

Outpatients - North Devon District Hospital - Friends and Family Test - Apr-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:

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

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

'Would not recommend' percentage is calculated as follows:

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

(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 %
Apr-18	366	94.3	1.1	4.6

Qualitative Feedback - Apr-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	Audiology (NDDH Outpatients)	Extremely Likely	Very good service. Easy to use. Convenient hours.	No.	Male	Over 65	White British	
2	Audiology (NDDH Outpatients)	Extremely Likely	Called in with no appointment. Seen within 10mins.		Male	Over 65	White British	
3	Audiology (NDDH Outpatients)	Extremely Likely		None.	Male	56-65	White British	
4	Audiology (NDDH Outpatients)	Extremely Likely	[Name withheld] was very helpful. When I was fitted with hearing aids for the first time made me feel very comfortable about wearing them.		Female	Over 65	White British	
5	Audiology (NDDH Outpatients)	Extremely Likely	I had excellent service.	No.	Female	Over 65	White British	
6	Audiology (NDDH Outpatients)	Extremely Likely	To assist staff to give a good response to patients.					
7	Audiology (NDDH	Extremely Likely	We have always found the	No.	Male	Over 65	White British	

	Outpatients)		NDDH very helpful and we have always been well looked after when admitted.					
8	Audiology (NDDH Outpatients)	Extremely Likely	Check-up.		Female	46-55	White British	
9	Audiology (NDDH Outpatients)	Extremely Likely	NHS hearing aids are free and as good as private ones. Good 'drop-in' clinic. Usually seen very quickly.	More efficient car parking!!!	Male	Over 65	White British	
10	Audiology (NDDH Outpatients)	Extremely Likely	Very polite and speak very understandable English.		Male	Over 65	White British	
11	Audiology (NDDH Outpatients)	Extremely Likely			Male	Over 65		
12	Audiology (NDDH Outpatients)	Extremely Likely	Audiology have looked after two of our sons who are deaf since birth.		Male	36-45	White British	
13	Audiology (NDDH Outpatients)	Extremely Likely	Hearing test went really well.		Male	56-65	White British	
14	Audiology (NDDH Outpatients)	Likely	Very good.		Male	Over 65	White British	
15	Audiology (NDDH Outpatients)	Likely	A long wait!		Female	Over 65	White British	
16	Audiology (NDDH Outpatients)	Likely	Drop-in, no appointment, very helpful.	More clinics / services in Bideford and other local hospitals / health centres.	Male	46-55	White British	
17	Audiology (NDDH Outpatients)	Not entered		No.	Male	Over 65	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Impressed with efficiency of getting all tests done in one day. Staff lovely.		Female	46-55	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Was very scared when I first got here but the nurse made me feel at ease and made me feel better.	No.	Female	26-35	White British	

20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful & reassuring.		Female	26-35	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have attended hospital a few times in past year. Always see a proactive approach to dealing with patients. When busy staff also are busy (unlike other hospitals).		Female	56-65	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Although my appointment was delayed, I was extremely happy with my consultation and resulting mammogram & scan. All staff helpful, polite & professional. Couldn't wish for better treatment.	No.	Female	Over 65	White British	
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff were extremely helpful and friendly. Although delay in time, I was kept well informed of this.	No, all contact and information were at a high standard.	Female	26-35	White British	
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Just an incredible team that are paramount to our hospital!	Run on time!	Female	36-45	White British	
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Since being diagnosed with breast cancer, everything since has been treated with speed, efficiency and care. It cannot be faulted and I am very grateful. Thank you.	The service given to me has been 100% and therefore can see no way it can be improved.	Female	Over 65	White British	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because you are well looked after by all the staff here. No matter what they do you are dealt with		Female	Over 65	White British	

			respect and kindness.					
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone - helpful, happy & calm. Just what you need when you are worried. Thank you x.		Female	46-55	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everything done at one visit. All staff friendly, welcoming & helpful.		Female	46-55	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	The nurses were so friendly - in a very unpleasant situation. The doctor did breast biopsies & said the anaesthetic would only sting & she was right. Too often doctors say this won't hurt & it does. I could trust them all - doctors & nurses.		Female	Over 65	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very helpful, friendly staff that explained everything so well. Seen really quickly.		Female	36-45	White British	
31	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff pleasant & efficient system of scans etc.			56-65	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone is very helpful & polite. Everything explained. Dr [name withheld] was lovely. Nurses friendly & helpful & gentle.	No.	Female	46-55	White British	
34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very nice and helpful, made me feel at ease.		Female	26-35	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	The general atmosphere is		Female	Over 65	White British	

	Outpatients)		one of friendliness, helpfulness, relaxing atmosphere is very helpful. No feeling of dread at all.					
36	Breast Clinic (NDDH Outpatients)	Likely	Seen within first 2 weeks of seeing GP as recommended. However, the clinic at Musgrove is more separate, which is better when coming for scan that could reveal something serious.		Female	26-35	Other ethnic group	
37	Breast Clinic (NDDH Outpatients)	Likely	Time taken in being seen & follow up very good.		Female	Over 65	White British	
38	Breast Clinic (NDDH Outpatients)	Likely	It's great to have a local hospital.		Female	56-65	White British	
39	Breast Clinic (NDDH Outpatients)	Likely	We are extremely lucky to have this service but I see inefficiencies all round. Dr [name withheld] was lovely, wonderful manners, calm, reassuring and good explanation. Mr [name withheld] was brusque and didn't look me in the eye but he explained the process well.		Female	36-45		
40	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	1 hour for waiting on app. Very good after.		Female	56-65	White British	
41	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Several appointments & inpatient experiences not very good at all.		Female	56-65	White British	
42	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Difficulty parking so the experience was very	More parking.	Female	46-55	White British	

			stressful.					
43	Cardiac (NDDH Outpatients)	Extremely Likely	Everyone was so nice, helpful & respectful.			Over 65	White British	
44	Cardiac (NDDH Outpatients)	Extremely Likely	Always had good service.	Car parking (more needed).	Female	56-65	White British	
45	Cardiac (NDDH Outpatients)	Not entered	Local hospital.		Male	Over 65	White British	
46	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very informative in a helpful way.	None.	Male	Over 65	White British	
47	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Asking questions and conscientious follow up.	No duplication of appointment paperwork.	Male	Over 65	White British	
48	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very professional and understanding, gave me more confidence.	No.	Male	46-55	White British	
49	Cardiac Rehab Clinic (NDDH Outpatients)	Likely	Very happy with service provided.		Male	Over 65	White British	
50	Cardiac Rehab Clinic (NDDH Outpatients)	Likely	Had a lot of questions answered, good feedback.		Male	46-55	White British	
51	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I have found the classes very instructive and reassuring.	I can't think of any improvements.	Female	Over 65	White British	
52	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Because it is truly beneficial to the person concerned.	Charge of CD tape.	Female	Over 65	White British	
53	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I found the girls very informative & clear, very helpful.	No.	Male	Over 65	White British	
54	Cardiology (NDDH Outpatients)	Extremely Likely	Quick and expert support and treatment.		Male	Over 65	White British	
55	Cardiology (NDDH Outpatients)	Extremely Likely	They have looked after me well.	Better parking.	Male	Over 65	White British	
56	Cardiology (NDDH Outpatients)	Extremely Likely	Always found the staff to be helpful & caring.	Don't double book appointments.	Female	46-55	White British	
57	Cardiology (NDDH Outpatients)	Extremely Likely	As I am getting older I seem to need more medical help that comes	More transport services to a wider distance in North Devon.	Female	Over 65	White British	

			with getting older now.					
58	Cardiology (NDDH Outpatients)	Extremely Likely	Always have been treated with respect, my questions answered to the best ability! Thank goodness for our health service and staff.	If appointments in the winter could be earlier rather than later for those of us who have to travel down dark lanes to reach our villages (big ask I know, but would make life easier).	Female	Over 65	White British	
59	Cardiology (NDDH Outpatients)	Not entered			Male	46-55	White British	Do not publish
60	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The staff are fantastic. I've always been treated with respect & kindness. Communication is great. They really go above and beyond.	No.	Female	26-35	White British	
61	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff most helpful sorting out appointments for cardio clinic owing to misunderstanding letter sent. Well done NHS.					
62	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	As, overall, NHS does a specially good job 98% of the time.					
63	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
64	Cardio-respiratory (NDDH Outpatients)	Likely			Female	Over 65	White British	
65	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Very pleasant, good time.	Larger car park.	Female	Over 65	White British	
66	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Have always found everyone so helpful even when running late and all the improvements are good & clean.		Female	46-55	White British	

67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	My appointments all on time.			Over 65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always good here.	Not really, all good.	Male	56-65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly staff. Helpful, professional, useful explanations & advice.		Female	56-65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful and friendly.		Male	Over 65	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Lovely, welcoming and put me totally at ease. Smiling staff - wonderful team.		Female	46-55	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely						
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly welcome. Quick service. Clean environment.	No.	Female	36-45	White British	
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very quick appointment. Scan same day. Very good.		Female	56-65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The registrar was courteous and very informative. Told me all the pro's and con's, excellent.	None.		56-65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Nurses and doctors are very good and put you [illegible].	None, very good.	Male	Over 65	White British	
78	Clinic / department not	Extremely Likely	Excellent care & service.	No.	Female	Over 65	White British	

	entered (NDDH Outpatients)							
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All of the staff were very kind and helpful.		Female	26-35	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always been told what's going on and why?	Awareness of the distance some people have to travel.	Female	Over 65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Warm, friendly, nurses.	Not to overbook appointments, keeping patients waiting endlessly whilst worrying about their condition.	Female	Over 65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good service.		Female	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service and polite.		Female	46-55	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had excellent care here - huge thank you to all the staff! (But need more parking please).	Always clean. Helpful staff.	Female	46-55	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, professional staff attitudes. Helpful, polite. The process of DVT clinic well thought out.	None comes to mind. Great service.	Male	46-55	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	For 10 years, this service has always been efficient, friendly & helpful. Thank you!					
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Efficient service, very helpful, knowledgeable	Toilet was disgusting.	Female	46-55	White British	

	Outpatients)		and caring staff. Talked you through the process very well and were very caring & professional.					
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent doctor.		Male	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been here a lot and have never found fault.		Male	Over 65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very polite, courteous and clean.	None.	Female	Over 65	White British	
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service, caring staff.	Runs well.		Over 65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always excellent staff, caring and friendly.		Male	56-65	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff are very kind and helpful.		Male	46-55	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The appointment was on time. Staff very helpful.		Male	Over 65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All very helpful.		Male	Over 65	White British	
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always good.		Male	Over 65	White British	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Seen on appointment time, very good care.		Female	Over 65	White British	
99	Clinic / department not entered (NDDH	Extremely Likely	Excellent service, friendly staff. I can't praise the		Male	Over 65	White British	

	Outpatients)		service enough.					
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff always friendly. Appointments - majority on time.		Female	46-55	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone very friendly and helpful.		Male	Over 65	White British	
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Clean waiting area, polite staff.		Female	36-45	White British	
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Extremely helpful and smooth examination. Thank you from [name withheld].		Male	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	NHS as usual - the best caring staff.		Female	Over 65	White British	
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone is helpful & friendly.		Female	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everything seems quite efficient.	Easier car parking.	Female	Over 65	White British	
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	As a member of staff needing physio I was given an appointment in a few days. The service is excellent, I don't think my injury would have improved so quickly without [name withheld]. Amazing service.		Female	46-55	White British	
109	Clinic / department not	Extremely Likely	Great treatment.		Male	46-55	White British	

	entered (NDDH Outpatients)							
110	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone is very helpful and kind.	TV to watch please.	Female	56-65	White British	
111	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
112	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I have been attending many outpatient clinics. Did have one incident last year that was pretty awful. Communication problem?	Find the service, as far as I am concerned, does not need any improvement.	Female	Over 65	White British	
113	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent as always.		Male	56-65	White British	
114	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quite satisfied with all care given recently.		Female	Over 65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly and warm.	None.	Female	Over 65	White British	
116	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are extremely friendly, well mannered and helpful.	Parking.	Female	26-35	White British	
117	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always been treated very well.		Male	Over 65	White British	
118	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
119	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly.					
120	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good and prompt		Female	Over 65	White British	

	entered (NDDH Outpatients)		service.					
121	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
122	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	People polite, service is good.	Let people know how long they have to wait for appointment.	Male	Over 65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	You always get seen when needed. Appointments have been easy to change if ness. and you are well looked after by all staff who help everyone with their needs (giving an arm to the frail).		Female	Over 65	White British	
124	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
125	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service, very polite and helpful, job well done.		Male	Over 65	White British	
126	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care & treatment always.		Male	Over 65	White British	
127	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Mainly because of such competent & friendly staff. Also, never had blood taken before & not feel a thing!			Over 65	White British	
128	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very supportive. The advice, medication and follow up I have received have had a very positive impact on my condition.		Male	46-55	White British	
129	Clinic / department not	Extremely Likely	We find most staff friendly	Perhaps get the staff to	Female	Over 65	White British	

	entered (NDDH Outpatients)		& helpful in all departments we visit. Just occasionally we have a long wait.	call names louder in waiting room.				
130	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good care, nice staff.		Male	Over 65	White British	
131	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The NHS has always given my family the best of care.			Over 65	White British	
132	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
133	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
134	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick, friendly service.		Female	46-55	White British	
135	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are extremely pleasant, generally short waiting times, no complaints at all.		Female	56-65	White British	
136	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
137	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	Do not publish
138	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff are first class. 10/10.		Male	56-65	White British	
139	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly and put me at ease. Very efficient.		Female	36-45	White British	
140	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Seen on time for	The service received has	Male	Over 65	White British	

	entered (NDDH Outpatients)		appointments. Surgeon extremely helpful when planned operation was 'threatened' by an attack of eczema.	been very good. But don't assume that the patient is incapable of understanding technical intricacies.				
141	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Smiley and professional staff. I felt treated with professionalism & respect during my visit. Nice building. Generally clean.		Female	26-35	White British	
142	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly & efficient.		Female	26-35	White British	
143	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Seen by the doctor and trainee, very professional.		Male	Over 65	White British	
144	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Communication was good, staff were very professional & helpful.		Male	36-45	White British	
145	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
146	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always welcomed by friendly, efficient staff. Never had to wait long to be seen and Drs approachable and explain things thoroughly.	Staff should share the biscuit / choc tin.	Female	46-55	White British	
147	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always an efficient patient service, friendly and kind. Made to feel like an individual not a number.	Maybe more high / wide seats for disabled patients.	Female	Over 65	White British	
148	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have received nothing but exemplary care from all the doctors & staff at NDDH. If the Care Quality	Reduce the bureaucracy created by the CQC.	Male			

			Commission wants proper evidence as to how excellent it has been when they obviously work under considerable pressures I suggest they contact me. [Name withheld].					
149	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I had lost the sight in my LT eye. Suddenly & was sent to hospital by Specsavers. Over the months the staff have been excellent, polite & helpful. The treatment has been administered with care. [Name withheld].					
150	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
151	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
152	Clinic / department not entered (NDDH Outpatients)	Likely	The staff are very helpful and friendly, despite being under pressure.		Female	56-65	White British	
153	Clinic / department not entered (NDDH Outpatients)	Likely	I'm pleased about my treatment.		Female	Over 65	White British	
154	Clinic / department not entered (NDDH Outpatients)	Likely	Service was carried out efficiently and in a friendly manner.		Male	Over 65	White British	
155	Clinic / department not entered (NDDH Outpatients)	Likely	Very helpful staff.		Female	Over 65	White British	
156	Clinic / department not entered (NDDH Outpatients)	Likely	Good service.	No.	Female	16-25	White British	

	Outpatients)							
157	Clinic / department not entered (NDDH Outpatients)	Likely		More up-to-date magazines.	Female	26-35	White British	
158	Clinic / department not entered (NDDH Outpatients)	Likely			Male	46-55	White British	Do not publish
159	Clinic / department not entered (NDDH Outpatients)	Likely	The waiting areas are warm and clean and treatment professional and friendly.	Better communication with patients about delays in appointment times.	Male	56-65	White British	
160	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
161	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
162	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly, professional manner.		Female	56-65	White British	
163	Clinic / department not entered (NDDH Outpatients)	Likely	Hobson's choice.	Keep politicians out of NHS.	Male	56-65	White British	
164	Clinic / department not entered (NDDH Outpatients)	Likely	Professional, friendly, clear instructions & patient with questions. Well done all of you!	Fresh air & daylight but I know you can't do that! Well done, anyway.	Female	Over 65	White British	
165	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	
166	Clinic / department not entered (NDDH Outpatients)	Likely	Quick appointment time & locally.	N/A.	Female	46-55	White British	
167	Clinic / department not entered (NDDH Outpatients)	Likely			Female	36-45	White British	

168	Clinic / department not entered (NDDH Outpatients)	Likely	Good service, seen on time with friendly staff.	No.	Female	Over 65	White British	
169	Clinic / department not entered (NDDH Outpatients)	Likely	My only real comment is I have to travel an hour to get here [illegible].		Male	46-55	White British	
170	Clinic / department not entered (NDDH Outpatients)	Likely	We are lucky.	Pay extra tax.	Male	56-65	White British	
171	Clinic / department not entered (NDDH Outpatients)	Likely	Never have a problem with the service the NHS gives.		Female	16-25	White British	
172	Clinic / department not entered (NDDH Outpatients)	Likely	The service has been good.	My breast care nurse is fantastic but I have needed to speak to her and a few times and she has been to conferences or been on holiday so it would be good to provide an alternative contact for such instances.	Female	26-35	White British	
173	Clinic / department not entered (NDDH Outpatients)	Likely			Female	26-35	White British	
174	Clinic / department not entered (NDDH Outpatients)	Likely	A very quick & efficient service was provided by very caring staff.	Try to improve/minimise the time delay between testing & seeing the doctors.	Female	56-65	White British	
175	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	My call is 40 minutes late and I still have not been called in.	Keep to the timetable indicated.	Male	Over 65	White British	
176	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	I had to chase up for a long overdue appointment.		Male	Over 65	White British	
177	Clinic / department not	Neither Likely		Would be nice to have a	Female	46-55	White British	

	entered (NDDH Outpatients)	nor Unlikely		room to sit in.				
178	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Waiting times are too long.	Tell patients what's going on as in 'I am very sorry we will be another hour', for example.	Female	46-55	White British	
179	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	A great delay from a doctor after tests in September 2017. No feedback as yet, after three requests.		Female	Over 65	White British	
180	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	My apt was 10:40 & I was seen at 12:50. The consultant I expected to see was on holiday & I saw a special doctor but he was trying to cope with too many patients.	More staff. I am also an inpatient receiving my care in Day Surgery (admitted as an emergency on Saturday, today is Thursday). The conditions aren't suitable for inpatients for perhaps more 1 night. Inadequate toilets, no showers, no normal kitchen facilities, but the staff are amazing and don't complain, at least to the patients. You are lucky to still have what you have got!	Female	Over 65	White British	
181	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Service was as expected. I had early appointment and this was processed efficiently.	No. Service was as expected.	Male	56-65	White British	
182	Clinic / department not entered (NDDH Outpatients)	Unlikely	Waited 2.5hrs for appointment.	More staff.	Female	26-35	White British	
183	Clinic / department not	Don't Know	Not enough people	It would be better to be	Male	Over 65	White British	

	entered (NDDH Outpatients)		dealing with patients. So a long wait is needed to see someone to help with a problem.	able to make important appointments.				
184	Clinic / department not entered (NDDH Outpatients)	Don't Know		N/A.	Female	56-65	White British	
185	Clinic / department not entered (NDDH Outpatients)	Not entered			Female	Over 65	White British	
186	Clinic / department not entered (NDDH Outpatients)	Not entered	Helpful staff.			Over 65	White British	
187	Clinic / department not entered (NDDH Outpatients)	Not entered			Female	Over 65	White British	
188	Clinic / department not entered (NDDH Outpatients)	Not entered	NHS great, wonderful service.		Male	46-55	White British	
189	Clinic / department not entered (NDDH Outpatients)	Not entered	Have always been pleased and grateful for services received. My stay in hospital and following etc. has been first class.	We need a bigger hospital to cope with the 1,000s of new homes etc, still growing.	Female	Over 65	White British	
190	Clinic / department not entered (NDDH Outpatients)	Not entered	Good service always.		Male	Over 65	White British	
191	Clinic / department not entered (NDDH Outpatients)	Not entered			Male	Over 65		
192	Clinic / department not entered (NDDH Outpatients)	Not entered			Female	46-55	White British	
193	Clinic / department not entered (NDDH Outpatients)	Not entered				Over 65	White British	Do not publish

194	Clinic / department not entered (NDDH Outpatients)	Not entered			Male	Over 65	White British	
195	Clinic / department not entered (NDDH Outpatients)	Not entered	Only choice available.	Employ more phlebotomists.	Female	Over 65	White British	
196	Clinic / department not entered (NDDH Outpatients)	Not entered	Under strain on NHS. They do their best. 10 out 10. Good.	Very good. I don't know.	Female	56-65	White British	
197	Clinic / department not entered (NDDH Outpatients)	Not entered		Very good.	Female	Over 65	White British	
198	Clinic / department not entered (NDDH Outpatients)	Not entered	Can't stand North Devon Council. All the money spent on roundabout – no different.		Female	46-55	White British	
199	Colorectal (NDDH Outpatients)	Extremely Likely	Hospital always professional and the job gets done.	All runs well.		56-65	White British	
200	Colorectal (NDDH Outpatients)	Extremely Likely	Excellent service / attention.		Male	Over 65	White British	
201	Dietetics (NDDH Outpatients)	Extremely Likely	Helpful staff, clean hospital.	None.	Female	46-55	White British	
202	Dietetics (NDDH Outpatients)	Extremely Likely	I saw [name withheld] today. He is a great guy and actually listened to me. Get the man a beer.	Be like [name withheld].	Male		White British	
203	EEG / EMG (NDDH Outpatients)	Extremely Likely	All staff have been polite, helpful and able to change appointments to help.		Male	36-45	White British	
204	EEG / EMG (NDDH Outpatients)	Extremely Likely	Excellent service. On time, very courteous and professional. Thank you for a positive experience.					
205	EEG / EMG (NDDH Outpatients)	Extremely Likely	Staff very friendly, we did not have to wait long at		Female	36-45	White British	

			all.					
206	EEG / EMG (NDDH Outpatients)	Extremely Likely	Warm & friendly, caring & understanding, I was not well and felt assured the test & results will help me.		Male	Over 65	White British	
207	Endocrinology (NDDH Outpatients)	Extremely Likely		No.		Over 65	White British	
208	ENT (NDDH Outpatients)	Extremely Likely	Always helpful, keep you updated on any delays.	More magazines for the younger generation.	Male	Over 65	White British	
209	ENT (NDDH Outpatients)	Extremely Likely	It is the only one near. Also, service has always been nothing less than excellent.	It is always booked up and very busy. Not sure a lot can be done about it without further investment to the NHS.	Male	36-45	White British	
210	ENT (NDDH Outpatients)	Extremely Likely	Friendly, on time, professional & informative.	I live in Bude, Cornwall, it would be helpful if you arranged a local clinic in Bude at regular intervals - Bude is 40 (ish) miles from Barnstaple.	Male	Over 65	White British	
211	ENT (NDDH Outpatients)	Extremely Likely	Staff excellent in every department I have been to & treatment fantastic.	Keep up the good work.	Male	Over 65		
212	ENT (NDDH Outpatients)	Extremely Likely	Very efficient - ENT brilliant.	No - a very clean hospital. Lovely staff too - top marks to ENT nurse [name withheld].	Female	56-65	White British	
213	ENT (NDDH Outpatients)	Extremely Likely	At last I feel I am getting my ear problem sorted after 3 months.	Excellent unit.	Female	56-65	White British	
214	ENT (NDDH Outpatients)	Extremely Likely	Appointment for my wife spot on time.	A larger car park.	Female	Over 65	White British	
215	ENT (NDDH Outpatients)	Extremely Likely	Very helpful.	No, for me the service is very good and helpful staff. Well done.	Female	46-55	White British	

216	ENT (NDDH Outpatients)	Extremely Likely	[Name withheld] was so helpful and kind with super support and care also from the nurse [name withheld], amazing care and help. Shame the appointment team aren't as considerate and helpful!	Improve the training and procedure the appointment booking team follow.	Female	36-45	White British	
217	ENT (NDDH Outpatients)	Likely	Living so far away, very helpful not having to make an appointment.		Male	Over 65	White British	
218	ENT (NDDH Outpatients)	Likely	Usually seen fairly quickly and satisfactorily.		Female	Over 65	White British	
219	ENT (NDDH Outpatients)	Likely	Better than hospitals in Staffordshire.		Female	16-25	White British	
220	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very friendly & happy nurses.		Female	Over 65	White British	
221	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
222	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
223	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
224	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Kind and helpful staff, especially nurses.	Too many people waiting, so takes too long to be seen.	Female	Over 65	White British	
225	Exmoor Unit (NDDH Outpatients)	Extremely Likely	The reasons for visiting initially are important and the staff are both helpful and caring.	No.	Male	Over 65	White British	
226	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Staff friendly, helpful & professional.		Male	56-65	White British	
227	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Helpful staff.	Waiting time too long sometimes.	Female	Over 65	White British	
228	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very helpful staff.	Waiting times too long.	Male	Over 65	White British	

	Outpatients)							
229	Exmoor Unit (NDDH Outpatients)	Extremely Likely		Talk louder.	Female	Over 65	White British	
230	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Professional & caring service. [Name withheld] is brilliant.	Receptionist needs to be polite and friendly.	Male	Over 65	White British	
231	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly staff. Don't have to wait long. I am treated well.	Make the waiting room not so hot.	Female	Over 65	White British	
232	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Good treatment. On time. Staff very helpful.		Female	Over 65	White British	
233	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Helpful & friendly. Usually, minimum waiting time.		Female	Over 65	White British	
234	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly & prompt service.		Female	Over 65	White British	
235	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly, helpful, caring, positive service.	More seats in the waiting room.	Male	56-65	White British	
236	Exmoor Unit (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
237	Exmoor Unit (NDDH Outpatients)	Likely	A lot of waiting.		Female	Over 65	White British	
238	Exmoor Unit (NDDH Outpatients)	Extremely Unlikely	Clinic was running late. No information was given. Overheard phone call - doctor forgot he had a clinic!		Female	Over 65	White British	
239	Eye Clinic (NDDH Outpatients)	Extremely Likely	Wonderful people/staff.		Female	46-55	White British	
240	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had first class treatment in this department. I feel very fortunate, with increasing pressures on the NHS, to have this treatment.		Female	Over 65	White British	
241	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.	Better waiting area for children would be great.	Female	26-35	White British	

242	Eye Clinic (NDDH Outpatients)	Extremely Likely	I needed surgery and it was done the next day. Fantastic.		Male	56-65	White British	
243	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
244	Eye Clinic (NDDH Outpatients)	Extremely Likely		No suggestions. Good service.	Female	Over 65	White British	
245	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	
246	Eye Clinic (NDDH Outpatients)	Extremely Likely	I would recommend the service to anybody.		Female	Over 65	White British	
247	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
248	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff communicated well and were kind and patient. Clinic was well run and efficient. Excellent service. Save our NHS. It is brilliant, the best in the world.	Have a couple of seats which are slightly higher and have arms, as it would make it easier for elderly or disabled patients.	Female	Over 65	White British	
249	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very satisfied with service.		Female	Over 65	White British	
250	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff helpful. Explaining procedures very simply. Being friendly and cheerful to the patients.			Over 65	White British	
251	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are always helpful and I have always had good service.	No.	Female	26-35	White British	
252	Eye Clinic (NDDH Outpatients)	Extremely Likely	They are quick and there is no other hospital.	Timely appointment.		16-25	White British	
253	Eye Clinic (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
254	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fairly fast and friendly staff.			36-45	White British	
255	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish

	Outpatients)							
256	Eye Clinic (NDDH Outpatients)	Extremely Likely	Service was professional, excellent and kind.	No.	Male	Over 65	White British	
257	Eye Clinic (NDDH Outpatients)	Extremely Likely	We haven't had any problems in the past.		Female	Over 65	White British	
258	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because of my own experience.	None.	Male	36-45	White British	
259	Eye Clinic (NDDH Outpatients)	Likely	I appreciate the treatment. However, some of the consultants can be quite cold and formal. The nurses are always fantastic.	The computer system seems slow and confusing for the staff.	Male	36-45	White British	
260	Eye Clinic (NDDH Outpatients)	Likely	Great service, as usual.	Call the patient for appointments rather than just sending in post.	Male	46-55	White British	
261	Eye Clinic (NDDH Outpatients)	Likely	Optical test for cataracts. Everybody involved were kind, helpful friendly.					
262	Eye Clinic (NDDH Outpatients)	Likely	Service on time, quick and sufficient.	Nothing.	Female	16-25	White British	
263	Eye Clinic (NDDH Outpatients)	Likely	Urgent review of possible P.V.D. (posterior vitreous detachment). Seen promptly for initial eye test & drops. Also, seen promptly by ophthalmological. Satisfactory service.		Female	Over 65	White British	
264	Eye Clinic (NDDH Outpatients)	Likely	Treated well & kind.	Cut down to waiting time.		Over 65	White British	
265	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
266	Eye Clinic (NDDH Outpatients)	Likely	Everyone was helpful and friendly.	Rearrange seats in waiting area.	Female	16-25	White British	

267	Eye Clinic (NDDH Outpatients)	Likely	Have been coming here for 20-plus years & have been well looked after.	Would be good to get appointments without having to ring and remind.	Female	56-65	White British	
268	Eye Clinic (NDDH Outpatients)	Likely	My wife is attending the eye clinic for tests for glaucoma - could affect any of us.	No.	Male	56-65	White British	
269	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	56-65	White British	
270	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			Female	26-35	White British	Do not publish
271	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Efficient for as far as the quantity of patients allow. Friendly, caring and compassionate.	Unfortunately, requires more funding from No.11 Downing street.	Female	56-65	White British	
272	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always helpful and very sufficient.	No.	Male	Over 65	White British	
273	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good care.		Male	Over 65	White British	
274	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Reliable service, not had to wait too long to be seen, operation has been successful.	Considering the volume of patients I think you do extremely well.	Female	56-65	White British	
275	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Was treated very well and looked after excellent.		Male	56-65	White British	
276	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly and helpful.		Female	Over 65	White British	
277	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very well treated. Pleasant staff. Good information.			Over 65	White British	
278	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
279	Fracture Clinic (NDDH Outpatients)	Likely	Friendly staff, very welcoming but timing for appointments can be difficult.	N/A - understand why though.	Female	26-35	White British	

280	Fracture Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	
281	Fracture Clinic (NDDH Outpatients)	Likely	Unfortunately, my local fracture clinic closed at Stratton so have to come here. Pain in the butt getting here. No water in machine.		Female	46-55	White British	
282	Gastroenterology (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
283	Gastroenterology (NDDH Outpatients)	Not entered			Male	Over 65	White British	
284	Gastrointestinal (NDDH Outpatients)	Not entered	Lovely staff. Great service.		Male	56-65	White British	
285	General Surgery (NDDH Outpatients)	Extremely Likely	Speed of appointment. Professional staff. Friendly staff. Flexibility.	No - no complaints.	Female	56-65	White British	
286	Gynaecology (NDDH Outpatients)	Extremely Likely	Timely & helpful consultation.	More phlebotomists to reduce waiting time for blood test, post - op clinic appointment.	Female	56-65	White British	
287	Gynaecology (NDDH Outpatients)	Extremely Likely	I travelled from Somerset to [name withheld]. I was assigned to his colleague of whom I wasn't expecting to see. I then requested to see [name withheld], had to wait a while longer but, I did see [name withheld] after all.	Keep on explaining well & being good with people. [Name withheld].	Female	36-45	White British	
288	Gynaecology (NDDH Outpatients)	Extremely Likely	Everyone was kind & polite.			Over 65	White British	
289	Gynaecology (NDDH Outpatients)	Don't Know	Clinic was running really late, over 2.5hrs. Staff were really helpfully and full of apologies about					

			this. You are very lucky to have them.					
290	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very caring service. Good follow-up care.	Additional disabled parking required.	Male	Over 65	White British	
291	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly staff and a great service.		Female	26-35	White British	
292	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very clear at stating everything they were going to do, made me feel relaxed and told me everything as they were doing it. Thank you.		Male	26-35	White British	
293	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very professional team made me feel very relaxed and talked me through every stage as it happened.					
294	Maxillofacial (NDDH Outpatients)	Extremely Likely	All-round excellent service.		Male	56-65	White British	
295	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
296	Maxillofacial (NDDH Outpatients)	Extremely Likely	Dentist was sympathetic and understanding of my needs. Gave reassurance.		Female	Over 65	White British	
297	Maxillofacial (NDDH Outpatients)	Extremely Likely	Polite and efficient service.	None.	Male	46-55	White British	
298	Maxillofacial (NDDH Outpatients)	Extremely Likely	My consultant [name withheld] always has my best interests to the fore & answers all my questions.	I have not experienced any problems.	Female	Over 65	White British	
299	Maxillofacial (NDDH Outpatients)	Extremely Likely		No.	Female	36-45	White British	
300	Maxillofacial (NDDH Outpatients)	Extremely Likely	Care & quick response. Many thanks and praise goes for the people who		Male			

			have this gift of care for others.					
301	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent care & talking me through the whole procedure.		Male	56-65	White British	
302	Maxillofacial (NDDH Outpatients)	Extremely Likely	Treated with great respect and kindness - also staff had sense of humour.		Female	Over 65	White British	
303	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly, professional care from everyone I met.		Female	46-55	White British	
304	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
305	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very reassuring team.		Female	26-35	White British	
306	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly service, no delay.		Female	56-65	White British	
307	Maxillofacial (NDDH Outpatients)	Extremely Likely	It was just fine, great even. Everything was very, very good. Thanks all round, esp. to the doctor.					
308	Maxillofacial (NDDH Outpatients)	Likely		Was very hot in waiting room for a cold day.	Female	36-45	White British	
309	Maxillofacial (NDDH Outpatients)	Likely			Female	46-55	White British	Do not publish
310	Maxillofacial (NDDH Outpatients)	Likely	Efficient. Good service.		Male	Over 65	White British	
311	Maxillofacial (NDDH Outpatients)	Likely	Didn't feel a thing. Over quicker than I thought. Would recommend service to other people.					
312	Maxillofacial (NDDH Outpatients)	Likely	Staff pleasant & helpful. Had a bit of a wait but the waiting room was pleasant - a little overheated.	Signposting could be improved as the word 'Maxillofacial' does not appear on the directions. Can be misleading to put 'Dental'.	Female	Over 65	White British	

313	Maxillofacial (NDDH Outpatients)	Likely			Female	46-55	White British	
314	Maxillofacial (NDDH Outpatients)	Likely	All staff involved were very helpful and considerate, was taken through everything and felt at ease.					
315	Maxillofacial (NDDH Outpatients)	Likely						
316	Maxillofacial (NDDH Outpatients)	Extremely Unlikely	The 55 min wait past my appointment time.		Male	Over 65		
317	Maxillofacial (NDDH Outpatients)	Don't Know	Been waiting over an hour to be seen. People have arrived after me and they have all still gone in before me. Not had the best experience (3 times now).	Keep a track of the patients waiting a long time!	Female	26-35	White British	
318	Maxillofacial (NDDH Outpatients)	Not entered	I don't have a lot of confidence in my NHS dental practice.	Being seen at the appointment time, not half an hour or more later.	Female	56-65	White British	
319	Occupational Therapy (NDDH Outpatients)	Extremely Likely	The occupational therapy team are always helpful and listen to me.		Female	56-65	White British	
320	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Well organised. Excellent staff.		Female	46-55	White British	
321	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Very good information regarding osteoarthritis.		Female	Over 65	White British	
322	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
323	Orthopaedics (NDDH Outpatients)	Extremely Likely	All very friendly.		Female		White British	
324	Orthopaedics (NDDH Outpatients)	Extremely Likely	Staff do a wonderful job.	Parking is always a problem.	Female	56-65	White British	
325	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have had a full knee	None - excellent service.	Male	56-65	White British	

	Outpatients)		replacement on (date withheld] under [name withheld] and his team. I cannot praise them enough for all the professional care, and after treatment I am getting. One big gold star to the NHS.					
326	Orthopaedics (NDDH Outpatients)	Extremely Likely	Quick, easy.			Over 65	White British	
327	Orthopaedics (NDDH Outpatients)	Extremely Likely	Local hospital i.e. easy to reach. Previous treatment always went well.	Warn patients who come from outside Barnstaple of busy times in car park.	Female	56-65	White British	
328	Orthopaedics (NDDH Outpatients)	Extremely Likely	Friendly staff and good care given. Great!	See people on time?!! Sorry!	Female	36-45	White British	
329	Orthopaedics (NDDH Outpatients)	Likely	The hospital and outpatients are local to the area where I live. It is a vital part of our community of North Devon. The staff are friendly and try to help their best.		Female	Over 65	White British	
330	Orthopaedics (NDDH Outpatients)	Likely	Good service which is being stretched.	Needs more money from government.	Male	46-55	White British	
331	Orthopaedics (NDDH Outpatients)	Likely	Reception good, comfortable waiting area.		Male	Over 65	White British	
332	Orthopaedics (NDDH Outpatients)	Likely	To see orthopaedic consultant re: a damaged heel – hopefully for some sort of treatment.		Female	Over 65	White British	
333	Orthopaedics (NDDH Outpatients)	Not entered	The nearest hospital.		Female	Over 65	White British	
334	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	This is an excellent hospital with excellent	No, not at all. We didn't have to wait very long,	Female	Over 65	White British	

			treatment services.	we were treated very quickly.				
335	Physiotherapy (NDDH Outpatients)	Extremely Likely	Always been happy with the friendly approach to me the patient.	None at all. You are all doing a grand job.	Female	Over 65	White British	
336	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
337	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
338	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent service. Very competent, professional support.	Please get rid of the plastic cups!	Male	46-55	White British	
339	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very caring staff, doing their best to help.		Female	Over 65	White British	
340	Physiotherapy (NDDH Outpatients)	Extremely Likely	Because [name withheld] is the best physio ever! And I've seen a lot.	Free wi-fi.	Female	36-45	White British	
341	Physiotherapy (NDDH Outpatients)	Extremely Likely	I have very painful knees when walking, up and down stairs in and out of sitting positions.		Female	46-55	White British	
342	Physiotherapy (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
343	Physiotherapy (NDDH Outpatients)	Likely	NDDH a good hospital. Serves the local people well. Appointments nearly always on time.	No.	Female	Over 65	White British	
344	Physiotherapy (NDDH Outpatients)	Likely			Female	56-65	White British	
345	Radiology - CT scan	Extremely Likely	Very quick to be seen (within 20mins) of appt. time. Staff friendly, explained everything well. Very patient & kind. I have always been looked after very well on my visits with		Female	46-55	White British	

			the NHS.					
346	Radiology - CT scan	Extremely Likely	Very kind, I am in a wheelchair but they helped and made me comfortable on the CT scan.	No, stay the same.	Male	Over 65	White British	
347	Radiology - CT scan	Extremely Likely	All staff friendly, kind and efficient. Appointment on time.	No.	Female	56-65	White British	
348	Radiology - CT scan	Extremely Likely	Very friendly, put at ease.	No, everything was good.	Male	46-55	White British	
349	Radiology - CT scan	Not entered	All staff very reassuring, especially ladies who put in and took out cannula (so kind). Thank you all.			46-55	White British	
350	Radiology - MRI scan	Extremely Likely			Female	46-55	White British	
351	Radiology - MRI scan	Extremely Likely	Very professional. Explained everything. Very kind to other patients in waiting area. Efficient.					
352	Radiology - MRI scan	Extremely Likely	Very friendly & helpful.		Female	46-55	White British	
353	Radiology - MRI scan	Extremely Likely	Very friendly and helpful staff, answer all questions asked.	None needed.	Female	16-25	White British	
354	Radiology - X-ray	Extremely Likely	The receptionist was friendly and the appointment was on time.	It would be so nice to receive the MRI results quicker.	Female	56-65	White British	
355	Radiology - X-ray	Extremely Likely	Been in here quite a few times both of us. Scans, x-rays and illness.			Over 65	White British	
356	Radiology - X-ray	Extremely Likely	Prompt & efficient treatment.		Male	Over 65		
357	Radiology - X-ray	Extremely Likely	Efficient & friendly experience.					
358	Radiology - X-ray	Extremely Likely	Because I was seen at the					

			correct time of my appointment.					
359	Radiology - X-ray	Extremely Likely	Prompt & efficient.		Male	Over 65	White British	
360	Radiology - X-ray	Likely			Female	36-45	White British	Do not publish
361	Radiology (NDDH Outpatients)	Unlikely	The agreements made at the main appointment before procedure wasn't made. Lack of sympathy understanding. Strongly disappointed with service!	Listen to the patients and make everything what was promised at appointments.	Female	36-45	White British	
362	Respiratory (NDDH Outpatients)	Extremely Likely	We were cared for wonderfully.	All fine.	Male	Over 65	White British	
363	Respiratory (NDDH Outpatients)	Likely	Friendly service and effective care.		Male	46-55	White British	
364	Respiratory (NDDH Outpatients)	Likely	Staff are supportive, skilled & knowledgeable.	Ensure it can continue to be run locally.				
365	Rheumatology (NDDH Outpatients)	Extremely Likely	Check up.		Female	36-45	White British	
366	Rheumatology (NDDH Outpatients)	Extremely Likely	I was under rheumatology [names withheld] and team who saved my life.		Female	Over 65	White British	
367	Rheumatology (NDDH Outpatients)	Likely	Good service.		Female	Over 65	White British	
368	Rheumatology (NDDH Outpatients)	Not entered	It is one of the only places locally offering the service.	Reduce waiting times.	Female	36-45	White British	
369	Upper Gastrointestinal (NDDH Outpatients)	Extremely Likely	I have had a few bad experiences in the past but whilst under my current consultant I have been very pleased.		Female	56-65	White British	
370	Urology (NDDH Outpatients)	Extremely Likely	All staff who have dealt with me have been very good and made my visit and treatment at the hospital very pleasant.	A postal reminder of appointments, especially when appointments were made a long time ago i.e. 6 months / year.	Male	56-65	White British	

371	Urology (NDDH Outpatients)	Extremely Likely	Very efficient, friendly, helpful and knowledgeable staff.		Female	56-65	White British	
372	Urology (NDDH Outpatients)	Not entered	No alternative. Cannot see reason for the question.	Have a monitor screen on wall to show any delays to appointments etc.	Male	Over 65	White British	

Qualitative Feedback - Apr-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)	Parent/ Guardian/ Carer	Yes	We have always had a positive experience at clinic. Only area of improvement would be waiting times.	Clean and bright waiting area with friendly receptionists and staff.	Maybe a board to indicate how far behind appointments are running.	Female	6-8	White British	
2	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Quick service. Friendly staff.	No waiting time.	Nothing.	Male		White British	
3	Clinic / department not entered (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly & reassuring.	As mentioned overleaf.	Nothing.	Female	12-15	White British	
4	Clinic / department not	Not entered					Female		White British	Do not publish

	entered (NDDH Outpatients)									
5	Dietetics (NDDH Outpatients)	Not entered	Yes	My child love your outpatients, love playroom & staff.	Everything.	Nothing - everyone & everything is fab.				
6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Excellent service, courteous & punctual.	Clear explanation appropriate to a young person with a severe learning disability.	Nothing!	Female	12-15	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly.			Female	6-8	White British	
8	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The care was amazing, [name withheld] felt at ease and so did we.	Very thorough with [name withheld]'s history.	Nothing, it was very good.		9-11	White British	
9	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	[Name withheld] makes you feel very comfortable. My son feels safe. She very good. Thank you.	All went very smoothly. Thank you [name withheld].		Male	9-11	White British	
10	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because very clean, tidy, warm and welcoming staff, very helpful and understanding and always talking to my daughter to keep her calm throughout her EEG.	On time, very considerate, kept my daughter calm throughout EEG.		Female	Under 6	White British	
11	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very nice & friendly environment.	Very nice staff.		Male		White British	
12	Eye Clinic (NDDH)	Not entered	Yes	The staff are very friendly and I liked the		A bigger car park.	Female	Under 6	White British	

	Outpatients)			sticker.						
13	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Caters well for young children to keep them busy whilst waiting.		Parking was difficult.	Male	Under 6	White British	
14	Fracture Clinic (NDDH Outpatients)	Patient	Yes				Male	9-11	White British	Do not publish
15	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Brilliant service & friendly staff. Excellent with children.	Staff were very [illegible] & brilliant with my child who was frightened.		Male	Under 6	White British	
16	Maxillofacial (NDDH Outpatients)	Not entered	Yes	The speed of service was not fast but the friendliness of staff was amazing.		Have a larger car park.	Female	9-11	White British	
17	Maxillofacial (NDDH Outpatients)	Patient	Yes	I don't know and actually you can take as much time as you like. Some of my friends aren't into hospitals but I am because this is where my mum got looked after before she died. P.S. I love it hear.	The doctors are great, kind and helpful.	Nothing, because this is a caring place and you can take as long as you want. Thank you. You do perfect as you are.	Male	9-11	White British	
18	Radiology - X-ray	Not entered	Yes	Staff very kind and helpful in every way.		Better notification when appointments are running late.	Female		White British	
19	Radiology - X-ray	Not entered	Maybe	I have gave this answer because we had a long wait to go into the x-ray room.	How nice the doctors and nurses were. Also, how patient they were.	The speed of service.	Female	9-11	White British	