

Outpatients - North Devon District Hospital - Friends and Family Test - Jun-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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Jun-18	338	95.3	2.1	2.7

Qualitative feedback - Jun-18 - adult FFT card responses

	Clinic / department attended	Friends and Family Test response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our outpatient service?	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The care in this hospital is excellent. The staff are so kind and caring.	No.	Female	56-65	White British	
2	Audiology (NDDH Outpatients)	Extremely Likely	Always helpful.		Male	Over 65	White British	
3	Audiology (NDDH Outpatients)	Extremely Likely	Very helpful and nothing is too much trouble.	You can't improve perfection! Great service.	Female	56-65	White British	
4	Audiology (NDDH Outpatients)	Extremely Likely	I'm a very shy girl and the staff was very friendly and made me feel very welcome.		Female	26-35	White British	
5	Audiology (NDDH Outpatients)	Extremely Likely	Very thorough. Feel problem was dealt with well, plus appropriate follow-up treatment. Lovely staff.	Car parking can be an issue which, when carer is car driver, have to leave elderly person to manage whilst finding space.	Male	Over 65	White British	
6	Audiology (NDDH	Extremely Likely	I have always found the		Female	Over 65	White British	

	Outpatients)		staff helpful and the diagnosis and treatment thorough.					
7	Audiology (NDDH Outpatients)	Likely	Always found people very helpful.					
8	Breast Clinic (NDDH Outpatients)	Extremely Likely	Well looked after.		Female	Over 65	White British	
9	Breast Clinic (NDDH Outpatients)	Extremely Likely	Prompt attention and friendly welcome.	No.	Female	46-55	White British	
10	Breast Clinic (NDDH Outpatients)	Extremely Likely	The fact I could have a mammogram / ultrasound and get my test results all on the same day. No waiting for test results which can be so worrying. Staff so friendly and put you at ease.		Female	46-55	White British	
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	With the exception of [name withheld], who presented as rushed & under far too much pressure to display empathy or bedside manner, everyone else was warm, friendly & welcoming. Waiting times were better than expected. Dr's need to be under less pressure, it's not their fault they present how they do.	Yes - more Dr's or something so they can have an improved bedside manner & the time & energy to display warmth to those they treat. Although [name withheld] could smile & make eye contact more!!	Female	36-45	White British	
12	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female		White British	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	Always felt valued as an individual and listened to!	No - always been satisfied!!	Female	Over 65	White British	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish

	Outpatients)							
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kind and helpful.					
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Appointment given within 2wks. of visit to GP. Nurses, reception staff all very professional, friendly and reassuring. Consultant was approachable and answered all my questions. Ultrasound / radiologist was so friendly and put me at ease. Excellent service throughout. Thank you.		Female	46-55	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	I have visited the clinic 5 times & always find all the staff friendly & understanding.		Female	36-45	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.	Improve waiting time.	Female	26-35	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone has been extremely helpful & caring.		Female	26-35	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was seen very quickly from the moment I went to GP. I did have to wait for second meeting with consultant but this is understandable and I was warned beforehand.		Female	46-55	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Great that all procedures carried out on the same day.		Female	46-55	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick and efficient.		Female	16-25	White British	

23	Breast Clinic (NDDH Outpatients)	Extremely Likely	All of the staff were attentive and really informative. Thank you for making me feel at ease at all times.		Female	46-55	White British	
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Prompt appointment. Friendly, helpful staff.		Female	56-65	White British	
25	Breast Clinic (NDDH Outpatients)	Likely	Good care.	Breast care clinic needs to give more written information and instruction, especially aftercare, following surgery.	Female	Over 65	White British	
26	Breast Clinic (NDDH Outpatients)	Likely	We have limited options to where we receive healthcare. North Devon healthcare is our only option without it our region would suffer.		Female	46-55	White British	
27	Breast Clinic (NDDH Outpatients)	Likely	Friendly outpatient reception / nursing staff. Only nearby hospital really!	No.	Female	26-35	White British	
28	Breast Clinic (NDDH Outpatients)	Likely			Female	36-45	Other ethnic group	
29	Breast Clinic (NDDH Outpatients)	Likely	Very kind and help service.		Female	Over 65	White British	
30	Breast Clinic (NDDH Outpatients)	Likely	Seen on time - very efficient. Thank you.		Female	36-45	White British	
31	Breast Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
32	Cardiac (NDDH Outpatients)	Extremely Likely	Efficient, friendly treatment. The staff are lovely.		Female	56-65	White British	
33	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Good nurse care.		Male	56-65	White British	

34	Cardiac Rehab Clinic (NDDH Outpatients)				Female	46-55	White British	Do not publish
35	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I feel better.	No.				
36	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very supportive.	No.	Male	Over 65	White British	
37	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Helps to know your limits and feel wonderful afterwards.		Male	Over 65	White British	
38	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
39	Cardiology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
40	Cardiology (NDDH Outpatients)	Extremely Likely			Male	46-55	Asian / Asian British	Do not publish
41	Cardiology (NDDH Outpatients)	Extremely Likely	Always polite, helpful and appointments are usually to the letter. Just shame about car park.		Male	56-65	White British	
42	Cardiology (NDDH Outpatients)	Extremely Likely	Staff always kind & helpful.	None.	Male	Over 65	White British	
43	Cardiology (NDDH Outpatients)	Likely	Very reassuring and welcoming to the reason we are using the service. Able to provide information when they can and very informative when seeing consultants.	No, everything suitable to our needs.	Female	16-25	White British	
44	Cardiology (NDDH Outpatients)	Likely	Everything worked smoothly & efficiently.		Male	Over 65	White British	
45	Cardiology (NDDH Outpatients)	Unlikely	The waiting time is far too long.		Male	56-65	White British	
46	Cardio-respiratory	Extremely Likely	Staff lovely, helpful and		Female	Over 65	White British	

	(NDDH Outpatients)		skilful.					
47	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Service lives up to all expectation.					
48	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent service. Very helpful receptionist - [name withheld].		Female	Over 65	White British	
49	Cardio-respiratory (NDDH Outpatients)	Likely	Courteous reception but could do with using a cover over the list of names which the reception writes on when we arrive at the desk as all the other names are visible, as per data protection or GD... can't remember the new one!	Please see from page.	Female	56-65		
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fab people. Treatment made me feel comfortable. All clear treatment.		Female	36-45	White British	
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	[Name withheld] was brilliant, injury is getting better.	No. I thought it was very good.	Female	36-45	White British	
52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly staff who know what they are doing and listen to your needs and suggestions. Top class surgeons.	No. I have always been very happy with the service both my wife and I receive.	Male	56-65	White British	
53	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff are friendly & welcoming, putting my daughter at ease.		Female	46-55	White British	
54	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	New born baby app. Seen early and listened to me & gave good advice.	Nil.	Female	26-35	White British	
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	

	Outpatients)							
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly staff, very helpful.	CT scan.	Male	Over 65	White British	
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Waiting time down to a minimum. Very helpful staff throughout visit. Well done.	Keep working to the level you are at.	Female	56-65	White British	
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I saw 2 doctors, the first one was good, second one not so good.	I would prefer to see the same doctor each time.	Female	Over 65	White British	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great service. Excellent staff who genuinely appear to care. My wife & I have chronic illnesses and cannot praise the NHS enough.	Inadequate car parking facility - gradually getting worse.	Male	Over 65		
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I feel that I receive the best of treatment for my condition that I can get by staff who go out of their way to make me feel comfortable & at ease, so please keep up the good work.		Male	Over 65	White British	
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Appointment on time.	Better parking for cars.	Female	Over 65	White British	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service.		Female	Over 65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	[Name withheld] very polite and put me at my		Female	Over 65	White British	

	Outpatients)		ease as he put a tube up my nose. Thank you.					
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The service given is excellent.	No.	Male	Over 65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good service, but we miss the 'Friends of Barnstaple Hospital'.	Bus service from Bideford stopped. A taxi costs £20.	Male	Over 65	White British	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Parking is difficult.	Male	56-65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I support the idea of social health no matter what.	Parking is a huge issue. Park and ride is an option, or hire a minibus to bring in staff/patients.	Male	26-35	Mixed / Multiple ethnic groups	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Happy with treatment.	Car parking not good, not enough disabled spaces!	Male	Over 65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I have been very impressed & pleased with the quick response and treatment.		Male	Over 65	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have received excellent attention from all staff & doctors/nurses.		Female	Over 65	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good hospital. Excellent staff.		Female	56-65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always been treated well and listened to.		Male	Over 65	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fast, friendly, efficient.			36-45	White British	
75	Clinic / department not entered (NDDH	Extremely Likely	Welcomed, explained where to go & what would	None, excellent.		46-55	White British	

	Outpatients)		happen.					
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt, polite and friendly, professional care.	No.	Male	46-55	Black / African / Caribbean / Black British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Clear and efficient information on procedures taking place with a personal and very friendly staff which puts you at your ease.		Female	Over 65	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent treatment, surgically and outpatient, for my husband. [Illegible]. Both consultant and nurses extremely efficient, accommodating and professional.		Male	Over 65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always polite & punctual. Seems well run. Thanks.	Make people ring to confirm they can attend so not many 'missed' outpatient appointments?		56-65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The hospital staff are very efficient. Not much waiting to see someone. Hospital very clean. A good experience.	Not really.	Female	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick, friendly service.	No.	Female	56-65	White British	

84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very quick. Very friendly. All smiles. No hurry to get rid of me.		Male	56-65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always willing to sort out a situation that might occur if it is in their power.		Female	Over 65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because all at NDDH are outstanding.					
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Given good advice.					
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very cheerful staff and very good care.			Over 65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I am very happy as it lovely and everyone is so helpful.		Female	46-55	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Clean, tidy and staff very accommodating. Friendly atmosphere.	No!	Male	56-65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I was in with my son and the service he got was very, very good.		Male	Over 65		
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good patient care given each time of attending clinics and hospitals.	Priority parking for patients before visitors.	Male	Over 65	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	It's the NHS. It's not perfect but it's ours.		Female	26-35	White British	
95	Clinic / department not entered (NDDH Outpatients)	Likely	Seen promptly & adequate seating in waiting area.	Improve entry off roundabout to parking area to avoid queuing	Female	56-65	White British	

				out to main road - maybe a slip road system.				
96	Clinic / department not entered (NDDH Outpatients)	Likely			Male	26-35	White British	
97	Clinic / department not entered (NDDH Outpatients)	Likely						
98	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	
99	Clinic / department not entered (NDDH Outpatients)	Likely	Polite. Things well-explained. Water fountain would be good.	Water fountain.	Female	46-55	White British	
100	Clinic / department not entered (NDDH Outpatients)	Likely	Very friendly and helpful.	Improve the system for making appointments, found it very confusing.	Female	56-65	White British	
101	Clinic / department not entered (NDDH Outpatients)	Likely	Nurses, reception and support staff are all lovely and helpful. And always go out of their way to help you. However, though understandably through the strain, doctors and mostly consultants do breeze through you very fast and don't comfort you.	Maybe with more staff, all staff members could give patients all the equal time and consideration.	Female	16-25	White British	
102	Clinic / department not entered (NDDH Outpatients)	Likely	Car parking is a big issue.		Female	46-55	White British	
103	Clinic / department not entered (NDDH Outpatients)	Likely			Female	56-65	White British	
104	Clinic / department not	Likely	As a retired NHS	To fine people who do	Female	56-65	White British	

	entered (NDDH Outpatients)		employee, I am happy with the treatment I receive.	not turn up for appointments.				
105	Clinic / department not entered (NDDH Outpatients)	Likely	I have been quite happy with the treatment.		Female	46-55	White British	
106	Clinic / department not entered (NDDH Outpatients)	Likely	The attention I have received has been exceptional.	More staff would help.	Male	Over 65	White British	
107	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Likely	Cannot find fault with anything.	No - no problems.	Female	Over 65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Likely	Very good treatment.		Female	Over 65	White British	
110	Clinic / department not entered (NDDH Outpatients)	Likely	Clean hospital. Friendly staff.	No.	Male	46-55	White British	
111	Clinic / department not entered (NDDH Outpatients)	Likely	The whole experience was made pleasant by the staff who were very kind, pleasant & caring.		Female	Over 65	White British	
112	Clinic / department not entered (NDDH Outpatients)	Likely	I was asked!	Change the radio station.	Male	46-55	White British	
113	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	10-week delay for appointment.	Echocardiogram not available when required. Dept. too busy.	Male	Over 65	White British	
114	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Very late on appointment, which is a shame because always before I've been seen promptly.	Realistic appointment times.	Female	Over 65	White British	
115	Clinic / department not	Neither Likely		Try to keep to	Female	26-35	White British	

	entered (NDDH Outpatients)	nor Unlikely		appointment times. Arrived for appointment at certain time. Still not seen 1hr later.				
116	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely		Waiting is far too long in this department.	Male	Over 65	White British	
117	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Excellent service by consultant.		Female	36-45	White British	
118	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	There seems to be a problem with appt. structure. Letters not being sent out in time i.e. less than a week or a day even, as happened twice to me within last 2 months.	Get appt. system sorted with at least 3 weeks notice.	Female	56-65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Unlikely	Some staff I've come across have been rude and stuck up.	No.	Male	26-35	White British	
120	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	The purpose of the visit was to get an anti back pain injection. The pain was greatly exacerbated by having to wait over 2 hours on an uncomfortable seat for an untimed appointment.	Think about patient comfort. Don't punish patients who turn up on time just because some don't.	Female	Over 65	White British	
121	Clinic / department not entered (NDDH Outpatients)				Male	Over 65	White British	
122	Clinic / department not entered (NDDH Outpatients)		Because I was referred. And it's my first appointment.	Free coffee when waiting.	Male	26-35	White British	
123	Clinic / department not				Female	26-35	White British	Do not publish

	entered (NDDH Outpatients)							
124	Colorectal (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff from start to end of appointment.	No.	Male	Over 65	White British	
125	Colorectal (NDDH Outpatients)	Extremely Likely	Good treatment. No problems.		Female	Over 65	White British	
126	Diabetes (NDDH Outpatients)	Extremely Likely	It is in North Devon which is very important. Friendly and efficient.	Not enough parking facilities.	Female	56-65	White British	
127	Diabetes (NDDH Outpatients)	Extremely Likely	Close to home, helpful to members of my family & myself.	Improve changing facilities for the disabled, staff to be more aware of the needs of the disabled.	Female	56-65	White British	
128	Diabetes (NDDH Outpatients)	Likely	Very helpful, always explain everything well &, if not sure of something, will find out for you.	Run clinics on time!				
129	Diabetes (NDDH Outpatients)	Likely	Friendly & helpful.	N/A	Male	16-25	White British	
130	Dietetics (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
131	Dietetics (NDDH Outpatients)	Likely	Very pleased service I get.			Over 65	White British	
132	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very calm and friendly.		Female	26-35	White British	
133	EEG / EMG (NDDH Outpatients)	Extremely Likely	Didn't have to wait for appointment long. Very professional in her work.	Not to wait too long for appointments.	Male	46-55	White British	
134	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] is very professional, friendly & puts you at ease very quickly.	Quicker appointments with neurologists & less cancellations.	Female	46-55	White British	
135	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly and supportive manner.		Female	36-45	White British	

136	EEG / EMG (NDDH Outpatients)	Likely	[Name withheld] is very good and helped put me at ease.					
137	ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
138	ENT (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
139	ENT (NDDH Outpatients)	Extremely Likely	First class service.	More doctors.	Male	Over 65	White British	
140	ENT (NDDH Outpatients)	Extremely Likely	Very friendly and informative. [Name withheld] nurse, in particular, was very helpful.		Female	26-35	White British	
141	ENT (NDDH Outpatients)	Extremely Likely	Very accommodating, swift service, friendly staff.					
142	ENT (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
143	ENT (NDDH Outpatients)	Extremely Likely			Male	26-35	White British	
144	ENT (NDDH Outpatients)	Extremely Likely	Easy to re-arrange my appointment.	Parking is very bad. Better directions would help. Had difficulty be directed to the area needed.	Male	16-25	White British	
145	ENT (NDDH Outpatients)	Extremely Likely	Friendly staff. Easy to arrange appointments.		Female	26-35	White British	
146	ENT (NDDH Outpatients)	Likely	Very friendly and helpful.		Female	36-45	White British	
147	ENT (NDDH Outpatients)		Very caring and professional procedure.	No.	Male	Over 65	White British	
148	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Injection to left eye.			Over 65	White British	
149	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
150	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Quality of care.		Female	Over 65	White British	

	Outpatients)							
151	Exmoor Unit (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
152	Exmoor Unit (NDDH Outpatients)	Extremely Unlikely	Absolute [expletive omitted] service. No organisation. No management.	Get rid of paperwork.	Female	Over 65	White British	
153	Exmoor Unit (NDDH Outpatients)	Extremely Unlikely	Too many patients. Everybody same appointment time. Don't know when you will be seen.	Get a new dept.	Female	Over 65	White British	
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	Wonderful, no issues.			Over 65	White British	
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & efficient service. Things well explained.	Reminder calls not consistent.	Female	Over 65	White British	
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good service. Tip top.		Male	Over 65	White British	
157	Eye Clinic (NDDH Outpatients)	Extremely Likely	Professional. Informative. Polite. Spot on.		Male	56-65	White British	
158	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
159	Eye Clinic (NDDH Outpatients)	Extremely Likely		Improved confidentiality when giving personal details in the waiting area.	Male	56-65	White British	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone does the best with the gear they have.			Over 65	White British	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are very helpful and get you seen as quickly as possible.		Male	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Found the whole process very professional.		Male	Over 65	White British	
165	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind, polite and knowledgeable staff!		Female	Over 65	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
168	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
169	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
170	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely	Anyone with eye issues should have a checked.		Female	Over 65	White British	
172	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good treatment.		Male	26-35	White British	
173	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
174	Eye Clinic (NDDH Outpatients)	Extremely Likely	Service and help very good.		Male	46-55	White British	
175	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone kind and helpful.		Male	Over 65	White British	
176	Eye Clinic (NDDH Outpatients)	Extremely Likely	I was looked after extremely well!. The staff kind and caring.		Female	Over 65	White British	
177	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are very nice.		Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment has been superb.		Male	46-55	White British	
179	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good service.		Male	56-65	White British	
180	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had very good treatment in various departments.	Parking is very bad.	Female	Over 65	White British	

181	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very polite and thorough.		Female	Over 65	White British	
182	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful and friendly staff.	Not without spending a lot more money.	Male	46-55	White British	
183	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everybody's friendly and helpful.	None.	Female	Over 65	White British	
184	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpfulness, kindness of staff. Professionalism of doctors / staff.	Chilled water dispenser.	Female	56-65	White British	
185	Eye Clinic (NDDH Outpatients)	Extremely Likely	App. for my 5-yr old daughter. Toys & books to keep her occupied. Friendly staff. Appointment on time.		Female	26-35	White British	
186	Eye Clinic (NDDH Outpatients)	Extremely Likely	Came in to have my eye checked. Everyone was so friendly & helpful & kind.	Everything is very good. Could do with a few more staff.	Female	46-55	White British	
187	Eye Clinic (NDDH Outpatients)	Likely	Clinic is always extremely busy.		Male	56-65	White British	
188	Eye Clinic (NDDH Outpatients)	Likely	My husband needed treatment for an eye ulcer & came via A&E. Although we had a long wait, the specialist looked after him well.	Improvement of waiting times, especially if patient is in pain!	Male	36-45	Mixed / Multiple ethnic groups	
189	Eye Clinic (NDDH Outpatients)	Likely	No service as yet provided, would prefer it after procedures have been completed.		Female	Over 65	White British	
190	Eye Clinic (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
191	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
192	Eye Clinic (NDDH Outpatients)	Likely	Good treatment.	Waiting time is too long.	Female	Over 65	White British	
193	Eye Clinic (NDDH Outpatients)	Likely	NDDH hospital is a very		Male	Over 65	White British	

	Outpatients)		friendly hospital. We were a little bit disappointed this time as it was a urgent appointment but I had to wait 5 months to be seen. Very worrying as it is my eyes.					
194	Eye Clinic (NDDH Outpatients)	Likely	Had a problem with my eyes at 1pm while at work. By 2.15pm I was at the NDDH. Very speedy response. Thank you.					
195	Eye Clinic (NDDH Outpatients)	Likely	Friendly staff & helpful. Very caring.		Male	56-65	White British	
196	Eye Clinic (NDDH Outpatients)	Likely	I have never had any problems.		Male	Over 65	White British	
197	Eye Clinic (NDDH Outpatients)	Likely			Female	26-35	White British	
198	Eye Clinic (NDDH Outpatients)	Likely	Good service given.	Patient information like DoB & address is passed in front of everyone sitting near reception. Could this be done more privately?	Male		White British	
199	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Treatment when I come is excellent.	Initial communication is bad and needs addressing.	Female	46-55		
200	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely		Reduce waiting times.				
201	Eye Clinic (NDDH Outpatients)	Unlikely	Very long time from referral to appointment (12 wks).	See people quicker for the initial appointment.	Female	56-65	White British	
202	Eye Clinic (NDDH Outpatients)	Unlikely	Long waits. Little play area - needs one like in audiology.	Closer together appt times.	Male	26-35	White British	
203	Eye Clinic (NDDH		Sent here by eye		Male	Over 65	White British	

	Outpatients)		specialist.					
204	Eye Clinic (NDDH Outpatients)		When ringing for a follow-up appointment, they don't answer the phone or don't ring you back.	Why is there no appointment that can be given when in eye clinic? They send out letters later costing the NHS money.	Male	56-65	White British	
205	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
206	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & informative.	No.	Female	56-65	White British	
207	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Feel the response to me was the best possible staff could do. Very helpful & polite & interest in my case. Very positive. Thank you.		Male	Over 65	White British	
208	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendliness and treatment.	Coffee machine in the waiting area.	Male	Over 65	White British	
209	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good and helpful staff.	None.	Female	Over 65	White British	
210	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Because I was late owing to no car parking. I was still seen quickly.		Female		White British	
211	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very happy with service received.		Male	Over 65	White British	
212	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The staff could not do enough for me. I feel quite overwhelmed. Tremendous treatment.		Female	56-65	White British	
213	Fracture Clinic (NDDH Outpatients)	Likely	Everything ran smoothly and effectively.		Male		White British	
214	General Surgery (NDDH Outpatients)	Extremely Likely	Well, if you're ill, why not get it fixed and these are the people to do it.	Unrealistic aspiration perhaps but please don't charge for parking, especially in a rural	Male	56-65	White British	

				hospital.				
215	General Surgery (NDDH Outpatients)	Extremely Likely	Obviously, I have received excellent care and very kind treatment.		Female	Over 65	White British	
216	General Surgery (NDDH Outpatients)	Extremely Likely	I have always had very good service.		Female	56-65	White British	
217	General Surgery (NDDH Outpatients)	Likely	Don't have a choice of service but experience today has been reasonably good so far.		Female	Over 65	White British	
218	Gynaecology (NDDH Outpatients)	Extremely Likely	Making you feel at ease. Very friendly staff.		Female	56-65	White British	
219	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very quick & professional procedure.		Male	26-35	White British	
220	Maxillofacial (NDDH Outpatients)	Extremely Likely	Quite painless. I was well-informed.	Prefer less [illegible].	Male	56-65	White British	
221	Maxillofacial (NDDH Outpatients)	Extremely Likely	Good level of care and understanding staff.		Female	16-25	White British	
222	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent treatment.		Male	46-55	White British	
223	Maxillofacial (NDDH Outpatients)	Extremely Likely	Quick service. Very friendly service.	Bigger car park.	Male	36-45	White British	
224	Maxillofacial (NDDH Outpatients)	Extremely Likely	All staff incredibly reassuring before and during surgery. Best treatment we ever had.		Female	26-35	White British	
225	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very friendly and informative.		Female	36-45	White British	
226	Maxillofacial (NDDH Outpatients)	Extremely Likely	I have been waiting years for this surgery. It went really well. Everyone from the dental surgeon to the nurses were brilliant. It was quick and relatively painless and all was well-explained to me before,	No. I thought everything was excellent.	Male	46-55	White British	

			during and after. I am very, very happy. Thank you.					
227	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
228	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
229	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very quick, efficient and pain-free.		Male	26-35	White British	
230	Maxillofacial (NDDH Outpatients)	Extremely Likely	The staff and surgeon were very kind, understanding and caring in regards to my health condition and nervousness.		Female	46-55	White British	
231	Maxillofacial (NDDH Outpatients)	Extremely Likely	Extremely friendly staff, very reassuring and made treatment very comfortable.		Male	26-35	White British	
232	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
233	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very professional staff. They explained me all the procedures and what to do next in a very clear way. I felt comfortable and calm thank to their behaviour.		Male	26-35	Other ethnic group	
234	Maxillofacial (NDDH Outpatients)	Extremely Likely	They were very comforting & kind & professional.		Female	46-55	White British	
235	Maxillofacial (NDDH Outpatients)	Extremely Likely	I have always received excellent treatment by the NHS.					
236	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everything explained very clearly and very good - treatment quite painless.					

237	Maxillofacial (NDDH Outpatients)	Extremely Likely	Staff and care given was brilliant. Good explanation of procedure.		Male	Over 65	White British	
238	Maxillofacial (NDDH Outpatients)	Extremely Likely	Really nice, caring nature.		Female	16-25	White British	
239	Maxillofacial (NDDH Outpatients)	Extremely Likely	Being a dentist has clearly come a long way since 1970's. Many thanks.	It was really good. Years of fear put to rest.	Male	46-55	White British	
240	Maxillofacial (NDDH Outpatients)	Extremely Likely	The treatment has been first class and I am really grateful we have such friendly staff. I was seen quickly and painlessly!! Thank you so much for the care given. [Name withheld].	None at all.	Male	Over 65	White British	
241	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
242	Maxillofacial (NDDH Outpatients)	Extremely Likely	Quick, efficient, friendly service.		Male	56-65	White British	
243	Maxillofacial (NDDH Outpatients)	Likely			Male	16-25	White British	Do not publish
244	Maxillofacial (NDDH Outpatients)	Likely	Everyone was very helpful and I really felt I mattered as an individual.		Female	Over 65	White British	
245	Maxillofacial (NDDH Outpatients)	Likely	Because the doctors are lovely and they help you with health etc. The dentist was friendly and helpful.	Free wifi.	Female	36-45	Mixed / Multiple ethnic groups	
246	Maxillofacial (NDDH Outpatients)		Very good.	No.	Male	56-65	White British	
247	Maxillofacial (NDDH Outpatients)				Male	Over 65	White British	Do not publish
248	Maxillofacial (NDDH Outpatients)		Was referred via orthodontist.		Male	16-25	White British	

249	Maxillofacial (NDDH Outpatients)		Nice place, nice people. Hospitals aren't really a thing to recommend. You go when you have to - even though you don't want to.	Thankfully, I'm only dropping by on an appointment, I'm not staying. Does it really matter? What difference would it make? Would you like to ask my sexual orientation while you're at it? What? Share my feedback. IDC	Female	26-35		
250	Neurology (NDDH Outpatients)	Extremely Likely	Appointment time 2.30pm. Friendly & efficient staff. Appointment finished & out by 2.37pm. A+ top marks!	No.	Female	46-55	White British	
251	Oncology (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
252	Oncology (NDDH Outpatients)	Likely	Attitude of the people.	Multi-storey car park.	Male	Over 65	White British	
253	Orthopaedics (NDDH Outpatients)	Extremely Likely	All staff very caring and very professional. A credit to themselves and the hospital.		Male	56-65	White British	
254	Orthopaedics (NDDH Outpatients)	Extremely Likely	Never had any problems, always been perfect.	No.	Male	Over 65	White British	
255	Orthopaedics (NDDH Outpatients)	Extremely Likely	Have received excellent care at all times. All staff are very helpful & friendly.	None - you are doing a great job.	Male	56-65	White British	
256	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very helpful service [illegible]. Very caring.	Get patients in sooner, if possible.	Male	Over 65	White British	
257	Orthopaedics (NDDH Outpatients)	Likely	Staff are friendly and helpful.		Female	Over 65	White British	
258	Orthopaedics (NDDH Outpatients)	Likely	Nice staff. Nice & clean.		Female	46-55	White British	
259	Orthopaedics (NDDH Outpatients)	Likely	Had to wait a long time	Not without more	Female	Over 65	White British	

	Outpatients)		initially to get an appointment.	money for the NHS.				
260	Pain Management Service (NDDH Outpatients)	Extremely Likely	Compassionate therapy works.	Maybe [illegible] when appt. is on cancer ward.		26-35	White British	
261	Pain Management Service (NDDH Outpatients)	Extremely Likely	Excellent support from [name withheld], clinical psychologist.		Female	56-65	White British	
262	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65		
263	Physio (NDDH Outpatients)	Extremely Likely	Nice, clean [illegible] waiting area. Pleasant staff. Excellent doctor.	Few more toys that work. Information on waiting time.	Female	26-35	White British	
264	Physio (NDDH Outpatients)	Extremely Likely	Caring, friendly, polite treatment from all staff.		Female	Over 65	White British	
265	Physio (NDDH Outpatients)	Extremely Likely	Excellent staff skills and knowledge.		Male	56-65	White British	
266	Physio (NDDH Outpatients)	Extremely Likely	Very supportive, patient-focused, shared decision-making.					
267	Physio (NDDH Outpatients)	Extremely Likely	Depends on physio, but the one I see is fantastic.		Female	56-65	White British	
268	Physio (NDDH Outpatients)	Extremely Likely	Professional, very friendly, reassuring.		Female	Over 65	Other ethnic group	
269	Physio (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
270	Physio (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
271	Physio (NDDH Outpatients)	Extremely Likely	Very good treatment.		Female	Over 65	White British	
272	Physio (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
273	Physio (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
274	Physio (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

275	Physio (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
276	Physio (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
277	Physio (NDDH Outpatients)	Extremely Likely	Care is first class. I feel well-treated by the staff.		Male	Over 65	White British	
278	Physio (NDDH Outpatients)	Extremely Likely	Appointment was punctual. Staff very efficient and considerate.	None.	Male	56-65	White British	
279	Physio (NDDH Outpatients)	Extremely Likely	Because I am able to use my hand in ways that I never have before. My physio consultants are very friendly and very understanding. I enjoy my visits.		Female	26-35	White British	
280	Physio (NDDH Outpatients)	Likely	Friendly and caring staff.	No. Seems fine as it is.	Female	Over 65	White British	
281	Physio (NDDH Outpatients)	Likely	Always helpful and caring and apologise for delays.	Considering it's a physio department they should reconsider the seating as it is very uncomfy, especially if there are long waits due to delays.	Female	36-45	White British	
282	Physio (NDDH Outpatients)		Not really relevant, as referred by doctor. It's not a private company service so we don't have to refer 'clients' etc.	Pay the staff what they're worth = more. Fund the NHS properly.	Male	56-65	White British	
283	Physio (NDDH Outpatients)				Female	Over 65	White British	
284	Plastic Surgery (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
285	Radiology - CT scan	Extremely Likely	My third CT scan. Always treated with utmost professionalism and	None - never had any problems. Always seen very promptly.	Female	56-65	White British	

			respect.					
286	Radiology - CT scan	Extremely Likely	Very friendly and informative staff made me feel very relaxed as I was apprehensive on arrival. Thank you.	Maybe a water machine for a glass of water after the treatment.	Female	56-65	White British	
287	Radiology - CT scan	Extremely Likely	Very efficient with no waiting.		Male	Over 65	White British	
288	Radiology - CT scan	Extremely Likely	Very informative and easy to get along with staff.	No.	Male	Over 65	White British	
289	Radiology - CT scan	Extremely Likely	Friendly and professional, excellent service!	Keep up the good work.	Female	46-55	White British	
290	Radiology - CT scan	Extremely Likely	Prompt, professional staff. Very cheerful and helpful.		Female	46-55	White British	
291	Radiology - CT scan	Extremely Likely	Very friendly, prompt and caring service. Kept fully informed all the time. Excellent!!		Male	Over 65	White British	
292	Radiology - CT scan	Extremely Likely	Staff have always been kind and efficient on our many visits here. Always greeted with a smile which is lovely.	Sadly out of water in the cooler today but it is a very hot day. Otherwise, keep doing what you're doing. Just seen the drinking water tap. x	Male	Over 65	White British	
293	Radiology - CT scan	Extremely Likely	Efficient, friendly, helpful staff. Organised with minimum delay.		Male	Over 65	White British	
294	Radiology - CT scan	Extremely Likely	Staff are friendly and make me feel [illegible].		Female	46-55	White British	
295	Radiology - CT scan	Extremely Likely	All helpful, efficient and friendly.		Male	56-65	White British	
296	Radiology - CT scan	Extremely Likely	I was very pleased to see a specialist so quickly after injuring my finger (within 2 days, mallet finger) and also the chance of self-					

			referring myself if more problems (which there has been).					
297	Radiology - CT scan	Extremely Likely	Kindness and professionalism of all staff. On time.		Female	Over 65	White British	
298	Radiology - CT scan	Likely			Male	Over 65	White British	Do not publish
299	Radiology - MRI scan	Extremely Likely	Ideal the appointment was on a weekend. No crowds.		Male	26-35	White British	
300	Radiology - Ultrasound	Extremely Likely	Ultrasound appointment made for Ilfracombe Hospital by mistake but told to come here and staff would fit me in as soon as they could. So trying their hardest to correct the situation. (Well done).		Female	Over 65	White British	
301	Radiology - X-ray	Extremely Likely	Courteous, helpful, smiling staff at main desk. Very little delay. Radiographers friendly, polite, paying much attention to detail. He was also informative and pleasant. A good experience.	Absolutely not. Good as is. I obviously came on a great day.	Female	Over 65	White British	
302	Radiology - X-ray	Extremely Likely	Staff are friendly & welcoming & very polite.		Female	26-35	White British	
303	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
304	Radiology - X-ray	Extremely Likely	Friendly & efficient.		Female	46-55	White British	
305	Radiology - X-ray	Likely			Male	Over 65	White British	Do not publish
306	Radiology - X-ray		There is nowhere else to go.		Female	Over 65	White British	
307	Radiology (NDDH Outpatients)	Extremely Likely	Quick & efficient.		Female	26-35	White British	

308	Radiology (NDDH Outpatients)	Extremely Likely	Friendly staff.		Female	46-55	White British	
309	Radiology (NDDH Outpatients)	Extremely Likely	Always a professional and caring service.		Female	46-55	White British	
310	Radiology (NDDH Outpatients)	Extremely Likely	Nurses are wonderful, so caring and friendly. Dr's very professional.		Female	36-45	White British	
311	Radiology (NDDH Outpatients)	Likely			Female	16-25	White British	
312	Radiology (NDDH Outpatients)	Likely	Under care at Exe hospital at the moment due to cancer.	Think it's fine. Waiting time could be better.	Female	56-65	White British	
313	Respiratory (NDDH Outpatients)	Extremely Likely	Friendly, efficient staff.	No.	Male	Over 65	White British	
314	Respiratory (NDDH Outpatients)	Extremely Likely	I attend several clinics at this hospital and have always found all staff very helpful.		Female	Over 65	White British	
315	Respiratory (NDDH Outpatients)	Extremely Likely	Patient care is very good.	None.	Female	56-65	White British	
316	Respiratory (NDDH Outpatients)	Extremely Likely	Everyone is friendly and professional, clearly explaining everything simply.		Male	36-45	White British	
317	Respiratory (NDDH Outpatients)	Extremely Likely	Brilliant, friendly, efficient staff. Consultant informative, caring. Always feel they have time for me, not rushed.	Easier disabled access / parking.	Male	56-65	White British	
318	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent attention to my heart issue.		Female	Over 65	White British	
319	Respiratory (NDDH Outpatients)	Likely	All the staff are fantastic but recommending other people attend would only put [illegible] pressure on an oversubscribed service	More resources so more availability.	Female	46-55	White British	

			- not enough slots for current users. Needs more resources.					
320	Respiratory (NDDH Outpatients)	Likely			Male	Over 65	White British	
321	Rheumatology (NDDH Outpatients)	Extremely Likely	All staff are extremely helpful, happy and professional. Appointment was on time.	Display password for wifi as it was too quick on the TV.	Female	16-25	White British	
322	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr [name withheld] is brilliant. He has been a brilliant support. Finally got a diagnosis after seeing him. Always feel he listens and takes his time. So far, he has always been on time as well.	Nothing. Thanks.	Female	26-35	White British	
323	Urology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
324	Urology (NDDH Outpatients)	Neither Likely nor Unlikely	Excessive waiting time.		Male	Over 65	White British	
325	Vascular (NDDH Outpatients)	Likely	Helpful, speedy, polite service.	No.		Over 65	White British	

Qualitative feedback - Jun-18 - children and young people's FFT card responses

	Clinic / department attended	FFT card completed by:	Friends and Family Test response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	Audiology (NDDH Outpatients)	Patient	Yes	No.	All of it.	Nothing.	Male	6-8	White British	
2	Audiology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Good, friendly staff.			Female	Under 6	White British	
3	Cardio-respiratory (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	All staff very helpful, from calling to arrange appointment to answering all of our questions in a kind & professional manner. It is just what we needed as they are caring for our small baby.				Under 6	White British	
4	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	Excellent response to illness - and quick treatment.		Text reminder of appointment day before appointment.	Female		White British	
5	Clinic / department not entered (NDDH Outpatients)	Patient	Not entered	Move the box! Hit my head lots of times!						

6	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very helpful, punctual good facilities - clean.	Put at ease, everything done to make her feel comfortable. Pleasant & friendly staff.		Female	9-11	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very calm and relaxed environment.	We were listened to.	Nothing.	Male	Under 6	White British	
8	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Punctual, very friendly, great with my son.	As previous.	Nothing - great experience.	Male	Under 6	White British	
9	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	People were nice. No waiting time. Excellent service. Informative, kind, reassuring.	Everything was perfect.	Nothing.	Male	12-15	White British	
10	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	We were seen early. Everything was explained and all questions answered. The lady doing the test is lovely, so caring & kind.	Fantastic experience from start to finish.	Nothing.	Female	12-15	White British	
11	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Prompt service. Friendly - kind. Keeping you informed.	Explaining what was happening. Keeping patient as well as parents involved.		Male	9-11	White British	
12	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly and informative.	Friendly staff.	N/A	Male	6-8	White British	
13	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Fabulous staff and service, patience was amazing!	Calm and patient even dealing with an over-excited mini-monster.	Nothing! Thank you!	Male	6-8	White British	
14	EEG / EMG	Not entered	Yes	Lovely, friendly staff.	As good as it could	No.	Female	Under	White	

	(NDDH Outpatients)			Made you feel at ease.	be. Made to feel welcome. Staff very friendly.			6	British	
15	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly and helpful.	Everything was explained to us what was going to be done.	Nothing.	Male	Under 6	White British	
16	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	12-15	White British	
17	ENT (NDDH Outpatients)	Not entered	Yes	There's a play area for children and toilets just round the corner, so ideal with bringing children.	Very happy doctors & nurses very welcoming.	Nothing. Very happy.	Female	Under 6	White British	
18	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Polite, friendly.	Everyone was polite, friendly and the service was quick.	Nothing.	Male	9-11	White British	
19	ENT (NDDH Outpatients)	Patient	Yes	I gave that answer because the doctor and the nurse were really kind and helpful.	The doctor was nice and thoughtful. I was scared of the stick in my mouth so the doctor used something else.	Nothing.	Female	9-11	White British	
20	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very efficient and helpful every time we have been to the clinic.	Friendly staff & lovely play area for the children	Nothing.	Female	Under 6	White British	
21	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Great service and compassion shown towards my daughter.	Staff.			6-8	White British	
22	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly staff. Went in on time.			Female	Under 6	White British	
23	Fracture Clinic	Parent/	Yes	Because everyone is	Toys and people.	Nothing.	Female	6-8	White	

	(NDDH Outpatients)	Guardian/ Carer		nice and there are lots of toys for children.					British	
24	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Seen very quickly. Son said it's fun!	Seen quickly.		Male	6-8	White British	
25	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	Good treatment & seen quickly.	I was seen quickly.	Car parking.	Male	12-15	White British	
26	Maxillofacial (NDDH Outpatients)	Patient	Yes	Friendly staff, made me feel welcome. Looked after me very well.	Keep informed about what was happening.	Nothing!	Female	6-8	White British	
27	Maxillofacial (NDDH Outpatients)	Not entered	Yes				Male	12-15	White British	Do not publish
28	Maxillofacial (NDDH Outpatients)	Not entered	Not entered	[Illegible].	People were friendly.	Signed better - from main hospital.		Under 6	White British	
29	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Very efficient & quick.	Quick appointment.	N/A	Female	6-8	White British	