

## Salaried Dental Service - Friends and Family Test - May-18 to Jul-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: *Would you tell your friends and family that this is a good service to come to?*

### Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

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

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
May-18	94	95.7	0.0	4.3

Jun-18	83	96.4	1.2	2.4
Jul-18	51	96.1	0.0	3.9

### Qualitative feedback – May-18

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:  Patient  Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?  (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely		Pleased with procedure I received.		None.	Female	56-65	White British	
2	Barnstaple Health Centre	Extremely Likely		Helpful, friendly and polite staff. I was seen immediately for my emergency appointment.		N/A.	Female	26-35	White British	
3	Barnstaple Health Centre	Extremely Likely		My son & I have been patients at this centre for some time. The staff are always so kind & helpful. I have a very condition, epidermolysis bullosa, which the staff treat as		As far as we are concerned, the service is excellent.	Female	56-65	White British	

				well as they can.						
4	Barnstaple Health Centre	Extremely Likely		Very helpful.		No.	Male	16-25	White British	
5	Barnstaple Health Centre	Extremely Likely		Very kind people and very patient.		No, it's perfect.	Female	36-45	White British	
6	Barnstaple Health Centre	Extremely Likely		Good treatment and service.		No.	Female	26-35	White British	
7	Barnstaple Health Centre	Extremely Likely					Male	46-55	White British	Do not publish
8	Barnstaple Health Centre	Extremely Likely		Seamless smiles & competent efficiency.		No - quite satisfied.	Male	46-55	White British	
9	Barnstaple Health Centre	Extremely Likely		Very friendly, made me feel at ease.		Cheaper!	Male	46-55		
10	Barnstaple Health Centre	Extremely Likely							White British	
11	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
12	Barnstaple Health Centre	Extremely Likely					Female	26-35	White British	
13	Barnstaple Health Centre	Extremely Likely		Welcome & pleasant, good advice.		No.	Male	Over 65	White British	
14	Barnstaple Health Centre	Extremely Likely		Everyone was very friendly and helpful.			Male	36-45	White British	
15	Barnstaple Health	Extremely Likely		The dentist and assistant where amazing and the						

	Centre			reception staff are great!						
16	Barnstaple Health Centre	Extremely Likely		Very friendly team to my father and myself and also to all other patients. Clean, professional environment.			Male	Over 65	White British	
17	Barnstaple Health Centre	Extremely Likely		Staff were amazing. I was fearful of the dentist & he was lovely. Reception staff also friendly & amazing.			Female	26-35	White British	
18	Barnstaple Health Centre	Extremely Likely		I am very happy. You have made my wife happy because she was in pain and no-one would see her.			Female	56-65	Other ethnic group	
19	Barnstaple Health Centre	Extremely Likely		Referral.			Male	Over 65	White British	
20	Barnstaple Health Centre	Extremely Likely		I was so nervous and everyone made me feel at ease.			Female	36-45	White British	
21	Barnstaple Health Centre	Extremely Likely				No.		16-25	White British	
22	Barnstaple Health Centre	Extremely Likely		Very good very quick run through all options & given thorough explanation of procedure.		No, all good. Thank you.	Male	36-45	White British	
23	Barnstaple Health Centre	Extremely Likely		Very friendly, helpful dentist, very aware of my nervous condition.		Carry on, as you are perfect.	Female	56-65	White British	
24	Barnstaple Health Centre	Extremely Likely					Male	26-35	White British	Do not publish
25	Barnstaple Health Centre	Extremely Likely		Very helpful and explained everything, v. good.		None.	Female	Over 65	White British	

26	Barnstaple Health Centre	Extremely Likely		Brilliant service - all staff are extremely helpful & very pain-free treatment.			Female	46-55	White British	
27	Barnstaple Health Centre	Extremely Likely		I was very nervous but they were really nice.						
28	Barnstaple Health Centre	Extremely Likely		Friendly, helpful staff. Short waiting time.			Female	56-65	White British	
29	Barnstaple Health Centre	Extremely Likely		Waiting area and office uncomfortably hot.						
30	Barnstaple Health Centre	Extremely Likely		Quick & easy. Good services. Helpful.		No.	Male	46-55	White British	
31	Barnstaple Health Centre	Extremely Likely					Male	46-55	White British	Do not publish
32	Barnstaple Health Centre	Extremely Likely		Very good service.		None.	Female	16-25	White British	
33	Barnstaple Health Centre	Extremely Likely		Helpful staff, kind, professional.		No.	Male	16-25	White British	
34	Barnstaple Health Centre	Extremely Likely		Friendly.			Female	26-35	White British	
35	Barnstaple Health Centre	Extremely Likely		Great staff.		Very hot environment.	Male	46-55	White British	
36	Barnstaple Health Centre	Extremely Likely		Needed to see a dentist because not registered with any.			Female	46-55	White British	
37	Barnstaple Health Centre	Extremely Likely		Staff friendly, helpful, caring and professional.			Female	46-55	White British	

38	Barnstaple Health Centre	Extremely Likely					Male	26-35	White British	Do not publish
39	Barnstaple Health Centre	Extremely Likely						46-55	White British	Do not publish
40	Barnstaple Health Centre	Extremely Likely		Quick, very helpful.		N/A.	Male	26-35	White British	
41	Barnstaple Health Centre	Likely					Female	46-55	White British	Do not publish
42	Barnstaple Health Centre	Likely						36-45	White British	Do not publish
43	Barnstaple Health Centre	Likely		Very nice dentist, felt comfortable.						
44	Barnstaple Health Centre	Likely		Very friendly, really good with children.			Female	26-35	White British	
45	Barnstaple Health Centre	Likely		Very kind (explained everything well).			Female	16-25	White British	
46	Barnstaple Health Centre	Yes	Not entered	Very hard with a child and was made very welcome. Dentist brilliant with my daughter.		Not at all. Very happy.	Female	Under 6	White British	
47	Barnstaple Health Centre	Yes	Not entered				Male		White British	
48	Barnstaple Health Centre	Yes	Not entered	Friendly & helpful. My son was more relaxed.			Male		White British	
49	Barnstaple Health Centre	Yes	Not entered	Detailed explanations and guidance on dental problem. Receptive staff.			Female		Black / African / Caribbean	

				Excellent service.					/ Black British	
50	Barnstaple Health Centre	Yes	Not entered	They were very patient and calm. Fully explained the procedure to child.		Change the room signs. 'Surgery' is very daunting for an ASC child who takes everything very literally.				
51	Barnstaple Health Centre	Yes	Not entered	Was treated respectfully as well as a quick process.			Male		White British	
52	Barnstaple Health Centre	Yes	Not entered	I think the service is brilliant. The dentist was very nice and good with [name withheld].			Male		White British	
53	Barnstaple Health Centre	Yes	Not entered	Great dentist, really put us at ease.		I did have to wait over 20 minutes for my appointment.	Male		White British	
54	Barnstaple Health Centre	Yes	Not entered		It was good.	No.		6-8	White British	
55	Barnstaple Health Centre	Yes	Patient	They were very nice.	They were nice.	A few more seats in the waiting room.	Male	9-11	White British	
56	Barnstaple Health Centre	Yes	Not entered	The X-ray machine.			Female	9-11	White British	
57	Barnstaple Health Centre	Maybe	Not entered	Cancelled the nurse appointment without telling me. Only found out today and not able to re-book on a day that suits me.		N/A.	Male		White British	
58	Barnstaple Health Centre	Don't Know		1hr 25min wait time. Very hot reception.		Time slots. Water machine. Air conditioning.	Male	36-45	White British	

59	Barnstaple Health Centre	Don't Know		I had to pay two times here and to pay for tooth to take out.		Appts were with [illegible] on Sunday, not us.		Over 65	White British	
60	Barnstaple Health Centre	Not entered					Male	36-45	White British	Do not publish
61	Barnstaple Health Centre	Not entered		First experience.		Very hot – air-conditioning would be great.	Female	16-25	White British	
62	Barnstaple Health Centre	Not entered		Good, quick, clean service.		Modernise building!	Female	16-25	Other ethnic group	
63	Barnstaple Health Centre	Not entered		Only way to get an NHS dentist appt.		Revise the form / questionnaire so the questions are relevant and politically correct i.e. racist or stupid.	Male	56-65	White British	
64	RD&E (Heavitree)	Extremely Likely						56-65	Asian / Asian British	Do not publish
65	RD&E (Heavitree)	Extremely Likely		Excellent service from [names withheld]. Thank you.		No.		56-65	White British	
66	RD&E (Heavitree)	Extremely Likely		Very polite receptionist [name withheld] & helpful.		No.		56-65		
67	RD&E (Heavitree)	Extremely Likely		Very friendly staff, very supportive. Good experience. Recommend highly.		None. Had an amazing dentist and would come back again!	Female	26-35	White British	
68	RD&E (Heavitree)	Extremely Likely		Amazing care given. The team were very supportive and caring, positive experience.			Female	36-45	White British	
69	RD&E (Heavitree)	Extremely Likely		Come for assessment for tooth extraction but completed extraction		No.	Female	46-55	White British	



				same day. Very efficient, lovely man - all smoothly done. Thanks so much.						
70	RD&E (Heavitree)	Extremely Likely		Excellent services from [name withheld] at main desk all the way through. I was looked after so well - 5-star all the way.		No.	Female	36-45	White British	
71	RD&E (Heavitree)	Extremely Likely		Capable staff, [illegible] calming environment.		Xbox in the waiting room.	Male	16-25	White British	
72	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	
73	RD&E (Heavitree)	Extremely Likely		Very well looked after, talked through it.		No.	Male	46-55	White British	
74	RD&E (Heavitree)	Extremely Likely		Well cared for.			Male	Over 65	White British	
75	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	Do not publish
76	RD&E (Heavitree)	Extremely Likely		[Name withheld] is the best dentist I have ever had. Before now, I have had to be knocked out to have anything done but he is very patient with me and is very good at what he does.				36-45	White British	
77	RD&E (Heavitree)	Extremely Likely		The service was quick efficient & everyone was very nice.		No.	Female	16-25	Asian / Asian British	
78	RD&E (Heavitree)	Extremely Likely		Quick appointments.			Female	26-35	White British	
79	RD&E (Heavitree)	Extremely Likely		Great, professional service.			Male	26-35	White British	
80	RD&E (Heavitree)	Extremely Likely		Very friendly & understanding.			Female	26-35	White British	
81	RD&E (Heavitree)	Extremely Likely								

82	RD&E (Heavitree)	Extremely Likely		Excellent, efficient, friendly service.			Female	36-45	White British	
83	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	Do not publish
84	RD&E (Heavitree)	Extremely Likely					Male	26-35	White British	
85	RD&E (Heavitree)	Extremely Likely						16-25	White British	Do not publish
86	RD&E (Heavitree)	Extremely Likely		Everyone is lovely.		No.	Female	Over 65	White British	
87	RD&E (Heavitree)	Extremely Likely		Dentist was reassuring and pain-free treatment and very efficient.		Had to wait nearly 3 months to see him after my dentist failed to extract. Appointment system needs improving!	Male	Over 65	White British	
88	RD&E (Heavitree)	Likely		Lovely dentists.		Return messages left on machine.				
89	RD&E (Heavitree)	Likely		Good, friendly dentist. Welcoming.			Female	56-65	White British	
90	RD&E (Heavitree)	Likely		Polite staff & clean premises.			Female	16-25	White British	
91	RD&E (Heavitree)	Likely		Good service. Waiting was not too long. Everyone was very helpful & nice.		No.		26-35	White British	
92	RD&E (Heavitree)	Yes	Patient				Female	9-11	White British	
93	RD&E (Heavitree)	Yes	Not entered	Well it's a needs-based service, but sometimes there is a wait.		All the staff are really helpful & friendly but sometimes it's a long wait for an appointment, or the bureaucracy gets in the way.	Male		White British	

94	RD&E (Heavitree)	Yes	Not entered				Male		White British	
95	RD&E (Heavitree)	Yes	Not entered				Female		White British	Do not publish
96	RD&E (Heavitree)	Yes	Not entered	Treated my daughter fast.		No.	Female			
97	RD&E (Heavitree)	Yes	Patient	Because they take lots of care with my teeth.	Friendly.	Would like chalk for black board.	Female	6-8	White British	
98	RD&E (Heavitree)	I don't know	Patient				Male	12-15	White British	Do not publish
99	RD&E (Heavitree)	Not entered	Not entered				Male	12-15	White British	Do not publish

### Qualitative feedback – Jun-18

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by:	Please can you tell us the main reason for the response you have given?	What do you think was good about your visit?  (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely	Patient				Female	46-55	White British	Do not publish
2	Barnstaple Health Centre	Extremely Likely	Parent / guardian / carer	Very friendly and polite.		No. Runs very smoothly.	Male	26-35	White British	
3	Barnstaple	Extremely		Everyone very helpful.			Female	56-65	White	

	Health Centre	Likely							British	
4	Barnstaple Health Centre	Extremely Likely		Emergency dental.		Perfect.	Female	26-35	White British	
5	Barnstaple Health Centre	Extremely Likely							White British	Do not publish
6	Barnstaple Health Centre	Extremely Likely		Staff are all wonderful. Service is amazing.		It's a relatively warm day - 20 degrees. The office / reception is too hot for comfort!	Female	36-45	White British	
7	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
8	Barnstaple Health Centre	Extremely Likely		Extremely happy with experience. Had procedure before and never been as brilliant as this time.		No.	Male	16-25	White British	
9	Barnstaple Health Centre	Extremely Likely		Very friendly service. My needs were attended to considering the situation I was in. Highly recommend again.				36-45		
10	Barnstaple Health Centre	Extremely Likely		[Illegible] attentive care.			Female	Over 65	White British	
11	Barnstaple Health Centre	Extremely Likely					Male	36-45	White British	Do not publish
12	Barnstaple Health Centre	Extremely Likely					Male	16-25	White British	Do not publish
13	Barnstaple Health	Extremely Likely		Always been able to get an appointment when			Female	26-35	White British	

	Centre			needed.						
14	Barnstaple Health Centre	Extremely Likely		Friendly, efficient & caring.			Female	46-55	White British	
15	Barnstaple Health Centre	Extremely Likely		Efficient. Polite. Autism-friendly.		N/A.				
16	Barnstaple Health Centre	Extremely Likely		Given lots of help. Very kind.			Male	56-65	White British	
17	Barnstaple Health Centre	Extremely Likely					Female	26-35	White British	Do not publish
18	Barnstaple Health Centre	Extremely Likely		I suffer with really bad anxiety and have been too scared to register with a dentist. You were so kind and helpful that I will be able to do this.		None. Thank you very much.	Female	46-55	White British	
19	Barnstaple Health Centre	Extremely Likely		Excellent care & patience with my severe learning-disabled daughter.			Female		White British	
20	Barnstaple Health Centre	Extremely Likely		The waiting room was so extremely hot.			Female	56-65		
21	Barnstaple Health Centre	Extremely Likely					Female	26-35	White British	
22	Barnstaple Health Centre	Extremely Likely		They are fantastic and have patience with children. Always friendly and can have a giggle.			Female	26-35	White British	
23	Barnstaple Health Centre	Extremely Likely								
24	Barnstaple	Extremely					Female	36-45	White	

	Health Centre	Likely							British	
25	Barnstaple Health Centre	Extremely Likely		Friendly staff and great service.		Please, please, please do something about the extremely excessive heat in the clinic that the staff and patients have to endure. Winter and summer it is unbearable!!! Staff need a medal.	Female	46-55	White British	
26	Barnstaple Health Centre	Extremely Likely		Very helpful in sorting my bad tooth ache problem.		Excellent service - nothing.	Female	56-65	White British	
27	Barnstaple Health Centre	Extremely Likely		Dentist and nurse were really lovely. Receptionist lovely too.						
28	Barnstaple Health Centre	Extremely Likely		Feel better about coming.		It is a good service for people [illegible] hate the dentist.	Female	46-55	White British	
29	Barnstaple Health Centre	Extremely Likely		Dentist. Pain.		My dentist was lovely.		16-25		
30	Barnstaple Health Centre	Likely		Very nice staff. Very helpful information. I have ask for.		None.	Female	46-55	Asian / Asian British	
31	Barnstaple Health Centre	Likely		Very pleasant reception staff and dentist.			Female	56-65	White British	
32	Barnstaple Health Centre	Likely		Very friendly.						

33	Barnstaple Health Centre	Likely		1st appointment excellent. Was upset by a subsequent one.			Female	36-45	White British	
34	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	Because I open my mouth and feel [illegible].	The staff were friendly.		Male	Under 6	White British	
35	Barnstaple Health Centre	Yes	Not entered	Because they have toys.	Sticars.	Face the [illegible] at us, not around the room.	Female	Under 6	White British	
36	Barnstaple Health Centre	Yes	Patient	Because they help your teeth get better and all the dentists are really friendly.	The people are nice.	Nothing. Everything is perfect.	Male	9-11	White British	
37	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	Staff are lovely. Nice and relaxed atmosphere.	Toys to play with. Relaxed.		Male	6-8	White British	
38	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer				Female	Under 6	White British	
39	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	The dentist was brilliant with my 7-year old and made her very relaxed.			Female	6-8	White British	
40	Barnstaple Health Centre	Yes	Not entered	Kept language plain & jargon-free.		No.	Female		White British	
41	Barnstaple Health Centre	Yes	Not entered	The experience has been helpful and positive.			Female		White British	
42	Barnstaple Health Centre	Yes	Not entered	The dentist we saw today was extremely good with my 6-year old, reassured him and made him feel comfortable.			Male	6-8	White British	
43	Barnstaple Health Centre	Yes	Not entered	Very good communication with child patient.			Female		White British	

44	Barnstaple Health Centre	Yes	Not entered	Everyone is friendly & helpful, kind and incredibly patient.				9-11		
45	Barnstaple Health Centre	Yes	Not entered	'Cause he was good.		No.	Male		White British	
46	Barnstaple Health Centre	Yes	Not entered	Very friendly.		Cool down reception.	Male		White British	
47	Barnstaple Health Centre	Yes	Parent/ Guardian/ Carer	Because they were very nice and treated my son very well.		No, as it's the best clinic I've been to.	Male		White British	
48	Barnstaple Health Centre	Yes	Not entered	Everyone was very friendly.			Male		White British	
49	Barnstaple Health Centre	Yes	Not entered	Very good understanding of children who have special needs.			Male		White British	
50	Barnstaple Health Centre	Neither Likely nor Unlikely		Having to book an appointment to sign consent forms seems wasteful of everyone's time.		See above.	Male	26-35	White British	
51	Barnstaple Health Centre	Not entered	Not entered	Cuz I don't like the dentist.	The people are nice.	Nothing.	Female	6-8	White British	
52	RD&E (Heavitree)	Extremely Likely		Friendly staff, nice environment, no wait.		No.				
53	RD&E (Heavitree)	Extremely Likely		I have received excellent care, made as painless as possible. First class attention and help.		No.	Female	Over 65	White British	
54	RD&E (Heavitree)	Extremely Likely		Very friendly & helpful.			Female	16-25	White British	
55	RD&E (Heavitree)	Extremely Likely		Staff were very professional, friendly & efficient.			Male		White British	



56	RD&E (Heavitree)	Extremely Likely		Good, fast, easy service.			Male	26-35	White British	
57	RD&E (Heavitree)	Extremely Likely					Female	Under 16	White British	
58	RD&E (Heavitree)	Extremely Likely		Came in 15mins late and still saw me and took my tooth out. Lovely people.		The way I was treated they don't need to improve on anything.	Female	16-25	White British	
59	RD&E (Heavitree)	Extremely Likely		Very good service and friendliness so you feel comfortable.		No. Just keep doing what you do.		56-65	White British	
60	RD&E (Heavitree)	Extremely Likely		Doctor and everyone have treated me really good.		No.	Male	26-35	Mixed / Multiple ethnic groups	
61	RD&E (Heavitree)	Extremely Likely		Very helpful dentist.		No.	Male	16-25	White British	
62	RD&E (Heavitree)	Extremely Likely						Over 65	White British	
63	RD&E (Heavitree)	Extremely Likely		Polite and friendly team. Thank you.		N/A.		36-45	White British	
64	RD&E (Heavitree)	Extremely Likely		My daughter struggles with things like doctors and having her mouth looked at, but the staff were amazing and understanding.		No. Thank you very much for your help, support and understanding of my understanding problems and explaining everything clearly.	Female	Under 16	White British	
65	RD&E (Heavitree)	Extremely Likely		I find the people friendly and the dentist always explains what they are going to do.			Male	36-45	White British	
66	RD&E (Heavitree)	Extremely Likely					Female	26-35	White British	Do not publish
67	RD&E (Heavitree)	Extremely Likely					Female	46-55	White British	Do not publish

68	RD&E (Heavitree)	Extremely Likely		Dr [name withheld] was really good and got my tooth out in no time at all.		No.				
69	RD&E (Heavitree)	Extremely Likely		Am always very pleased and have full trust in [name withheld] and all his team.		No improvement necessary.	Female	46-55	White British	
70	RD&E (Heavitree)	Extremely Likely					Male	26-35	White British	
71	RD&E (Heavitree)	Extremely Likely		Very friendly & polite. Child-friendly.			Female	36-45	White British	
72	RD&E (Heavitree)	Extremely Likely		Helped me in every way possible.			Male	26-35	White British	
73	RD&E (Heavitree)	Extremely Likely		Friendly staff. Quick service. Polite staff.		Nothing.	Female	16-25	White British	
74	RD&E (Heavitree)	Likely		Gum infection.			Male	26-35	White British	
75	RD&E (Heavitree)	Likely		Good advice. Very helpful.		N/A.	Male	36-45	White British	
76	RD&E (Heavitree)	Likely					Male	26-35	White British	
77	RD&E (Heavitree)	Likely					Female	Under 16	White British	
78	RD&E (Heavitree)	Likely		Helped me with fear of dentists. Nice, polite, friendly staff.			Female	16-25	White British	
79	RD&E (Heavitree)	Yes	Patient		Nice people and very polite.	Nothing, Everything is perfect.	Female		Mixed / Multiple ethnic groups	
80	RD&E (Heavitree)	Yes	Not entered	Because they are friendly.	They were very patient and calm.	Nothing.		6-8	White British	
81	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	On time. Informative. Sensitive to needs of child.	Calm manner of professionals. Put child at ease.	One appt. useful but ? not fully relevant to us as no issues [illegible] decay (only	Male	Under 6	White British	

						trauma).				
82	RD&E (Heavitree)	Yes	Not entered	Very helpful and explained everything clearly.						
83	RD&E (Heavitree)	Extremely Unlikely		I had to pay for a 2nd visit due to being sent away 2 weeks ago and told nothing was wrong.		Spend more time rather than rush patients.	Female	26-35	White British	
84	RD&E (Heavitree)	I don't know	Not entered				Female	9-11	White British	Do not publish
85	RD&E (Heavitree)	Not entered				N/A.				
86	Not entered	Not entered		Friendly, very professional.						

### Qualitative feedback – Jul-18

(Note: The children and young people's Friends and Family Test card wording is highlighted below)

	Location	Friends and Family Test response	Children and young people's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your visit?  (Children and young people's FFT card only)	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Barnstaple Health Centre	Extremely Likely		Very helpful.		None.				
2	Barnstaple Health Centre	Extremely Likely		The service & care at the dentist is very efficient & the staff are extremely		N/A.	Male	26-35	White British	

				helpful. I would certainly recommend this dentist to others.						
3	Barnstaple Health Centre	Extremely Likely		Great staff.			Female	36-45	White British	
4	Barnstaple Health Centre	Extremely Likely		Very efficient & caring service - very thorough.		None at all.	Male	Over 65	White British	
5	Barnstaple Health Centre	Extremely Likely		Lovely staff. Calming atmosphere in the consultation.		Air-conditioning in waiting room.	Female	36-45	White British	
6	Barnstaple Health Centre	Extremely Likely					Female	26-35	White British	Do not publish
7	Barnstaple Health Centre	Extremely Likely		So helpful and kind. Understanding: fitted me in at short notice. Dentist and nurse, receptionist put me at ease. Thank you!			Female	36-45	White British	
8	Barnstaple Health Centre	Extremely Likely					Male	16-25	White British	Do not publish
9	Barnstaple Health Centre	Extremely Likely		Excellent dentist with great advice & friendly receptionist.		No.	Male	56-65	White British	
10	Barnstaple Health Centre	Extremely Likely		Because the receptionists were so helpful and kind.		Could do with air-con and less cramped working conditions for the poor staff.	Male	36-45	White British	
11	Barnstaple Health Centre	Extremely Likely		Excellent with nervous patients.		None, except it's hot - you need air-con.	Male	16-25	White British	
12	Barnstaple Health	Extremely Likely					Female	36-45	White British	Do not publish

	Centre									
13	Barnstaple Health Centre	Extremely Likely		The staff, reception and dentist & nurses are always polite, friendly and do anything they can to help.		Yes. In the waiting area (reception) I was surprised at how warm it was and then to realise there is no air-con? I can't imagine this is very comfortable for your staff? It was very uncomfortable for myself and I was only in there briefly?	Female	26-35	White British	
14	Barnstaple Health Centre	Extremely Likely		Lovely staff. As a support worker they help put my service users at ease.		Waiting room too hot - 92F.		46-55	White British	
15	Barnstaple Health Centre	Extremely Likely		Staff have been helpful and pleasant, willing to accommodate our particular needs.		Forms appear to be photocopies of photocopies so are poorly aligned.	Male	36-45	White British	
16	Barnstaple Health Centre	Extremely Likely					Male	26-35	White British	Do not publish
17	Barnstaple Health Centre	Extremely Likely		A very thorough service.		Air-con.	Male	26-35	White British	
18	Barnstaple Health Centre	Extremely Likely		The treatment I received was first class - friendly, efficient and totally professional. I would rate everything 10/10.		Don't think it could be bettered.	Female	Over 65	White British	
19	Barnstaple Health Centre	Likely					Female	46-55	Asian / Asian British	

20	Barnstaple Health Centre	Likely						26-35	White British	
21	Barnstaple Health Centre	Likely		For people in wheelchairs - ideal.		Automatic doors would help greatly.	Male	Over 65	White British	
22	Barnstaple Health Centre	Likely		Good, very friendly, help with us.		Too hot.	Female	46-55	White British	
23	Barnstaple Health Centre	Likely		Quick, easy, helpful & clean.		Air-con in the waiting room.	Male	26-35	White British	
24	Barnstaple Health Centre	Likely		Instant help. Kind professionals. Good advice finding dental service and help in future.		All good.	Female	36-45	White British	
25	Barnstaple Health Centre	Likely		Organised app. day after [illegible].		34C on a cooler day outside. Air-conditioning! Not fair to staff or patients.	Male	Over 65	White British	
26	Barnstaple Health Centre	Yes	Not entered				Female		White British	Do not publish
27	Barnstaple Health Centre	Yes	Not entered				Female		White British	Do not publish
28	Barnstaple Health Centre	Yes	Not entered	Seen by [names withheld], all who were an absolute credit.			Male		White British	
29	Barnstaple Health Centre	Yes	Not entered	Made my daughter feel at ease and not so scared. Gave her and me time to ask questions and never felt rushed.			Female		White British	
30	Barnstaple Health	Yes	Not entered	The staff are all extremely caring & professional.		N/A.	Male		White British	

	Centre									
31	Barnstaple Health Centre	Yes	Not entered	Really friendly & understanding of my son who has special needs.		No.	Male		White British	
32	Barnstaple Health Centre	Yes	Patient				Female	9-11	White British	Do not publish
33	Barnstaple Health Centre	Neither Likely nor Unlikely								
34	Barnstaple Health Centre	Neither Likely nor Unlikely					Female	16-25		
35	RD&E (Heavitree)	Extremely Likely		I've been seen right away. Given advice on what do with my forms to fill out and treated very well considering my pain.		I have found this service excellent.	Male	Over 65	White British	
36	RD&E (Heavitree)	Extremely Likely		Very good.			Female	26-35	White British	
37	RD&E (Heavitree)	Extremely Likely		Quick response. Very friendly & efficient.						
38	RD&E (Heavitree)	Extremely Likely		Had tooth out, sent by my dentist, very good.		Waiting 1hr before.		Over 65	White British	
39	RD&E (Heavitree)	Extremely Likely		Everyone is very friendly.		No.	Male	26-35	White British	
40	RD&E (Heavitree)	Extremely Likely		Because I've always had a good experience. Always come back and recommend.		No.	Female	16-25	White British	
41	RD&E (Heavitree)	Extremely Likely				No, all very good.		46-55	White British	
42	RD&E (Heavitree)	Extremely Likely					Female	56-65	White British	Do not publish
43	RD&E (Heavitree)	Likely		Made me feel comfortable.			Male	36-45	White British	

44	RD&E (Heavitree)	Likely		I was in a lot of pain and have been dealt with the same day.		Things always need improving.	Female	36-45	White British	
45	RD&E (Heavitree)	Likely		Friendly, competent staff.						
46	RD&E (Heavitree)	Likely		Great staff, nice to feel welcome.						
47	RD&E (Heavitree)	Likely		I got a lot of respect for the NHS.		Tell the PM give you more cash.	Male	46-55	White British	
48	RD&E (Heavitree)	Likely		Very friendly staff.		Few more toys / colouring.	Female	26-35	White British	
49	RD&E (Heavitree)	Yes	Not entered	Perfect service.		Put kids TV in the waiting room.			White British	
50	RD&E (Heavitree)	Yes	Not entered	Friendly & helpful staff. In-depth explanations.			Male		White British	
51	RD&E (Heavitree)	Yes	Parent/ Guardian/ Carer	Very friendly and good with children.	Very clean and professional.		Male	6-8	White British	