

## Outpatients - North Devon District Hospital - Friends and Family Test - 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.

**Easy read FFT card question:** Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, 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<br>No. | Would recommend<br>% | Would not recommend<br>% | Neither likely nor unlikely to recommend / Don't know<br>% |
|--------|------------------|----------------------|--------------------------|--|
| Jul-18 | 361              | 95.0                 | 1.9                      | 3.0  |

### Qualitative feedback - Jul-18 - adult FFT responses

|   | Clinic / department attended | Friends and Family Test response | Reason given for the Friends and Family Test response   | Suggestions for improvement to the service received / any other comments                    | Gender | Age     | Ethnicity     | Patient request for anonymised comments not to be made public |
|---|------------------------------|----------------------------------|---|---|--------|---------|---------------|---|
| 1 | Audiology (NDDH Outpatients) | Extremely Likely                 | Everyone at this hospital is always so helpful and patient.   | No.   | Male   | 46-55   | White British |   |
| 2 | Audiology (NDDH Outpatients) | Extremely Likely                 | Hearing test.   | More car parking spaces. Queued for 20mins to get into car park, almost missed appointment. | Male   | Over 65 | White British |   |
| 3 | Audiology (NDDH Outpatients) | Extremely Likely                 | Sorted the problem of a suggested telephone appointment.  |   |        | Over 65 | White British |   |
| 4 | Audiology (NDDH Outpatients) | Extremely Likely                 | 1st class service.  |   | Male   | Over 65 | White British |   |
| 5 | Audiology (NDDH Outpatients) | Extremely Likely                 | The friendliness, patience and understanding.   |   |        |         |               |   |
| 6 | Audiology (NDDH Outpatients) | Extremely Likely                 | I have always received first class treatment in approx. 3 years that I have been attending this clinic. |   | Male   | Over 65 | White British |   |
| 7 | Audiology (NDDH              | Extremely Likely                 | A bit of a wait, otherwise  |   | Male   | Over 65 | White British |   |

|    |                                  |                  |   |   |        |         |                    |  |
|----|----------------------------------|------------------|---|---|--------|---------|--------------------|--|
|    | Outpatients)                     |                  | good service.   |   |        |         |                    |  |
| 8  | Audiology (NDDH Outpatients)     | Extremely Likely | Always had pleasant service. Very helpful.  | Seems to work the way it is - wonderful. Thank you for being there.   | Female | Over 65 | White British      |  |
| 9  | Audiology (NDDH Outpatients)     | Extremely Likely | Very kind, nothing too much trouble, very helpful.  |   | Female | Over 65 | White British      |  |
| 10 | Audiology (NDDH Outpatients)     | Not entered      | Have always found that my hearing problem get sorted to my needs.                                       |   |        | 56-65   | White British      |  |
| 11 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Friendly, reassuring staff.   | No, very satisfactory - good.   | Female | 26-35   | White British      |  |
| 12 | Breast Clinic (NDDH Outpatients) | Extremely Likely | I was told I would been seen within 2 weeks and this happened.  | None. I think you're doing a great job.   | Female | 26-35   | White British      |  |
| 13 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Polite, helpful, courteous - at least the staff were. Doc was a bit dismissing.                         |   |        |         |                    |  |
| 14 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Professional and friendly. All very efficient people, a pleasure to have been seen to by all the staff. |   | Female | 46-55   | Other ethnic group |  |
| 15 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Very friendly staff, informative of what is going on at what is a very anxious time.                    |   | Female | 46-55   | White British      |  |
| 16 | Breast Clinic (NDDH Outpatients) | Extremely Likely | The speed of the referral and the friendly service.   | No.   | Female | 56-65   | White British      |  |
| 17 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Great communication and speedy process. Always welcoming too.   |   | Female | 26-35   | White British      |  |
| 18 | Breast Clinic (NDDH Outpatients) | Extremely Likely | That at the Breast Clinic all is done in one afternoon e.g. see Mr [name withheld], then mammogram &    | Is there any way that some other clinics could operate like the Breast Clinic? On the other hand, could some more | Female | Over 65 | White British      |  |

|    |                                  |                  |   |   |        |         |               |                |
|----|----------------------------------|------------------|---|---|--------|---------|---------------|----------------|
|    |                                  |                  | ultrasound, then see Mr [name withheld].<br>Excellent.  | clinics use the telephone appointment system? |        |         |               |                |
| 19 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Staff are very caring.  | No.   | Female | 46-55   | White British |                |
| 20 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Obviously I wouldn't recommend coming to the Breast Clinic. However, the care I have received has been outstanding, the anxiety made more bearable by the lovely, caring, professional members of staff. Feeling thankful for the NHS!! |   | Female | 36-45   | White British |                |
| 21 | Breast Clinic (NDDH Outpatients) | Extremely Likely | My appointment was on time - followed by a mammogram, scan and follow-up all within 1hr 20mins. All staff most kind and helpful.  |   | Female | Over 65 | White British |                |
| 22 | Breast Clinic (NDDH Outpatients) | Extremely Likely |   |   | Female | 46-55   | White British | Do not publish |
| 23 | Breast Clinic (NDDH Outpatients) | Extremely Likely | They couldn't do enough for me.   | Waiting time too long.<br>Parking not good.   | Female | Over 65 | White British |                |
| 24 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Incredibly quick and friendly, informative too.   |   | Female | 26-35   | White British |                |
| 25 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Prompt service. Attended today for routine mammogram but had problems so Mr [name withheld] fitted me into his morning clinic.  |   | Female | 46-55   | White British |                |
| 26 | Breast Clinic (NDDH Outpatients) | Extremely Likely | Staff were mostly very helpful and caring.  |   | Female | Over 65 | White British |                |
| 27 | Breast Clinic (NDDH Outpatients) | Extremely Likely |   |   | Female | Over 65 | White British | Do not publish |

|    |                                  |                             |   |                                   |        |         |               |                |
|----|----------------------------------|-----------------------------|---|-----------------------------------|--------|---------|---------------|----------------|
|    | Outpatients)                     |                             |   |                                   |        |         |               |                |
| 28 | Breast Clinic (NDDH Outpatients) | Likely                      |   |                                   | Female | 46-55   | White British |                |
| 29 | Breast Clinic (NDDH Outpatients) | Likely                      | Wonderful staff. Thank you for your support. xxx  |                                   | Female | 46-55   | White British |                |
| 30 | Breast Clinic (NDDH Outpatients) | Likely                      | My biggest gripe with the hospital trust is not enforcing the new smoking ban. I complain every time I see people smoke. The hospital is advertised as smoke-free. People smoke by the entrance & right next to where disabled people park. It disgusts me that this is still allowed to happen. The no smoking policy should be adhered too! |                                   | Female | 46-55   | White British |                |
| 31 | Breast Clinic (NDDH Outpatients) | Likely                      |   |                                   | Female | 46-55   | White British | Do not publish |
| 32 | Breast Clinic (NDDH Outpatients) | Neither Likely nor Unlikely | It isn't the kind of thing you do for fun. But all the staff were really lovely so well done them, esp. Radiology Dept.   |                                   | Female | 36-45   | White British |                |
| 33 | Breast Clinic (NDDH Outpatients) | Neither Likely nor Unlikely | Clinic running late. Very long wait times. Quick referral / appointment allocation.   | Reduce wait times by [illegible]. | Female | 16-25   | White British |                |
| 34 | Breast Clinic (NDDH Outpatients) | Not entered                 | I don't think a healthcare service is recommended, you either need to go or you don't.  |                                   | Female | 36-45   | White British |                |
| 35 | Cardiac Rehab Clinic             | Extremely Likely            | Always helpful & friendly.  | Arrange transport back            | Male   | Over 65 | White British |                |

|    |                                       |                  |  |   |        |         |               |                |
|----|---------------------------------------|------------------|--|---|--------|---------|---------------|----------------|
|    | (NDDH Outpatients)                    |                  |  | to NDDH as had to go to Exeter for treatment and was sent from NDDH - cost over £100 to get home!                             |        |         |               |                |
| 36 | Cardiology (NDDH Outpatients)         | Extremely Likely | Great care & service.  | No.   | Female | Over 65 | White British |                |
| 37 | Cardiology (NDDH Outpatients)         | Likely           | A little slow at times, otherwise excellent.   |   | Male   | Over 65 | White British |                |
| 38 | Cardiology (NDDH Outpatients)         | Likely           | Easy to travel to on public transport. Staff seems polite & efficient.   |   | Female | Over 65 | White British |                |
| 39 | Cardiology (NDDH Outpatients)         | Likely           | The staff were friendly.   | No.   | Female | Over 65 | White British |                |
| 40 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely |  |   | Male   | Over 65 | White British | Do not publish |
| 41 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely | Good info & attention.   |   |        |         |               |                |
| 42 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely | Always made to feel very welcome by very pleasant staff. Also, extremely professional, answering any questions you ask. A great team. Thank you. | Difficult question. The clinic always seems to strive to be on time for appts so I really do not think they can do much more. | Male   | Over 65 | White British |                |
| 43 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely | Polite, fast service. Why is it in a corridor?   |   | Male   | Over 65 | White British |                |
| 44 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely | Always find staff friendly, professional and helpful.  | No.   | Female | Over 65 | White British |                |
| 45 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely | Everything explained well & very polite.   |   | Female | 56-65   | White British |                |
| 46 | Cardio-respiratory (NDDH Outpatients) | Extremely Likely | Everyone kind and professional, very knowledgeable. Answered all my questions. Making me feel reassured and safe. Thank you.                     | None at all.  | Female | Over 65 | White British |                |

|    |  |                  |  |                           |        |         |               |  |
|----|--|------------------|--|---------------------------|--------|---------|---------------|--|
| 47 | Cardio-respiratory (NDDH Outpatients)              | Extremely Likely | Pleasant staff, explained well required filling of paperwork and what to do.   | Drinks machine.           | Female | 56-65   | White British |  |
| 48 | Cardio-respiratory (NDDH Outpatients)              | Extremely Likely | In my experience, every aspect of my care has been exceptional. Staff and treatment very good.                                     | None, as it is very good. | Male   | Over 65 | White British |  |
| 49 | Cardio-respiratory (NDDH Outpatients)              | Extremely Likely | Called to appointment 1/2 an hour early, very helpful on the whole by a very helpful nurse.  |                           | Female | Over 65 | White British |  |
| 50 | Cardio-respiratory (NDDH Outpatients)              | Extremely Likely | Good.  |                           |        |         |               |  |
| 51 | Cardio-respiratory (NDDH Outpatients)              | Not entered      | Service couldn't be better!  |                           |        |         |               |  |
| 52 | Cardio-respiratory (NDDH Outpatients)              | Not entered      | Quite satisfied with treatment - would recommend service to any persons.   |                           |        |         |               |  |
| 53 | Cardio-respiratory (NDDH Outpatients)              | Not entered      | First visit.   |                           | Male   | Over 65 | White British |  |
| 54 | Care of the Elderly (NDDH Outpatients)             | Extremely Likely | We have visited this hospital many times and have never been disappointed or unhappy with the care and treatment we have received. |                           | Male   | Over 65 | White British |  |
| 55 | Care of the Elderly (NDDH Outpatients)             | Extremely Likely | We have very good service from this hospital.  | Keep waiting room cooler! | Female | Over 65 | White British |  |
| 56 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  | No. Very happy.           | Male   | Over 65 | White British |  |
| 57 | Clinic / department not entered (NDDH)             | Extremely Likely | Always clean & tidy. Friendly & professional   |                           | Female | 16-25   | White British |  |

|    |  |                  |  |             |        |         |               |                |
|----|--|------------------|--|-------------|--------|---------|---------------|----------------|
|    | Outpatients)                                       |                  | staff. Fast and great experience.  |             |        |         |               |                |
| 58 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | The service I have received over the years has been fantastic. I would recommend this hospital to everybody. |             | Male   | Over 65 | White British |                |
| 59 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |             | Male   | Over 65 | White British |                |
| 60 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Very helpful & polite - took real interest - lots of good advice.  |             | Female | 56-65   | White British |                |
| 61 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |  |             | Female | Over 65 | White British | Do not publish |
| 62 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Waiting a long time! Put more into people on the ground! Need more staff. No more NHS cuts.                  | More staff! | Male   | 56-65   | White British |                |
| 63 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Staff are always very polite & helpful. Never had to wait very long.   | None.       | Female | 36-45   | White British |                |
| 64 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Always good care.  | No.         | Female | Over 65 | White British |                |
| 65 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Not having to wait too long. Courteous staff.  | No.         | Female | Over 65 | White British |                |
| 66 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Always happy with treatment at N.D.  |             | Female | Over 65 | White British |                |
| 67 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I have always found this hospital very caring & excellent care for.  |             | Female | Over 65 | White British |                |
| 68 | Clinic / department not                            | Extremely Likely | Excellent hospital. First  |             | Male   | 56-65   | White British |                |



|    |  |                  |   |   |        |         |               |                |
|----|--|------------------|---|---|--------|---------|---------------|----------------|
|    | entered (NDDH Outpatients)                         |                  | class staff and service. Thank you all.                                   |   |        |         |               |                |
| 69 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I have nothing but good for all my treatments.                            | Not off [illegible].                      |        | 46-55   | White British |                |
| 70 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Very friendly and efficient. Hardly any waiting time.                     |   | Female | 46-55   | White British |                |
| 71 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |   |        |         |               |                |
| 72 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |   | Male   | Over 65 | White British | Do not publish |
| 73 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Friendly & efficient staff. Did not have to wait long for my appointment. | No.                                       | Male   | Over 65 | White British |                |
| 74 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I am an ardent supporter of the NHS.                                      |   | Male   | 56-65   | White British |                |
| 75 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |   | Male   | Over 65 | White British |                |
| 76 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Kindness, successful outcomes - trust.                                    | Get more money from govt etc! More staff. | Female | Over 65 | White British |                |
| 77 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | All runs smoothly, thanks.  |   |        |         |               |                |
| 78 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Treated very well at all stages of my visit.                              |   | Male   | Over 65 | White British |                |
| 79 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |   | Female | Over 65 | White British |                |
| 80 | Clinic / department not                            | Extremely Likely |   |   | Female | 46-55   | White British |                |

|    |  |                  |   |  |        |         |               |                |
|----|--|------------------|---|--|--------|---------|---------------|----------------|
|    | entered (NDDH Outpatients)                         |                  |   |  |        |         |               |                |
| 81 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Because we need the NHS and, despite cutbacks, problems and some inefficiencies, it does a wonderful job. I am so grateful.   | Good to be asked, but suggest you engage in listening to each other as well as to patients more. | Female | Over 65 | White British |                |
| 82 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Pleasant & efficient personnel equals professional service.   | No!  | Male   | Over 65 | White British |                |
| 83 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I was treated with much kindness and sensitivity for an embarrassing procedure. Thank you.  |  | Female | 56-65   | White British |                |
| 84 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Kind and caring. Very efficient, excellent.   |  | Female | 46-55   | White British |                |
| 85 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | It's not a pleasant experience but a necessary one. Staff were very nice.   |  | Female | Over 65 | White British |                |
| 86 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |  | Male   | Over 65 | White British |                |
| 87 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |  | Female | Over 65 | White British | Do not publish |
| 88 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I've only had one other previous experience of treatment at NDDH and both times I have been treated with respect & kindness. I understand that there will often be a wait to be seen & am fully | There seems to be a duplication of letters which are unnecessary.                                | Female | 56-65   | White British |                |

|    |  |                  |   |                     |        |         |               |                |
|----|--|------------------|---|---------------------|--------|---------|---------------|----------------|
|    |  |                  | prepared for this. Thanks for all you do.   |                     |        |         |               |                |
| 89 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | For the treatment I have been given.  |                     |        |         |               |                |
| 90 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Everything explained to me. Surgeon very nice. No waiting!!   |                     |        |         |               |                |
| 91 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |                     | Female | Over 65 | White British |                |
| 92 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Caring staff throughout department. No waiting time. Brilliant getting results & seeing consultant 2 times in 1 visit.  |                     | Female | 26-35   | White British |                |
| 93 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | I cannot fault this hospital at all. First class. The staff are so polite and kind and the treatment is fantastic. Car parking is an issue. When you are there 15mins - 2 hours parking is too much. [Name withheld]. | No.                 | Female | Over 65 | White British |                |
| 94 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |                     | Female | Over 65 | White British | Do not publish |
| 95 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely |   |                     | Male   | Over 65 | White British | Do not publish |
| 96 | Clinic / department not entered (NDDH Outpatients) | Extremely Likely | Everyone very kind and explained everything. [Name withheld]  |                     | Male   | Over 65 | White British |                |
| 97 | Clinic / department not                            | Extremely Likely | On time. Welcoming staff,   | Would be difficult. |        | Over 65 | White British |                |

|     |  |        |  |   |        |         |               |                |
|-----|--|--------|--|---|--------|---------|---------------|----------------|
|     | entered (NDDH Outpatients)                         |        | always cheerful. [Name withheld] - a star.   |   |        |         |               |                |
| 98  | Clinic / department not entered (NDDH Outpatients) | Likely | Good service. Late into appointment.   |   | Male   | 46-55   | White British |                |
| 99  | Clinic / department not entered (NDDH Outpatients) | Likely | Consultant - bored sounding, as though reading from a text book. Nurses - lovely, friendly, remembered I was a person not just a body. Radiographer - kind, considerate, explained everything. | Train consultant on how to talk to patients as people not bodies. | Female | 46-55   | White British |                |
| 100 | Clinic / department not entered (NDDH Outpatients) | Likely | Helpful staff and friendly atmosphere.   |   | Female | Over 65 | White British |                |
| 101 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Female | 46-55   | White British | Do not publish |
| 102 | Clinic / department not entered (NDDH Outpatients) | Likely | Friendly & efficient staff.  |   | Male   | Over 65 | White British |                |
| 103 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Female | 46-55   | White British |                |
| 104 | Clinic / department not entered (NDDH Outpatients) | Likely |  |   | Male   | Over 65 | White British |                |
| 105 | Clinic / department not entered (NDDH Outpatients) | Likely | Friendly staff.  |   |        | 56-65   | White British |                |
| 106 | Clinic / department not entered (NDDH Outpatients) | Likely | I found the service good.  |   | Male   | Over 65 | White British |                |
| 107 | Clinic / department not                            | Likely | Plenty of toys for kids.   |   | Female | 36-45   | White British |                |

|     |  |                             |  |  |        |         |               |                |
|-----|--|-----------------------------|--|--|--------|---------|---------------|----------------|
|     | entered (NDDH Outpatients)                         |                             | Calm environment. Gentle / calming to worried child.   |  |        |         |               |                |
| 108 | Clinic / department not entered (NDDH Outpatients) | Likely                      | First visit today, moved from Derriford Hospital. The first thing we noticed was the bad smell as soon as you come into the hospital. Not nice, needs sorting. |  |        |         |               |                |
| 109 | Clinic / department not entered (NDDH Outpatients) | Likely                      | Very good service if just a bit late waits for you appointment times if you have to rely on transport to get to and from.                                      |  | Female | 56-65   | White British |                |
| 110 | Clinic / department not entered (NDDH Outpatients) | Likely                      |  |  | Male   | Over 65 | White British | Do not publish |
| 111 | Clinic / department not entered (NDDH Outpatients) | Likely                      | Quick referral but long waiting times. Trouble parking.  | Multistorey parking. More staff.               | Male   | 56-65   | White British |                |
| 112 | Clinic / department not entered (NDDH Outpatients) | Likely                      | Very good care & help given at all times.  | None.  | Female | Over 65 | White British |                |
| 113 | Clinic / department not entered (NDDH Outpatients) | Likely                      |  |  | Female | Over 65 | White British | Do not publish |
| 114 | Clinic / department not entered (NDDH Outpatients) | Neither Likely nor Unlikely |  | Car parking facilities - late for appointment. | Female | Over 65 | White British |                |
| 115 | Clinic / department not entered (NDDH Outpatients) | Unlikely                    | Too long to wait.  |  | Female | 26-35   | White British |                |
| 116 | Clinic / department not entered (NDDH Outpatients) | Unlikely                    | Felt like a conveyor belt. No time was given when with doctor. Not friendly at all. Doesn't hurt to  | Become more approachable and smile.            |        | 26-35   | White British |                |

|     |  |                    |   |   |        |         |               |  |
|-----|--|--------------------|---|---|--------|---------|---------------|--|
|     |  |                    | smile.  |   |        |         |               |  |
| 117 | Clinic / department not entered (NDDH Outpatients) | Extremely Unlikely | Waited for an hour after really rushing to get here on time.  | See patients on time.                           | Male   | 46-55   | White British |  |
| 118 | Clinic / department not entered (NDDH Outpatients) | Extremely Unlikely | The service is appalling.   |   | Male   |         | White British |  |
| 119 | Clinic / department not entered (NDDH Outpatients) | Don't Know         |   | Be on time more - sit about waiting too long?   | Male   | 46-55   | White British |  |
| 120 | Clinic / department not entered (NDDH Outpatients) | Not entered        |   |   | Male   | Over 65 | White British |  |
| 121 | Clinic / department not entered (NDDH Outpatients) | Not entered        |   | Carry on as now.                                | Male   | Over 65 | White British |  |
| 122 | Clinic / department not entered (NDDH Outpatients) | Not entered        | This is a non-question. I cannot see how this poorly-constructed document is going to give any valid reliable data. | Produce a more comprehensive and useful survey. | Male   | 56-65   | White British |  |
| 123 | Clinic / department not entered (NDDH Outpatients) | Not entered        | I wouldn't know how to recommend.   | Keep doing what you're doing.                   | Male   | 16-25   | White British |  |
| 124 | Diabetes (NDDH Outpatients)                        | Likely             | Staff are always friendly and efficient.  | Nope.   | Female | 26-35   | White British |  |
| 125 | Dietetics (NDDH Outpatients)                       | Extremely Likely   | Have been looked very well with having my baby. Kind treatment.   | None.   | Female | 26-35   | White British |  |
| 126 | Dietetics (NDDH Outpatients)                       | Extremely Likely   | I am very happy with the consultant today.  | Very happy.                                     | Female | 36-45   | White British |  |
| 127 | Dietetics (NDDH Outpatients)                       | Extremely Likely   | Treatment has been very good.   | Parking machines could be more straightforward. | Male   | Over 65 | White British |  |
| 128 | Dietetics (NDDH Outpatients)                       | Extremely Likely   | Friendly reception staff. Good consultant.  | No.   | Male   | 56-65   | White British |  |

|     |                                  |                  |   |  |        |         |               |                |
|-----|----------------------------------|------------------|---|--|--------|---------|---------------|----------------|
| 129 | EEG / EMG (NDDH Outpatients)     | Extremely Likely | Very helpful member of staff. Very polite, made me feel at ease.  |  | Male   | 56-65   | White British |                |
| 130 | EEG / EMG (NDDH Outpatients)     | Extremely Likely | Very friendly. Well informed of what is going to happen throughout procedure.   | No.  |        | 56-65   | White British |                |
| 131 | EEG / EMG (NDDH Outpatients)     | Extremely Likely |   |  | Female | 46-55   | White British | Do not publish |
| 132 | EEG / EMG (NDDH Outpatients)     | Likely           |   |  | Male   | 46-55   | White British | Do not publish |
| 133 | EEG / EMG (NDDH Outpatients)     | Likely           | Calm environment. Good communication.   |  | Female | 26-35   | White British |                |
| 134 | Endocrinology (NDDH Outpatients) | Likely           | Appointment repeatedly cancelled but when finally I got an appointment the staff were very helpful & friendly. Consultant was very helpful, clear in explaining & now awaiting results. | Not such long waiting lists, although I do understand it may have been a staffing issue. | Female | 36-45   | White British |                |
| 135 | ENT (NDDH Outpatients)           | Extremely Likely | The staff make you feel at ease & welcomed. They show such concern for your health & welfare.   |  |        |         |               |                |
| 136 | ENT (NDDH Outpatients)           | Extremely Likely | The Dr was very pleasant and I feel he knows what he is doing.  |  | Female | Over 65 | White British |                |
| 137 | ENT (NDDH Outpatients)           | Extremely Likely | I have always found the care and attention received at NDDH excellent.  |  | Female | Over 65 | White British |                |
| 138 | ENT (NDDH Outpatients)           | Extremely Likely | This system works well.   | If it is not broken don't fix it.  | Male   | Over 65 | White British |                |
| 139 | ENT (NDDH Outpatients)           | Extremely Likely | Excellent service.  | Keep up the good work!   | Male   | Over 65 | White British |                |

|     |                                |                    |  |   |        |         |               |                |
|-----|--------------------------------|--------------------|--|---|--------|---------|---------------|----------------|
| 140 | ENT (NDDH Outpatients)         | Extremely Likely   | Happy with the treatment I've received to date. Very caring and attentive. Excellent!!!        |   | Male   | Over 65 | White British |                |
| 141 | ENT (NDDH Outpatients)         | Extremely Likely   |  |   |        | Over 65 | White British | Do not publish |
| 142 | ENT (NDDH Outpatients)         | Extremely Likely   | Polite helpful, professional follow up care.   | Difficult to park [illegible]. Free coffee?!  | Male   | Over 65 | White British |                |
| 143 | ENT (NDDH Outpatients)         | Extremely Likely   | Always had good treatment.   | None.   | Female | Over 65 | White British |                |
| 144 | ENT (NDDH Outpatients)         | Extremely Likely   | I only needed a wire which was dealt with immediately. Thank you.                              |   |        | Over 65 | White British |                |
| 145 | ENT (NDDH Outpatients)         | Likely             |  |   | Female | 36-45   | White British |                |
| 146 | ENT (NDDH Outpatients)         | Likely             | Always very friendly staff and waiting times are very good.                                    |   | Male   | 56-65   | White British |                |
| 147 | ENT (NDDH Outpatients)         | Likely             |  |   | Male   | 36-45   | White British | Do not publish |
| 148 | ENT (NDDH Outpatients)         | Likely             |  |   | Male   | 56-65   | White British |                |
| 149 | ENT (NDDH Outpatients)         | Extremely Unlikely | The patient arrived at 12.30pm - we have been told we must wait for an ambulance until 7.30pm. | Not enough ambulances and lack of beds.   | Male   | Over 65 | White British |                |
| 150 | Exmoor Unit (NDDH Outpatients) | Extremely Likely   | Excellent service, not a long wait today at all, friendly staff.                               | Air-con in waiting room - no air in the hot weather.  | Female | Over 65 | White British |                |
| 151 | Exmoor Unit (NDDH Outpatients) | Extremely Likely   | Overall treatment has been very good.  | Easier to contact on phone to rearrange appointments. Better customer service from reception. | Female | 36-45   | White British |                |
| 152 | Exmoor Unit (NDDH Outpatients) | Extremely Likely   | Because the service & treatment are both   | No.   | Male   | Over 65 | White British |                |



|     |                                |                             |  |  |        |         |               |  |
|-----|--------------------------------|-----------------------------|--|--|--------|---------|---------------|--|
|     |                                |                             | excellent & the staff are kind, helpful, friendly & very efficient.  |  |        |         |               |  |
| 153 | Exmoor Unit (NDDH Outpatients) | Extremely Likely            | Lovely, helpful staff and pleasant atmosphere.   |  | Male   | 46-55   |               |  |
| 154 | Exmoor Unit (NDDH Outpatients) | Neither Likely nor Unlikely | Staff great across the board - friendly, helpful, engaged. Could have been useful to have it explained that although check-in for eye surgery was midday, we wouldn't be treated until 5pm (a v. long wait). It also meant that the discharge process was v. rushed. | More explanation about potential waiting times & instructions to come equipped with things to entertain: work, book, devices etc.                            | Male   | 16-25   | White British |  |
| 155 | Eye Clinic (NDDH Outpatients)  | Extremely Likely            | Polite prompt service - staff work very hard with huge volume of patients - needs more funding by central govt. Excellent service.   | Better air conditioning in the main waiting area of the eye clinic - my husband fainted there!   | Female | 46-55   | White British |  |
| 156 | Eye Clinic (NDDH Outpatients)  | Extremely Likely            | Caring staff, friendly atmosphere, Efficient (mostly) re: appointments.  | Admin e.g. duplicate letters, letter arriving after appointment. Recently a 3hr wait in Eye Clinic - receptionists gone, prescription couldn't be collected. | Female | Over 65 | White British |  |
| 157 | Eye Clinic (NDDH Outpatients)  | Extremely Likely            | Seen quickly when problem arose, (fitted in at short notice), clear explanation of problem and treatment required and prognosis.   | No - seems excellent.  | Male   | 56-65   | White British |  |
| 158 | Eye Clinic (NDDH               | Extremely Likely            | Very helpful & caring - well   | Someone in the car park  | Male   | Over 65 | White British |  |

|     |                               |                  |   |   |        |         |               |                |
|-----|-------------------------------|------------------|---|---|--------|---------|---------------|----------------|
|     | Outpatients)                  |                  | pleased with service. Pity about the parking situation - v. bad.  | to tell driver where the spots are - it was chaos today.    |        |         |               |                |
| 159 | Eye Clinic (NDDH Outpatients) | Extremely Likely |   |   | Female | Over 65 | White British | Do not publish |
| 160 | Eye Clinic (NDDH Outpatients) | Extremely Likely | People are kind & helpful.  | Too many patients and not enough staff.                     | Female | 56-65   | White British |                |
| 161 | Eye Clinic (NDDH Outpatients) | Extremely Likely |   | Car parking is a nightmare.                                 | Female | 56-65   | White British |                |
| 162 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Good speed and efficiency.  | Car park far too full.                                      | Male   | Over 65 | White British |                |
| 163 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Good treatment. Appointments given quickly.   |   | Female | 36-45   | White British |                |
| 164 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Good, friendly treatment.   |   | Female | 56-65   | White British |                |
| 165 | Eye Clinic (NDDH Outpatients) | Extremely Likely | There's nowhere else to go. Exeter is too far to go and I certainly wouldn't trust 'Specsavers'! Please keep this service available. All the staff are helpful, kind & respectful. Thank you! | Keep up the good work. More consultants are always welcome. | Female | Over 65 | White British |                |
| 166 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Fast, efficient & really friendly service.  |   | Female | 56-65   | White British |                |
| 167 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Efficient, good treatment.  | Very difficult parking. Buses not frequent though.          | Female | Over 65 | White British |                |
| 168 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Kind, friendly treatment.   | Terrible parking.   | Male   | Over 65 | White British |                |
| 169 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Well organised.   | Car parking - awful.  | Male   | Over 65 | White British |                |
| 170 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Pleasant treatment.   | Appointment waiting time too long - 14 weeks.               | Female | 56-65   | White British |                |

|     |                               |                  |   |   |        |         |               |                |
|-----|-------------------------------|------------------|---|---|--------|---------|---------------|----------------|
| 171 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Pleasant courteous people. However, the fans were a nuisance.   | Air conditioning.   | Male   | Over 65 | White British |                |
| 172 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Everyone was really kind and helpful. Explained everything well too.  | No.   | Female | 26-35   | White British |                |
| 173 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Eye check. Unfortunately, we were a little late because of the distance we have travelled. But the service was prompt and staff very friendly and helpful.  |   | Female | 56-65   | White British |                |
| 174 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Very grateful for the work they do for us. Be lost without you all.   | More money for them as they work really hard.   | Male   | 36-45   | White British |                |
| 175 | Eye Clinic (NDDH Outpatients) | Extremely Likely | After several occasions to visit NDDH we have nothing but admiration for the service we have received. A few admin hiccups over the years have done nothing but highlight how much is expected of the overworked staff. | Perhaps a better system for following up promises of a notification of appointment dates when they cannot be given immediately following seeing a consultant? |        | Over 65 | White British |                |
| 176 | Eye Clinic (NDDH Outpatients) | Extremely Likely |   |   | Female | Over 65 | White British | Do not publish |
| 177 | Eye Clinic (NDDH Outpatients) | Extremely Likely | I have nothing but gratitude and praise for NDDH. The NHS provides an invaluable service, one we simply couldn't do without! Sorry for the bad writing - wriggling child on my lap!                                     | No.   | Female | 36-45   | White British |                |

|     |                               |                  |  |  |        |         |                       |                |
|-----|-------------------------------|------------------|--|--|--------|---------|-----------------------|----------------|
| 178 | Eye Clinic (NDDH Outpatients) | Extremely Likely |  |  | Female | 36-45   | White British         |                |
| 179 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Staff always friendly and I've always been seen on time.                                   | None.  | Female | 56-65   | White British         |                |
| 180 | Eye Clinic (NDDH Outpatients) | Extremely Likely |  |  | Male   | 16-25   | Asian / Asian British | Do not publish |
| 181 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Staff friendly and efficient.  | None.  | Male   | Over 65 | White British         |                |
| 182 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Most helpful towards my wife's needs on her visit to the Eye Clinic today. [Name withheld] | No.  | Female | Over 65 | White British         |                |
| 183 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Very good service and care. Thank you.   |  | Female | Over 65 | White British         |                |
| 184 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Outstanding staff and particularly my consultant, Mr [name withheld].                      | Allow more time for eye appointments - many take a longer time than other clinics and create delays of up to an hour (eye clinic not the UV clinic). | Female | 46-55   | White British         |                |
| 185 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Friendly and efficient.  |  |        |         |                       |                |
| 186 | Eye Clinic (NDDH Outpatients) | Extremely Likely | All staff very friendly and helpful.   |  | Female | 56-65   | White British         |                |
| 187 | Eye Clinic (NDDH Outpatients) | Extremely Likely |  |  | Male   | 36-45   | White British         |                |
| 188 | Eye Clinic (NDDH Outpatients) | Extremely Likely |  |  | Female | Over 65 | White British         | Do not publish |
| 189 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Check-up for eye pressure.   | Satisfied.   | Female | Over 65 | White British         |                |
| 190 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Good service. Dealt with quickly.  | None.  | Male   | Over 65 | White British         |                |
| 191 | Eye Clinic (NDDH Outpatients) | Extremely Likely |  |  |        | 26-35   | White British         | Do not publish |

|     |                               |                  |  |   |        |         |               |  |
|-----|-------------------------------|------------------|--|---|--------|---------|---------------|--|
| 192 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Very helpful.  |   | Male   | Over 65 | White British |  |
| 193 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Need the help, so we use the service.  |   | Male   | Over 65 | White British |  |
| 194 | Eye Clinic (NDDH Outpatients) | Extremely Likely | Never had any problems or long waits really.   |   | Male   | Over 65 | White British |  |
| 195 | Eye Clinic (NDDH Outpatients) | Likely           | Apart from some wait times, all excellent.   |   | Male   | 36-45   | White British |  |
| 196 | Eye Clinic (NDDH Outpatients) | Likely           | The response given is because the staff are wonderful, kind, professional, helpful, informative to all patients. Although the waiting room was adequate, the treatment rooms are small and very hot, especially for staff working! Special thanks to [names withheld] - you are so kind to mum. It makes such a difference. Thank you. | We think that air conditioning would be a great improvement, also larger treatment room for staff and patients. | Female | Over 65 | White British |  |
| 197 | Eye Clinic (NDDH Outpatients) | Likely           | Clearly trying to do your best in difficult circumstances.   | Patients need to see the same doctor. I've had 6 appointments & 5 different doctors.                            | Female | Over 65 | White British |  |
| 198 | Eye Clinic (NDDH Outpatients) | Likely           | Professional and caring staff ensuring that I received the care I needed.  |   | Male   | 36-45   | White British |  |
| 199 | Eye Clinic (NDDH Outpatients) | Likely           | Treatment - good. Waiting for new appointment by post - could improve.   | No.   | Female | 56-65   | White British |  |
| 200 | Eye Clinic (NDDH Outpatients) | Likely           | Friendly staff.  | Didn't have a reference from opticians - so booking system not  | Female | 46-55   | White British |  |

|     |                                    |                             |  |  |        |         |               |                |
|-----|------------------------------------|-----------------------------|--|--|--------|---------|---------------|----------------|
|     |                                    |                             |  | straightforward.   |        |         |               |                |
| 201 | Eye Clinic (NDDH Outpatients)      | Likely                      |  |  | Male   | Over 65 | White British | Do not publish |
| 202 | Eye Clinic (NDDH Outpatients)      | Neither Likely nor Unlikely |  | Wifi.  | Male   | 36-45   | White British |                |
| 203 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            |  |  | Male   | 26-35   | White British |                |
| 204 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Excellent service.   | None.  | Male   | 46-55   | White British |                |
| 205 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | The treatment I have had I could not ask for better nurses - friendly, comforting and easy to talk to. | There was 1 app I waited over an hour, so maybe try to be on time. | Female | 16-25   | White British |                |
| 206 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Because everyone is helpful and efficient. Thank you.  |  |        |         |               |                |
| 207 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Good locally - should not send patients to Exeter. Staff excellent.                                    | Better ambulance service.  | Female | Over 65 | White British |                |
| 208 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            |  | None.  | Male   | 46-55   | White British |                |
| 209 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Excellent staff.   | None.  | Female | Over 65 | White British |                |
| 210 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Very friendly.   | Waiting time, and car parking is awful.                            | Female | 56-65   | White British |                |
| 211 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Because it's free.   |  | Male   | 56-65   | White British |                |
| 212 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Good, friendly staff.  |  | Female | 46-55   | White British |                |
| 213 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Because of the attention that I've received.   | No, the attention received has been amazing.                       | Female | Over 65 | White British |                |
| 214 | Fracture Clinic (NDDH Outpatients) | Extremely Likely            | Quick appointment and helpful treatment.   |  | Female | 36-45   | White British |                |

|     |                                     |                             |   |  |        |         |               |                |
|-----|-------------------------------------|-----------------------------|---|--|--------|---------|---------------|----------------|
| 215 | Fracture Clinic (NDDH Outpatients)  | Extremely Likely            | Seen at short notice - staff A1.  |  | Male   | 56-65   | White British |                |
| 216 | Fracture Clinic (NDDH Outpatients)  | Extremely Likely            |   |  | Female | Over 65 | White British |                |
| 217 | Fracture Clinic (NDDH Outpatients)  | Extremely Likely            | Prompt, efficient, friendly service.  | Not applicable.  | Female | Over 65 | White British |                |
| 218 | Fracture Clinic (NDDH Outpatients)  | Extremely Likely            | All family members have come here for various reasons. I have had my 3 children here.   | None.  | Female | 26-35   | White British |                |
| 219 | Fracture Clinic (NDDH Outpatients)  | Likely                      | Simple & no issues & friendly on phone & in person.   | Recycle cups (even better, non-plastic).   | Male   | 36-45   | White British |                |
| 220 | Fracture Clinic (NDDH Outpatients)  | Neither Likely nor Unlikely | Small delays are understandable, but 75mins is excessive. X-rays missing - could have been checked prior to delayed appointment. Consultant seemed knowledgeable but hurried with brief info. | More local clinics to avoid 2 plus hr. around trip.                                | Male   | 46-55   | White British |                |
| 221 | Fracture Clinic (NDDH Outpatients)  | Neither Likely nor Unlikely | Waiting times - no updates.   | Keep to timed appointments.  | Male   | 16-25   | White British |                |
| 222 | Fracture Clinic (NDDH Outpatients)  | Not entered                 | Very good treatment.  | No water at A&E in the building.   | Male   | 56-65   | White British |                |
| 223 | Fracture Clinic (NDDH Outpatients)  | Not entered                 | Service here has been great but we live in Bude – it would be more convenient to have something nearer.   | Development of an app to see appointments. Arrived from Bude to find 30mins delay. | Female | 46-55   | White British |                |
| 224 | Gastroenterology (NDDH Outpatients) | Extremely Likely            | The nurses are so kind and lovely.  |  | Female | 56-65   | White British |                |
| 225 | Gastroenterology (NDDH Outpatients) | Likely                      |   |  | Male   | Over 65 | White British | Do not publish |
| 226 | Gastroenterology (NDDH Outpatients) | Neither Likely nor Unlikely |   |  | Female | 56-65   | White British |                |

|     |                                    |                  |  |  |        |         |               |                |
|-----|------------------------------------|------------------|--|--|--------|---------|---------------|----------------|
| 227 | General Surgery (NDDH Outpatients) | Extremely Likely | First class service.   | Could not be improved.   | Male   | Over 65 | White British |                |
| 228 | Gynaecology (NDDH Outpatients)     | Extremely Likely | Comfortable.   | Cleaner ladies loo.  | Female | 46-55   | White British |                |
| 229 | Gynaecology (NDDH Outpatients)     | Extremely Likely | Very clear, understandable advice.   | No.  | Female | 56-65   | White British |                |
| 230 | Gynaecology (NDDH Outpatients)     | Extremely Likely | Very quick - not long wait, helpful consultant & staff, informative, put me at ease. |  | Female | 46-55   | White British |                |
| 231 | Gynaecology (NDDH Outpatients)     | Likely           | Staff friendly.  | Control temp in waiting area. Very hot day. Air-con not efficient. All TV stations unavailable. 1hr wait as backlog in appointment, so TV would have been a distraction. | Female | 56-65   | White British |                |
| 232 | Haematology (NDDH Outpatients)     | Extremely Likely | Lovely staff and condition explained very clearly.                                   |  | Female | 56-65   | White British |                |
| 233 | Maxillofacial (NDDH Outpatients)   | Extremely Likely | I came in with a broken tooth. The dentist took it out same day so very pleased.     | No. Great. Satisfied.  | Female | Over 65 | White British |                |
| 234 | Maxillofacial (NDDH Outpatients)   | Extremely Likely |  |  | Female | Over 65 | White British | Do not publish |
| 235 | Maxillofacial (NDDH Outpatients)   | Extremely Likely | Always very helpful. Speedy to arrange appointment.                                  |  | Male   | 56-65   | White British |                |
| 236 | Maxillofacial (NDDH Outpatients)   | Extremely Likely | Pleasant & friendly.   | No.  | Male   | 26-35   | White British |                |
| 237 | Maxillofacial (NDDH Outpatients)   | Extremely Likely | Just felt so comfortable and relaxed. Great team!                                    |  | Male   | 56-65   | White British |                |
| 238 | Maxillofacial (NDDH Outpatients)   | Extremely Likely | Was put at ease with what was needed to be done and explained clearly. Was           | No reason for any improvements whatsoever.   | Female | 26-35   | White British |                |



|     |                                  |                  |   |  |        |         |               |                |
|-----|----------------------------------|------------------|---|--|--------|---------|---------------|----------------|
|     |                                  |                  | looked after as had come down to the unit from the ward I have been on. I have had a phobia about going back to a dentist but felt really safe and cared for. |  |        |         |               |                |
| 239 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Very pleasant & very informative.   |  |        |         |               |                |
| 240 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Friendly team, both Barnstaple & Exeter.  | No.  | Male   | 16-25   | White British |                |
| 241 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Very helpful and explained everything clearly.  |  | Male   | 26-35   | White British |                |
| 242 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Excellent level of care, staff were great. Long live the NHS! Thanks.   |  | Male   | 36-45   | White British |                |
| 243 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Everyone was so nice and put me at my ease. Thank you.  |  | Female | 56-65   |               |                |
| 244 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Very friendly and on time (actually early)!   |  | Male   | 46-55   | White British |                |
| 245 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Extremely caring, excellent all-round care.   |  | Female | Over 65 | White British |                |
| 246 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Dentist is so good in extractions. I have great confidence in them.   |  | Male   | Over 65 | White British |                |
| 247 | Maxillofacial (NDDH Outpatients) | Extremely Likely | Was made to feel very comfortable and at ease with the treatment that was given to me.  |  | Female | 26-35   | White British |                |
| 248 | Maxillofacial (NDDH Outpatients) | Extremely Likely |   |  | Male   | Over 65 | White British | Do not publish |
| 249 | Maxillofacial (NDDH Outpatients) | Extremely Likely | To give help back to help.  | More parking to relieve stress before we get in to the hospital - most have long journeys to | Male   | 56-65   | White British |                |

|     |  |                  |   |   |        |         |               |  |
|-----|--|------------------|---|---|--------|---------|---------------|--|
|     |  |                  |   | make.   |        |         |               |  |
| 250 | Maxillofacial (NDDH Outpatients)       | Extremely Likely | Very pleased with the treatment received in all departments in N.D. Hospital.   |   | Female | Over 65 | White British |  |
| 251 | Neuro Physiotherapy (NDDH Outpatients) | Extremely Likely | The staff and overall care of the specialists.  |   |        |         |               |  |
| 252 | Neuro Physiotherapy (NDDH Outpatients) | Extremely Likely | Friendly advice. Helpful, honest and reassuring.  | No.   | Female | 46-55   | White British |  |
| 253 | Oncology (NDDH Outpatients)            | Extremely Likely | Everything worked like clockwork. Everyone was caring, professional and kind. Many, many thanks!!                           | None.   |        | 56-65   | White British |  |
| 254 | Oncology (NDDH Outpatients)            | Extremely Likely | Very friendly.  |   | Female | Over 65 | White British |  |
| 255 | Oncology (NDDH Outpatients)            | Extremely Likely | Courteous and friendly service.   | Phone call the previous day as a reminder. Estimate of waiting time on arrival. | Male   | Over 65 | White British |  |
| 256 | Oncology (NDDH Outpatients)            | Likely           | Excellent treatment but long waiting times.   |   | Female | Over 65 | White British |  |
| 257 | Orthopaedics (NDDH Outpatients)        | Extremely Likely | Consultant helpful. Nurses friendly.  | Get the computer systems working efficiently.                                   | Male   | 56-65   | White British |  |
| 258 | Orthopaedics (NDDH Outpatients)        | Extremely Likely | Appointment prompt. Pleasant surroundings and attentive staff.  |   |        |         |               |  |
| 259 | Orthopaedics (NDDH Outpatients)        | Extremely Likely | Pleasant waiting room. Clean. Tidy. Water. TV. Loo's available & reading matter. Not long waiting time. Parking ok as well. |   | Female | 56-65   | White British |  |
| 260 | Orthopaedics (NDDH Outpatients)        | Extremely Likely | You always do your best - in trying circumstances no doubt.   |   | Female | Over 65 | White British |  |

|     |                                      |                  |   |  |        |         |               |                |
|-----|--------------------------------------|------------------|---|--|--------|---------|---------------|----------------|
| 261 | Orthopaedics (NDDH Outpatients)      | Extremely Likely | Prompt service & wonderful pain relief from the op I had.   | No.  | Female | Over 65 | White British |                |
| 262 | Orthopaedics (NDDH Outpatients)      | Extremely Likely | The care that I have received are second to none, as an inpatient and outpatient.   |  | Female | Over 65 | White British |                |
| 263 | Orthopaedics (NDDH Outpatients)      | Extremely Likely | Appointment was on time, consultants were extremely friendly. Explained everything really well.   |  | Female | 56-65   | White British |                |
| 264 | Phlebotomy Clinic (NDDH Outpatients) | Extremely Likely | Always good treatment.  |  | Male   | Over 65 | White British |                |
| 265 | Phlebotomy Clinic (NDDH Outpatients) | Likely           | Usually an efficient service. However, today the phlebotomy service is very slow. My husband has waited for 40mins so far with 3 more numbers before him! We spend hours in clinics due this diagnosis. | Staff according to fluctuations in patient numbers. Tuesday at NDDH is known for being a busy day. | Male   |         |               |                |
| 266 | Phlebotomy Clinic (NDDH Outpatients) | Likely           |   |  | Female | Over 65 | White British |                |
| 267 | Phlebotomy Clinic (NDDH Outpatients) | Likely           |   | Disabled parking needs to be improved and extended.  | Female | 46-55   | White British |                |
| 268 | Phlebotomy Clinic (NDDH Outpatients) | Likely           |   |  | Female | 56-65   | White British | Do not publish |
| 269 | Phlebotomy Clinic (NDDH Outpatients) | Not entered      | Too long a wait for blood tests!  |  |        |         |               |                |
| 270 | Phlebotomy Clinic (NDDH Outpatients) | Not entered      | Only just sat down at back of queue.  |  | Male   | 36-45   | White British |                |
| 271 | Physiotherapy (NDDH Outpatients)     | Extremely Likely | Kind & helpful service.   |  | Female | 46-55   | White British |                |

|     |                                  |                  |   |  |        |         |                    |  |
|-----|----------------------------------|------------------|---|--|--------|---------|--------------------|--|
| 272 | Physiotherapy (NDDH Outpatients) | Extremely Likely | I have good treatment on many occasions.  |  | Male   | Over 65 | White British      |  |
| 273 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Today I saw [name withheld]. She was fantastic. We did some exercises which I found extremely useful. It did help that I have been doing these at home too. I was extremely pleased with the outcome today. [Name withheld] will cc me into the GP letter. 10/10 today for me. I have been signed off physio. | No. 10/10 for me. Extremely successful for me.       | Female |         | Other ethnic group |  |
| 274 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Professional, friendly service.   |  | Male   | 26-35   | White British      |  |
| 275 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Very quick to give appointment, helpful over the phone, no problems.  | N/A  | Female | 16-25   | White British      |  |
| 276 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Called on Wednesday and got to see someone Thursday. Happy about this as pain in hand bad.  | Run on time, as if I was late they would not see me. | Female | 46-55   | White British      |  |
| 277 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Very helpful staff, lovely department, and lovely care.   | Better parking.                                      | Female | 36-45   | White British      |  |
| 278 | Physiotherapy (NDDH Outpatients) | Extremely Likely | They have looked after me very well.  | No.  | Female | 46-55   | White British      |  |
| 279 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Everyone is very friendly and helpful.  |  | Female | Over 65 | White British      |  |
| 280 | Physiotherapy (NDDH Outpatients) | Extremely Likely | Everyone is very friendly and they want to help.  | Can't think of any!                                  | Female | 46-55   | White British      |  |
| 281 | Physiotherapy (NDDH Outpatients) | Likely           | Friendly, caring and supportive staff.  |  | Female | 46-55   | White British      |  |
| 282 | Physiotherapy (NDDH Outpatients) | Likely           | Even though it can take to  | Shorter waiting list.                                | Female | 36-45   | White British      |  |

|     |                                    |                  |  |  |        |         |               |                |
|-----|------------------------------------|------------------|--|--|--------|---------|---------------|----------------|
|     | Outpatients)                       |                  | long to get an appointment in this department I have always found all the staff helpful and understanding.   |  |        |         |               |                |
| 283 | Physiotherapy (NDDH Outpatients)   | Not entered      | I've never been and I haven't had my appointment yet.  | N/A  | Female | 36-45   | White British |                |
| 284 | Plastic Surgery (NDDH Outpatients) | Extremely Likely |  |  | Male   | Over 65 | White British | Do not publish |
| 285 | Plastic Surgery (NDDH Outpatients) | Extremely Likely | I have been through breast cancer and the treatment I received was brilliant.  |  | Female | 46-55   | White British |                |
| 286 | Radiology - CT scan                | Extremely Likely | NHS has always given me an excellent service.  | None.  | Male   | Over 65 | White British |                |
| 287 | Radiology - CT scan                | Extremely Likely | Kind helpful assistance for C.T. scanning.   |  | Female | Over 65 | White British |                |
| 288 | Radiology - CT scan                | Extremely Likely | Staff very helpful, put you at ease, explained the process well.   |  | Male   | 46-55   | White British |                |
| 289 | Radiology - CT scan                | Extremely Likely | Care provided by [name withheld], great.   |  | Female | Over 65 | White British |                |
| 290 | Radiology - CT scan                | Extremely Likely | [Names withheld] are lovely people on this dept. They made me feel really relaxed and calm. A credit to your hospital.   | N/A  | Female | Over 65 | White British |                |
| 291 | Radiology - CT scan                | Extremely Likely | The surgeon who "squeezed" me in when I was in the process of moving up north (which move was delayed by solicitors!) & couldn't obtain a firm date. Plus, the kindness & politeness | Perhaps see patients early if they arrive early. | Female | Over 65 | White British |                |

|     |                     |                  |   |   |        |         |               |                |
|-----|---------------------|------------------|---|---|--------|---------|---------------|----------------|
|     |                     |                  | of staff etc.   |   |        |         |               |                |
| 292 | Radiology - CT scan | Extremely Likely | I have been treated very well and with dignity and kindness. All the staff have been very good.   |   | Female | 56-65   | White British |                |
| 293 | Radiology - CT scan | Extremely Likely | Its all good stuff here. The team are great. Thanks to all.   | You are all doing a good job thank you [name withheld]. | Male   | Over 65 | White British |                |
| 294 | Radiology - CT scan | Likely           | Rearranged appointment over phone, when I arrived (50 mile round trip) was told my appointment had been rescheduled for a week later but if had not received any notification, luckily I was told if I could wait they could fit me in, I actually didn't wait very long at all but I'm disappointed with the lack of communications. |   | Female | 56-65   | White British |                |
| 295 | Radiology - X-ray   | Extremely Likely |   |   | Female | Over 65 | White British | Do not publish |
| 296 | Radiology - X-ray   | Extremely Likely | Very professional and amiable staff, nurses are angels.   |   | Male   | 36-45   | White British |                |
| 297 | Radiology - X-ray   | Extremely Likely | We who live in North Devon are extremely lucky to have such an excellent hospital.  | Not that I can think of!                                | Female | Over 65 | White British |                |
| 298 | Radiology - X-ray   | Extremely Likely | Kindness and professionalism of staff.  |   | Female | Over 65 | White British |                |
| 299 | Radiology - X-ray   | Extremely Likely |   |   | Male   | 36-45   | White British |                |
| 300 | Radiology - X-ray   | Extremely Likely | Very good service.  | No, quite happy.  | Female | Over 65 | White British |                |
| 301 | Radiology - X-ray   | Extremely Likely |   |   | Female | 36-45   | White British | Do not publish |

|     |                              |                    |  |                               |        |         |               |                |
|-----|------------------------------|--------------------|--|-------------------------------|--------|---------|---------------|----------------|
| 302 | Radiology - X-ray            | Extremely Likely   | Polite, welcoming.   |                               | Female | 56-65   | White British |                |
| 303 | Radiology - X-ray            | Extremely Likely   |  |                               | Female | 46-55   | White British |                |
| 304 | Radiology - X-ray            | Extremely Likely   | Friendly & efficient. Thank you. x   |                               | Female | 36-45   | White British |                |
| 305 | Radiology - X-ray            | Extremely Likely   | Efficient, friendly, professional, everything one expects from our NHS.                              |                               | Female | Over 65 | White British |                |
| 306 | Radiology - X-ray            | Extremely Likely   | Seen on time friendly, professional & informative staff. Clean toilet facilities.                    |                               | Female | 56-65   | White British |                |
| 307 | Radiology - X-ray            | Extremely Likely   | Everything well explained and kindly done. Thank you.  |                               | Male   | 56-65   | White British |                |
| 308 | Radiology - X-ray            | Extremely Likely   | Very friendly prompt service. Very professional staff.   |                               | Male   | Over 65 | White British |                |
| 309 | Radiology - X-ray            | Extremely Likely   | Quick & efficient. Friendly.   |                               | Female | 56-65   | White British |                |
| 310 | Radiology - X-ray            | Likely             |  |                               | Female | Over 65 | White British |                |
| 311 | Radiology - X-ray            | Likely             | The staff have been friendly & helpful. The hospital appears clean & well organised.                 | No, it all seems good.        | Female | 46-55   | White British |                |
| 312 | Radiology - X-ray            | Extremely Unlikely | Waiting time is ridiculous for an old person.  |                               |        |         |               |                |
| 313 | Radiology - X-ray            | Extremely Unlikely | The staff are very nice and respectful, waiting is a problem when the appointment is already booked. |                               | Female | 16-25   | White British |                |
| 314 | Radiology - X-ray            | Not entered        |  |                               | Male   | Over 65 | White British | Do not publish |
| 315 | Radiology - X-ray            | Not entered        | Not a day-out event!   | Drinks machine would be good! | Male   | 36-45   | White British |                |
| 316 | Radiology (NDDH Outpatients) | Extremely Likely   | Very easy system to use and follow.  | Nil.                          | Female | 46-55   | White British |                |

|     |                                 |                  |  |   |        |         |               |                |
|-----|---------------------------------|------------------|--|---|--------|---------|---------------|----------------|
| 317 | Radiology (NDDH Outpatients)    | Extremely Likely | Staff and service always very good.  |   | Female | Over 65 | White British |                |
| 318 | Radiology (NDDH Outpatients)    | Likely           | Welcoming staff. Good seating arrangements. Considerate nurses.  |   | Male   | Over 65 | White British |                |
| 319 | Respiratory (NDDH Outpatients)  | Extremely Likely | Staff friendly & surroundings & waiting areas pleasant.  |   | Female | Over 65 | White British |                |
| 320 | Respiratory (NDDH Outpatients)  | Extremely Likely | Efficient service.   | None.   | Male   | Over 65 | White British |                |
| 321 | Respiratory (NDDH Outpatients)  | Extremely Likely | I am always treated very well.   | No.   | Female | Over 65 | White British |                |
| 322 | Respiratory (NDDH Outpatients)  | Extremely Likely |  |   | Female | Over 65 | White British |                |
| 323 | Respiratory (NDDH Outpatients)  | Likely           |  |   | Male   | Over 65 | White British |                |
| 324 | Respiratory (NDDH Outpatients)  | Likely           |  | More disabled parking space. Enforcement of no smoking in hospital grounds especially right outside hospital. | Female | 46-55   | White British |                |
| 325 | Respiratory (NDDH Outpatients)  | Not entered      |  |   | Female | Over 65 | White British | Do not publish |
| 326 | Rheumatology (NDDH Outpatients) | Extremely Likely | Always receive excellent treatment. All helpful & very patient!  | None.   | Female | Over 65 | White British |                |
| 327 | Rheumatology (NDDH Outpatients) | Extremely Likely | Caring staff.  | More seating as the waiting room is shared with phlebotomy.   | Female | 36-45   | White British |                |
| 328 | Rheumatology (NDDH Outpatients) | Extremely Likely | Local to where I live, easy access. On the spot treatment. Making my life easier. Able to go back to work. Friendly receptionist. Provided water. Results! | More nurses taking bloods. Better bedside manner on meeting for the first time.                               | Male   | Over 65 | White British |                |



|     |                                 |                  |  |  |        |         |               |                |
|-----|---------------------------------|------------------|--|--|--------|---------|---------------|----------------|
| 329 | Rheumatology (NDDH Outpatients) | Extremely Likely |  |  | Male   | 56-65   | White British | Do not publish |
| 330 | Rheumatology (NDDH Outpatients) | Extremely Likely |  |  | Female | Over 65 | White British | Do not publish |
| 331 | Rheumatology (NDDH Outpatients) | Extremely Likely | I have a very high opinion of the department and the helpline to the rheumatology service is first class.  | Seems very good.   | Female | Over 65 | White British |                |
| 332 | Rheumatology (NDDH Outpatients) | Extremely Likely | 1st referral to rheumatoid clinic.   | All seemed very smooth.  | Female | 46-55   | White British |                |
| 333 | Rheumatology (NDDH Outpatients) | Extremely Likely | Thorough assessment and advice given.  |  |        | Over 65 | White British |                |
| 334 | Rheumatology (NDDH Outpatients) | Extremely Likely |  |  | Female | 46-55   | White British |                |
| 335 | Rheumatology (NDDH Outpatients) | Extremely Likely | Friendly, efficient, professional & caring clinical staff, seen on time and very helpful.  |  | Male   | 56-65   | White British |                |
| 336 | Rheumatology (NDDH Outpatients) | Extremely Likely |  |  | Female | 46-55   | White British |                |
| 337 | Rheumatology (NDDH Outpatients) | Extremely Likely |  |  | Female | 26-35   | White British |                |
| 338 | Rheumatology (NDDH Outpatients) | Extremely Likely | Friendly, helpful, reassuring.   |  | Female | 56-65   | White British |                |
| 339 | Rheumatology (NDDH Outpatients) | Likely           | Friendly staff, very efficient.  |  | Female | Over 65 | White British |                |
| 340 | Rheumatology (NDDH Outpatients) | Likely           | Friendly reception runs smoothly. Not too long to wait.  | Is good as it is.  | Male   | 56-65   | White British |                |
| 341 | Rheumatology (NDDH Outpatients) | Likely           | The nursing & reception staff were very kind and welcoming. The registrar and consultant were very professional. It was a little disconcerting for the | To ensure that appointments run to time more closely and reduce the costs in the car park, as some appointments can take a | Female | 46-55   | White British |                |

|     |                                  |                  |   |  |      |         |               |  |
|-----|----------------------------------|------------------|---|--|------|---------|---------------|--|
|     |                                  |                  | registrar to give me a diagnosis but that he wanted to check with the consultant. His diagnosis was completely different!!              | long time so are expensive.  |      |         |               |  |
| 342 | Rheumatology (NDDH Outpatients)  | Likely           | Very helpful and responsive. Never have to wait too long.   | No.  | Male | 46-55   | White British |  |
| 343 | Rheumatology (NDDH Outpatients)  | Not entered      | To help others.   | 1st class service.   | Male | Over 65 | White British |  |
| 344 | Stroke Clinic (NDDH Outpatients) | Likely           |   |  | Male | Over 65 | White British |  |
| 345 | Urology (NDDH Outpatients)       | Extremely Likely | Patient satisfaction. Our best hospital experience.   | Improve car parking facilities.  | Male | Over 65 | White British |  |
| 346 | Urology (NDDH Outpatients)       | Extremely Likely | It could be the difference between life or death.   |  | Male | Over 65 | White British |  |
| 347 | Urology (NDDH Outpatients)       | Extremely Likely | Always satisfactory service.  |  |      |         |               |  |
| 348 | Urology (NDDH Outpatients)       | Extremely Likely | I have regular appointments and on every occasion I have been impressed with the care and dedication of all members of the clinic team. | None.  | Male | Over 65 | White British |  |
| 349 | Urology (NDDH Outpatients)       | Extremely Likely | Seen within a reasonable time. Not kept waiting in the waiting room too long.   | Improved car parking facilities & less cost. No more depts. to be moved to Exeter. | Male | Over 65 | White British |  |
| 350 | Urology (NDDH Outpatients)       | Extremely Likely | Good service and not too long a wait.   | Car parking very difficult & too expensive.  | Male | Over 65 | White British |  |
| 351 | Urology (NDDH Outpatients)       | Extremely Likely | The consultant I saw was brilliant. As a person he made me feel important, was very reassuring and unhurried.                           |  | Male | Over 65 | White British |  |

|     |                             |                  |   |       |      |         |               |  |
|-----|-----------------------------|------------------|---|-------|------|---------|---------------|--|
| 352 | Urology (NDDH Outpatients)  | Extremely Likely | Slick, friendly service - today and in the past.            |       | Male | Over 65 | White British |  |
| 353 | Urology (NDDH Outpatients)  | Likely           | All the staff I met were lovely! Slightly late appointment. |       | Male | 26-35   | White British |  |
| 354 | Vascular (NDDH Outpatients) | Likely           | No complaints. Good, kind treatment.                        | None. | Male | Over 65 | White British |  |

### Qualitative feedback - Jul-18 - children and young people's FFT responses

|   | Clinic / department attended | Children and young people's FFT card completed by: Patient or Parent / guardian / carer | Friends and Family Test response | Reason given for the Friends and Family Test response                                  | Children and young people's FFT card: What do you think was good about your visit? | Suggestions for improvement to the service received / any other comments | Gender | Age   | Ethnicity     | Patient request for anonymised comments not to be made public |
|---|------------------------------|---|----------------------------------|--|--|--|--------|-------|---------------|---|
| 1 | Audiology (NDDH Outpatients) | Parent/ Guardian/ Carer   | Yes                              | We come here twice a year. Staff always friendly & helpful - appointments 99% on time. | See previous answer.   | Parking needs sorting.   | Female | 12-15 | White British |   |

|   |  |                         |       |  |   |   |        |         |               |                |
|---|--|-------------------------|-------|--|---|---|--------|---------|---------------|----------------|
| 2 | Clinic / department not entered (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   | Excellent care & consideration.                                | Timing, communication, explanation, follow-up care. |   | Female | 12-15   | White British |                |
| 3 | Clinic / department not entered (NDDH Outpatients) | Patient                 | Yes   |  |   |   | Male   | 6-8     | White British | Do not publish |
| 4 | Clinic / department not entered (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   | All staff very pleasant.                                       | Advice given.                                       | Punctual appointments but understand that some may overrun. |        | 12-15   | White British |                |
| 5 | Clinic / department not entered (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   |  | Doctor was nice. Clinic was running on time.        |   | Female | 9-11    | White British |                |
| 6 | Clinic / department not entered (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   | Very friendly, very good with my daughter, no waiting & clean. | Everything.   | Nothing.  | Female | 12-15   | White British |                |
| 7 | Clinic / department not entered (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   | Good children area.  | Went in on time, very well treated.                 |   | Male   | Under 6 | White British |                |
| 8 | Clinic / department not entered (NDDH Outpatients) | Patient                 | Maybe | Because it is clean and not massive.                           |   |   |        |         |               |                |
| 9 | EEG / EMG  | Not entered             | Yes   | Staff are so friendly  | Everything was                                      | No.   | Male   | Under   | White         |                |

|    |                              |                         |     |  |   |   |        |         |               |  |
|----|------------------------------|-------------------------|-----|--|---|---|--------|---------|---------------|--|
|    | (NDDH Outpatients)           |                         |     | and supportive, a very positive experience every time. [Name withheld]   | explained in detail and I got to explain all about my son's condition which is nice to do.                                |   |        | 6       | British       |  |
| 10 | EEG / EMG (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes | [Name withheld] is an excellent EEG specialist, really carers about her job and made it comfortable and relaxed for little one. Thank you. |   |   |        |         |               |  |
| 11 | EEG / EMG (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes | Very patient staff! Helpful & friendly.  | Nurse has lots of patience for my disabled child.   |   | Male   | 12-15   | White British |  |
| 12 | EEG / EMG (NDDH Outpatients) | Not entered             | Yes | Works well with patients.  |   |   | Male   | 9-11    | White British |  |
| 13 | ENT (NDDH Outpatients)       | Parent/ Guardian/ Carer | Yes | Appointment on time. Area clean.   | Friendly staff. Calm, quiet area.   | No smoking area outside of hospital smoke-free. | Female | Under 6 | White British |  |
| 14 | ENT (NDDH Outpatients)       | Parent/ Guardian/ Carer | Yes | I like playing with the toys.  | Dr was nice.  | Nothing.  | Male   | Under 6 | White British |  |
| 15 | ENT (NDDH Outpatients)       | Not entered             | Yes | Really relaxing, welcoming, safe environment. Nice play area for the children.   | The man who checked my ears (consultant) I liked him. I liked the room I did my hearing test in. I liked the man's chair. | No, it was really good.                         | Male   | Under 6 | White British |  |
| 16 | ENT (NDDH Outpatients)       | Parent/ Guardian/       | Yes | Staff are friendly & helpful. Clean play   | Staff were very helpful.  | Waiting times.                                  | Male   | 6-8     | White British |  |

|    |                                    |                         |       |   |   |  |        |         |               |  |
|----|------------------------------------|-------------------------|-------|---|---|--|--------|---------|---------------|--|
|    |                                    | Carer                   |       | area.   |   |  |        |         |               |  |
| 17 | ENT (NDDH Outpatients)             | Patient                 | Yes   | Because nurse [name withheld] was really gentle and caring.   | They was kind.  | Nothing. They was perfect.                               | Female | 9-11    | White British |  |
| 18 | Eye Clinic (NDDH Outpatients)      | Parent/ Guardian/ Carer | Yes   | Because they use stuff with pictures on.  | Nice people.  | Nothing.   | Male   | 6-8     | White British |  |
| 19 | Eye Clinic (NDDH Outpatients)      | Parent/ Guardian/ Carer | Maybe | Waiting times! Waited 20mins to have drops. Saw a nurse with notes and then put them back. This meant that we had to be seen later by optician. | Staff are always friendly and approachable, particularly receptionists. | Seen my daughter and administered drops on time.         | Female | 6-8     | White British |  |
| 20 | Fracture Clinic (NDDH Outpatients) | Parent/ Guardian/ Carer | Yes   | My daughter is only 4. They were excellent with her.  | Made my daughter feel at ease with visit.                               | No.  | Female | Under 6 | White British |  |
| 21 | Fracture Clinic (NDDH Outpatients) | Family member / Carer   | Yes   | The cleanest hospital and good food.  |   |  | Male   | Under 6 | White British |  |
| 22 | Fracture Clinic (NDDH Outpatients) | Family member / Carer   | Yes   |   |   | Waiting room a bit too hot - could do with air-con unit. | Male   | 9-11    | White British |  |
| 23 | Maxillofacial (NDDH Outpatients)   | Not entered             | Yes   | Everybody was really friendly and reassuring.   |   |  |        | 9-11    | White British |  |
| 24 | Physiotherapy (NDDH Outpatients)   | Parent/ Guardian/ Carer | Yes   | Nice staff. Clean & tidy areas.   |   |  | Male   | 12-15   | White British |  |
| 25 | Radiology - X-ray                  | Patient                 | Yes   | Because it's quick, kind and helpful.   | Don't know.   | Don't know.  | Female | 9-11    | White British |  |