying my fears of	No.	Female	56-65	White British	

			having scans, mammograms etc.					
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Been here many times & always have been received courteously & with understanding. I am totally deaf.		Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent clinic - seen promptly. Staff friendly and polite.	Reduce or stop parking charge. I have had to pay £9 over the last week! Not everyone can afford this.	Female	56-65	White British	
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				Over 65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good service.	Not really, it's very good, clean compared to a lot of other NHS hospitals in the country.	Female	46-55	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Courtesy & respect from those I've been involved with - good aftercare from hip replacement op.					
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I appreciate how very hard you all work, under great difficulties right now. Thank you!		Female	Over 65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always received exceptional service.		Female	Over 65	White British	
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Careful explanations & not being talked down to.		Male	Over 65	White British	

98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	You treated my mum very well.		Female			
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very polite, helpful staff, explaining things very well.		Male	Over 65	White British	
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Being the only hospital for miles around you get 100% great service.	Build a new ward for every 300 houses built, it's a shame to see the struggle of the NHS.	Female	46-55	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	We were asked to fill the form in - staff very friendly & polite, waiting time very short. Good!	A&B outpatients not clearly signposted.	Male	Over 65	White British	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Went to the doctors with a breast lump less than 2 weeks ago. My appointment today saw me have 4 consultations in one day. Outstanding care, attention and a comprehensive approach. I leave knowing the results & not having to wait. As usual, NHS is fantastic & deserves every penny & funding. It is world class. I am very grateful. Thank you.	None. It was superb. Thank you so very much.	Female	46-55	White British	
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had good treatment.		Female	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My treatment re: observation every four months & biopsy's and MRI scans & blood	No.	Male	Over 65	White British	

			samples have kept me going for the past nine years.					
105	Clinic / department not entered (NDDH Outpatients)	Likely	Past experience.	No, keep up the good work!	Female	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Likely			Male	46-55	White British	Do not publish
107	Clinic / department not entered (NDDH Outpatients)	Likely	Very good service.		Male	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly & helpful.		Female	56-65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Likely			Female	36-45	White British	
110	Clinic / department not entered (NDDH Outpatients)	Likely	No issues other than a delay in being seen & car parking issues.	More disabled car parking.	Female	46-55	White British	
111	Clinic / department not entered (NDDH Outpatients)	Likely		Provide tea & coffee.	Male	46-55	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely			Female	46-55	White British	
113	Clinic / department not entered (NDDH Outpatients)	Likely	Everything went ok.		Male	Over 65	White British	
114	Clinic / department not entered (NDDH Outpatients)	Likely	Always get looked after but have to wait.	Bigger car park.	Male	Over 65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely	Staff polite, even though we were 10mins late due to difficultly parking. Nice	Car parking - if possible extend size.	Male	Over 65	White British	

			to be greeted at reception with a smile!!					
116	Clinic / department not entered (NDDH Outpatients)	Likely	Well-run clinic.					
117	Clinic / department not entered (NDDH Outpatients)	Likely			Female	16-25	White British	
118	Clinic / department not entered (NDDH Outpatients)	Likely	I'm likely due to depending on what treatment this hospital can offer. My experiences I have been referred to Plymouth, Bristol, Exeter, some specialists are not found in Barnstaple N.D.H!	I've never seen the Dr named on my letter, always someone else to cover that! I had an open appointment last year that I could not even get in to see someone as the phone line was always busy! Urology!	Female	36-45	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely	I consider this hospital well as the staff are always helpful and try not to keep you waiting, but in an emergency it could be different.		Female	Over 65	White British	
120	Clinic / department not entered (NDDH Outpatients)	Likely	Good, well-organised clinic Thank you.		Male	46-55	White British	
121	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Male	Over 65	White British	
122	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Car park full - nearly drove away again. DNAs will continue if car parking not resolved.					
123	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Male	Over 65	White British	

124	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Appointment cancelled unknown to me, after travelling 33 miles.		Male	46-55	White British	
125	Clinic / department not entered (NDDH Outpatients)	Unlikely	Unfortunately, spent a long time waiting for various appts - 45mins for consultant, 1hr for X-ray, 30mins for medication, 15min for blood test.	Not sure, other than to make more staff available.	Male	56-65	White British	
126	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely			Female	16-25	White British	Do not publish
127	Clinic / department not entered (NDDH Outpatients)	Don't Know			Female	46-55	White British	
128	Clinic / department not entered (NDDH Outpatients)	Not entered		No.	Male	Over 65	White British	
129	Clinic / department not entered (NDDH Outpatients)	Not entered	I am not a doctor. Therefore, cannot recommend anybody for a breath test.		Male	56-65	White British	
130	Clinic / department not entered (NDDH Outpatients)	Not entered	We have to support this hospital as the way things are going we could well be losing a lot of services and, as overleaf, parking and traffic bad. Exeter would be 100% worse to get to – that's if you can survive the journey. It would be difficult to get to Exeter and home in a day and the cost very expensive. Maybe this is a way of killing off the elderly a bit	Today at 10.50am, the car park is full and cars are waiting to go past the roundabout. The bus service is abysmal if you do not live in Barnstaple so private transport needs to be used. If I had not had an extra person to park car we would not have made our appointment. Non-driver – have to rely on relatives for transport!	Female	Over 65	White British	

			quicker.					
131	Clinic / department not entered (NDDH Outpatients)	Not entered	Outpatients is a necessary service. It is neither recommended nor chosen.		Male	Over 65	White British	
132	Colorectal (NDDH Outpatients)	Extremely Likely	Support of our NHS - it's great!	Better i.e. more car parking.	Male	Over 65	White British	
133	Colorectal (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
134	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very pleasant and put me at ease. Thank you.					
135	EEG / EMG (NDDH Outpatients)	Extremely Likely	Kindness shown on my visit and very prompt service. Thank you.	No.	Female	Over 65	White British	
136	EEG / EMG (NDDH Outpatients)	Extremely Likely	My particular circumstances made coming here very difficult. The lady I saw was very understanding. She made it much easier. Thank you.	No, spot on.	Male	36-45	Other ethnic group	
137	EEG / EMG (NDDH Outpatients)	Extremely Likely	Excellent patient care. Very good nurse.		Male	Over 65	White British	
138	EEG / EMG (NDDH Outpatients)	Extremely Likely	Good, helpful charming service. Almost a pleasure to be here!	Honestly, excellent!	Male	Over 65	White British	
139	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly & helpful, informative, caring. Good to make patients feel at ease.		Male	46-55	White British	
140	EEG / EMG (NDDH Outpatients)	Extremely Likely	Cheerful & welcoming. Made to feel at ease. Interest in all life aspects to try find any causes.		Female	16-25	White British	
141	EEG / EMG (NDDH Outpatients)	Extremely Likely	Prompt service, well looked after, everything explained.					

142	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very kind and gentle. Friendly and understanding. Thank you.		Female	Over 65	White British	
143	EEG / EMG (NDDH Outpatients)	Extremely Likely	Everything explained clearly, felt listened to.		Female	36-45	White British	
144	EEG / EMG (NDDH Outpatients)	Likely	Very welcoming, friendly staff.		Female	26-35	White British	
145	Endocrinology (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
146	Endocrinology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
147	Endocrinology (NDDH Outpatients)	Extremely Likely	Everything very good. Staff pleasant & helpful.		Female	46-55	White British	
148	ENT (NDDH Outpatients)	Extremely Likely	We have had very good service.	Not really - we are happy.	Female	46-55	White British	
149	ENT (NDDH Outpatients)	Extremely Likely			Female		White British	Do not publish
150	ENT (NDDH Outpatients)	Extremely Likely	I find all the staff very pleasant and helpful. The hospital has excellent facilities for both patients and visitors. The hospital car park is very reasonably priced and convenient, although a bit busy at times.	Electronic patient waiting / appointment monitoring board.	Male	Over 65	White British	
151	ENT (NDDH Outpatients)	Extremely Likely	Lovely staff, great waiting time.		Female	26-35	White British	
152	ENT (NDDH Outpatients)	Extremely Likely	Very helpful and efficient.		Female	46-55	White British	
153	ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
154	ENT (NDDH Outpatients)	Likely	Very clean & tidy environment. Lovely staff who are always helpful. Sometimes we have to	Tea & coffee facilities.	Male	26-35	White British	

			wait to be seen.					
155	ENT (NDDH Outpatients)	Likely	Because I have been coming here for a long time and they have been very helpful and kind to me.		Male	16-25	White British	
156	ENT (NDDH Outpatients)	Not entered		Good. But when I arrived booking office in Exeter did not book appointment in Barnstaple, despite offering me appointment for my daughter.	Female	16-25	White British	
157	ENT (NDDH Outpatients)	Not entered	This is the main hospital in the area so your doctor will send you here. It's the NHS!	Be on time. Some people find it hard to get time of work. Running late can cause problems for people.	Female	36-45	White British	
158	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Always had good treatment.		Male	Over 65	White British	
159	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Fast & efficient.	Possibly water fountain.	Male	Over 65	White British	
160	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Professional service.	Perhaps a wider choice & more up-to-date magazines for people who have to wait a long time with patient.	Male	Over 65	White British	
161	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Good service, friendly staff.	Car parking issues.	Male	56-65	White British	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good care for patients. Very friendly staff.		Female	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very busy but very kind, patient & helpful.	More parking spaces.	Female	56-65	White British	
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Why do have to walk through clouds of smoke		Male	Over 65	White British	

			at the front entrance & when there are very big no smoking signs?					
165	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	I feel so grateful to have such a wonderful N.H.S.	None to me its perfect.	Male	Over 65	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, well organised.		Male	56-65	White British	
168	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt attention & friendly staff (cataract surgery).	Coffee machine in waiting area would be nice.	Female	Over 65	White British	
169	Eye Clinic (NDDH Outpatients)	Extremely Likely	Cheerful, friendly staff to very thorough examinations etc. very pleased.			Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Likely	Very friendly and [name withheld] took time to listen to my questions and was very informative.	Coffee machine?	Female	46-55	White British	
171	Eye Clinic (NDDH Outpatients)	Likely	I have been very well treated & very satisfied with the care and the prompt attention & the politeness of all staff.					
172	Eye Clinic (NDDH Outpatients)	Likely	I have had good treatment at this hospital.	Length of waiting time.	Female	46-55	White British	
173	Eye Clinic (NDDH Outpatients)	Likely	Good service. Friendly.		Female	Over 65	White British	
174	Eye Clinic (NDDH Outpatients)	Likely	Prompt attention & friendly.		Male	Over 65	White British	
175	Eye Clinic (NDDH Outpatients)	Likely	Always find staff to be helpful in every department I have visited and been treated in.		Female	Over 65	White British	
176	Eye Clinic (NDDH Outpatients)	Likely	Efficient [illegible] though		Female	26-35	White British	

	Outpatients)		doctor received long phone call whilst I was sitting there!					
177	Eye Clinic (NDDH Outpatients)	Not entered	As they would be here for medical reasons, it would make no difference what I recommend.	If doctor held up in surgery, inform patients why they are waiting so long.	Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Not entered	We have no other service like this in North Devon.		Female	46-55	White British	
179	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Efficient, sympathetic staff, prompt attention.	Carry on doing a superb job!	Female	Over 65	White British	
180	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone helpful.		Male	56-65	White British	
181	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Lovely staff, hardworking and very helpful. Service with a smile!	Keep up the hard work!	Female	16-25	White British	
182	Fracture Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] and her team have provided a very high standard of service and their care and professionalism are outstanding, Thank you.		Male	36-45	White British	
183	Gynaecology (NDDH Outpatients)	Likely	Gynae. Doctor very good, listened and explained plan in detail. Blood testing. A little wait to be expected as it was busy. Staff very good. Blood receptionists need to smile more.		Female	36-45	White British	
184	Maxillofacial (NDDH Outpatients)	Extremely Likely	Staff friendly and helpful, made me feel welcomed and a relaxed atmosphere.					
185	Maxillofacial (NDDH Outpatients)	Extremely Likely	Fast, efficient service.		Female	46-55	White British	
186	Maxillofacial (NDDH Outpatients)	Extremely Likely	All good.	No.	Male	Over 65	White British	

	Outpatients)							
187	Maxillofacial (NDDH Outpatients)	Extremely Likely	Efficient & friendly service. No complaints at all.	No.	Male	46-55	White British	
188	Maxillofacial (NDDH Outpatients)	Extremely Likely	All first class.	No.	Male	Over 65	White British	
189	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	Do not publish
190	Maxillofacial (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
191	Maxillofacial (NDDH Outpatients)	Extremely Likely	Staff very easy-going & explained situation fully. A great help which made the situation easy for me. Very willing to answer any questions re: my problem. Could not fault them.	I would say it is first class as it is.	Male	Over 65	White British	
192	Maxillofacial (NDDH Outpatients)	Extremely Likely	The staff was so good, kind & professional and they made me feel less nervous & I would definitely come here again as I was so nervous.		Female	26-35	White British	
193	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very nice staff.	TV.	Male	46-55	White British	
194	Maxillofacial (NDDH Outpatients)	Extremely Likely	Treated straightaway with compassion!!					
195	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent performance, no pain, best dental exp. I've ever encountered.		Male	36-45	White British	
196	Maxillofacial (NDDH Outpatients)	Extremely Likely	Helped me to relax and talked me through it all. High five.					
197	Maxillofacial (NDDH Outpatients)	Extremely Likely	Good service and friendly staff.					
198	Maxillofacial (NDDH Outpatients)	Extremely Likely	Experiences very good.	None.	Male	Over 65	White British	

199	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly staff, excellent care taken during procedure.		Male	36-45	White British	
200	Maxillofacial (NDDH Outpatients)	Extremely Likely	I'd agree for anyone to have treatment here, the staff are professional and friendly.	Your work and staff were amazing.	Female	36-45	White British	
201	Maxillofacial (NDDH Outpatients)	Extremely Likely	Because I am so pleased I could have a local appointment in my local hospital. Also, the staff morale is good. I think these two things are connected.	No.	Male	16-25	White British	
202	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	Over 65		
203	Maxillofacial (NDDH Outpatients)	Extremely Likely	Kindness of staff & professionalism. I was very scared.			56-65	White British	
204	Maxillofacial (NDDH Outpatients)	Likely		Have a TV.	Female	16-25	White British	
205	Maxillofacial (NDDH Outpatients)	Likely			Female	26-35	White British	
206	Nephrology (NDDH Outpatients)	Extremely Likely	Fantastic staff, especially Dr [name withheld].	None.	Female	26-35	White British	
207	Oncology (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
208	Oncology (NDDH Outpatients)	Extremely Likely	Have had excellent care all of the way through my cancer treatment. Brilliant team for oncology!	More parking!	Female	56-65	White British	
209	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
210	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Have seen a distinct improvement in his arm &		Female	Over 65	White British	

	Outpatients)		hand mobility & in his walking, plus he enjoys his visits.					
211	Orthopaedic Interface Service (NDDH Outpatients)	Not entered	Very good service.		Male	46-55	White British	
212	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very good, efficient service.		Female	56-65	White British	
213	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
214	Orthopaedics (NDDH Outpatients)	Extremely Likely	Sore feet.		Male	56-65	White British	
215	Orthopaedics (NDDH Outpatients)	Extremely Likely	Everyone I encountered was helpful & professional, despite being busy. I find this inspires confidence in me and I am so grateful for the NHS & the people who work in it. I hope Barnstaple Hospital gets the investment it deserves.			56-65	White British	
216	Orthopaedics (NDDH Outpatients)	Extremely Likely	Good service, friendly staff.	Better parking.	Female	Over 65	White British	
217	Orthopaedics (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
218	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	Do not publish
219	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very kind & helpful staff. Appointment was very informative.		Female	56-65	White British	
220	Orthopaedics (NDDH Outpatients)	Extremely Likely	Friendly staff, helpful, clean facilities.		Female	26-35	White British	
221	Orthopaedics (NDDH Outpatients)	Likely	Always 1st class treatment.		Female	Over 65	White British	
222	Orthotics (NDDH	Likely	Although having shoes	Speed up re-	Female	Over 65	White British	

	Outpatients)		made, the time delay has been excessive. Almost 9/12	appointments, time delay to be advised.				
223	Phlebotomy Clinic (NDDH Outpatients)	Likely	Good service.		Female	46-55	White British	
224	Phlebotomy Clinic (NDDH Outpatients)	Not entered	Needs more blood. Tester service is a bit slow.	Quicker service.				
225	Physiotherapy (NDDH outpatients)	Extremely Likely	Because I was given good information and advice about what I had to do and some decisions I may have to make in the future. Excellent Dr.	Maybe some stools to rest legs or feet on in waiting room. Very painful with legs down, need to be elevated.	Female	46-55	White British	
226	Physiotherapy (NDDH outpatients)	Extremely Likely	Physio Dept. - excellent 6 sessions in [illegible], great improvement, well done all.	Physio Dept. - none. Being greedy! - love more than 6 sessions!	Male	Over 65	White British	
227	Physiotherapy (NDDH outpatients)	Extremely Likely	Extremely helpful physio, good knowledge of issue by experienced and done in a manner that was easy for me to understand and maintain exercises.			Over 65	White British	
228	Physiotherapy (NDDH outpatients)	Extremely Likely	I have received excellent care & been well advised during every appt.	No - an excellent service all around.	Female		White British	
229	Physiotherapy (NDDH outpatients)	Extremely Likely	Excellent attention. Very accessible / helpful.	Reception abrupt.	Female	56-65	White British	
230	Physiotherapy (NDDH outpatients)	Extremely Likely	Very good - lovely lady - kind. Told me lots of helpful ideas.		Female	56-65	White British	
231	Physiotherapy (NDDH outpatients)	Extremely Likely	Quite happy with treatment.		Male	Over 65	White British	
232	Physiotherapy (NDDH outpatients)	Extremely Likely	We have had nothing but excellent service from all departments.	N/A.	Female	Over 65	White British	

233	Physiotherapy (NDDH outpatients)	Likely	Attended various departments - all good. This appointment with physio first time!		Female	Over 65	White British	
234	Radiology - CT scan	Extremely Likely	I have regular scans at 3 month intervals and have always been well looked after and the process is straightforward. However, I hope others do not need to have health problems needing scan.					
235	Radiology - CT scan	Extremely Likely	Kind, friendly and supportive nurse who showed compassion and empathy. Thank you.		Male	56-65	White British	
236	Radiology - CT scan	Extremely Likely	I was very well treated today. Thank you.	N/A.	Male	Over 65	White British	
237	Radiology - Mammogram	Extremely Likely	Friendly, happy & reassuring staff.	Switch the TV off / put some relaxing music on / turn some of the chairs to face the windows so we can enjoy the view = better wellbeing. (TV rubbish - evictions, money etc.)	Female	36-45	White British	
238	Radiology - Ultrasound	Not entered	Toilet in Ultrasound [illegible], not have horizontal bar along wall. Disabled lock stuck in loo. 2 gents had to rescue.	Horizontal bar left on loo.	Female	Over 65	White British	
239	Radiology - X-ray	Extremely Likely	Very helpful, courteous and patient staff.		Male	56-65	White British	
240	Radiology - X-ray	Extremely Likely	Friendly service, staff helpful.		Male	56-65	White British	
241	Radiology - X-ray	Extremely Likely	I think our hospital is very		Female	56-65	White British	

			good compared to a lot of city hospitals. Our nurses & doctors seem to care.					
242	Radiology - X-ray	Extremely Likely	The staff were amazing, run off their feet but did a great job. Everything ran smoothly.					
243	Radiology - X-ray	Extremely Likely	Always friendly - very helpful.					
244	Radiology - X-ray	Likely	If someone has a reoccurring issue and outside treatments have not worked, it makes to do so.		Female	16-25	White British	
245	Radiology (NDDH Outpatients)	Extremely Likely	Pleasant and helpful staff. On time per appointment.	Excellent service as it is.	Male	56-65	White British	
246	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent department. Caring, understanding, compassionate. Just like the rest of N.D.D.H. Keep up the good work!	No. Only problem is parking. Maybe an out-of-town P&R?	Female	36-45	White British	
247	Respiratory (NDDH Outpatients)	Likely	Although appointment was 30mins late, staff were friendly.		Male	56-65	White British	
248	Rheumatology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
249	Rheumatology (NDDH Outpatients)	Extremely Likely	Treated extremely good by all concerned - reception / Dr / nurse.		Female	Over 65	White British	
250	Rheumatology (NDDH Outpatients)	Likely	Always found OPD staff helpful and courteous, but please can you do something about car parking!!		Female	Over 65	White British	
251	Rheumatology (NDDH Outpatients)	Likely			Male	26-35	White British	

252	Rheumatology (NDDH Outpatients)	Likely	We have no other service like this in North Devon.		Female	46-55	White British	
253	Urology (NDDH Outpatients)	Extremely Likely			Male	Over 65		Do not publish
254	Urology (NDDH Outpatients)	Extremely Likely	Great staff. Prompt and friendly. [Name withheld] urology consultant fantastic.	No.	Male	46-55	White British	
255	Urology (NDDH Outpatients)	Likely	Outpatients area clean and warm. Reception staff polite and efficient. Car parking nightmare!!		Male	56-65	White British	
256	Urology (NDDH Outpatients)	Likely	Happy to help and hear me.	None.	Male	56-65	White British	
257	Vascular (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	

Qualitative Feedback - Mar-18 - Children and young people'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	Under 6	White British	
2	Cardio-respiratory (NDDH	Not entered	No	Rude staff.						

	Outpatients)									
3	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	They was helpful, polite and caring.		Nothing.	Female	12-15	White British	
4	EEG / EMG (NDDH Outpatients)	Patient	Yes	Very friendly and quick.	Very relaxed.	Nothing.	Male	12-15	White British	
5	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very polite and great with my daughter.	Polite and helpful.		Female	Under 6	White British	
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	We visited the EEG department today. There is never any wait time. The nurse was very helpful & made my daughter feel very relaxed.	Same answer as before.	There was nothing that could have been done better.	Female	12-15	White British	
7	ENT (NDDH Outpatients)	Not entered	Yes	It is very friendly and I am not scared going in.		Nothing.	Male	12-15	White British	
8	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because I like pressing the button (hearing test). The staff / doctors are kind and make me feel good.	That they made me hear again.		Male	6-8	White British	
9	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	[Names withheld] are excellent with my son.	[Names withheld] always explain everything and take their time with my son who is only 14 weeks old.	Extra car parking.	Male	Under 6	White British	