

Outpatients - North Devon District Hospital - Friends and Family Test - Aug-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 %
Aug-18	402	96.0	1.0	3.0

Qualitative feedback - Aug-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	Always had wonderful care.		Female	Over 65	White British	
2	Audiology (NDDH Outpatients)	Extremely Likely	Many thanks!		Female	Over 65	White British	
3	Audiology (NDDH Outpatients)	Extremely Likely	Quick, efficient, friendly service. Thank you.		Male	56-65	White British	
4	Audiology (NDDH Outpatients)	Extremely Likely	Very satisfied with service I have received.		Male	Over 65	White British	
5	Audiology (NDDH Outpatients)	Extremely Likely	Aid was broken. Quality fix.		Male	Over 65	White British	
6	Audiology (NDDH Outpatients)	Extremely Likely	[Names withheld] - fabulous - so kind & gentle with my mum who has dementia. Can't thank you enough!		Female	46-55	White British	
7	Audiology (NDDH Outpatients)	Extremely Likely	The NHS has saved my life.	None.	Male	Over 65	White British	
8	Audiology (NDDH Outpatients)	Extremely Likely	Hearing aids not working. It is taking a lot of time for	More drop-in clinics out of normal working	Female	56-65	White British	

			me to find them comfortable and a useful aid.	hours.				
9	Audiology (NDDH Outpatients)	Extremely Likely	Very happy with treatment given and the staff are lovely.	No.	Female	56-65	White British	
10	Audiology (NDDH Outpatients)	Extremely Likely	Very professional and caring.	None.	Female	26-35	White British	
11	Audiology (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
12	Audiology (NDDH Outpatients)	Extremely Likely	Rather a long wait but no more than expected - very helpful, good outcome.	TV could be better sited.	Male	Over 65	White British	
13	Audiology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
14	Audiology (NDDH Outpatients)	Extremely Likely	Efficient as usual.		Male	Over 65	White British	
15	Audiology (NDDH Outpatients)	Likely	I get good service.	Give a estimate waiting time.	Male	Over 65	White British	
16	Audiology (NDDH Outpatients)	Likely	The staff give good care and attention to patients.		Female	Over 65	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	All staff friendly. Mammogram took place almost immediately after consultation, free to go then.		Female	Over 65	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, understanding staff, nice receptionists.		Female	26-35	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Fast service. Very kind treatment. I am on holiday at the moment so I was really worried but, from the doctors to now, service has been		Female	36-45	White British	

			incredible. Many thanks.					
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	I am happy to have been given an appointment quickly as a result of a mammogram.	None.	Female	46-55	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	After the shock of hearing I had malignant cancer of the breast at the age of [age omitted] yrs I can only say how kind everyone was at this clinic. It's really helped and is still helping as I go through the inevitable treatment waiting me.		Female	Over 65	White British	
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient and quick service.	None.	Female	Over 65	White British	
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was treated in a kind and efficient manner.	Reduce excessive waiting times.	Female	Over 65	White British	
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone (medical staff) that I had contact with were very caring, pleasant and professional.		Female	46-55	White British	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	All staff are so friendly & extremely helpful.	No. Everything is fine.	Female	Over 65	White British	
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Speedy appointment and very kind treatment.	None.	Female	Over 65	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	Treatment has always been very good.	None.	Female	Over 65	White British	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff always polite, friendly & helpful. Timings usually good.		Female	56-65	White British	
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very caring and gave a good explanation of what was happening. Handed me a useful leaflet.	No.	Female	26-35	White British	

31	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff are very friendly. Welcoming and very helpful.		Female	16-25	White British	
32	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff. Hospital easy to find. Appointment given quickly.	Car parking needs improvement.	Female	36-45	White British	
33	Breast Clinic (NDDH Outpatients)	Extremely Likely	Brilliant nursing staff and clinical staff.	None.	Female	36-45	White British	
34	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kind, caring, efficient staff. Excellent emergency response.	Could outpatients be nearer the front entrance? Easier wheelchair access.	Female	Over 65	White British	
35	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very efficient, clean and well [illegible].	None.	Female	56-65	White British	
36	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly, efficient staff. Speedy response.	None.	Female	Over 65	White British	
37	Breast Clinic (NDDH Outpatients)	Extremely Likely	NDDH has always given good care. Staff are friendly & helpful.		Female	46-55	White British	
38	Breast Clinic (NDDH Outpatients)	Likely	Friendly & helpful staff.		Female	46-55	White British	
39	Breast Clinic (NDDH Outpatients)	Likely	Service is very good and friendly.		Female	46-55	White British	
40	Breast Clinic (NDDH Outpatients)	Likely	Good, kind treatment.	None.	Female	Over 65	White British	
41	Breast Clinic (NDDH Outpatients)	Not entered			Female	56-65	White British	Do not publish
42	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
43	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely		NHS is brilliant.	Male	Over 65	White British	
44	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Good coverage of all concerns and answers to all of these.	Shorter waiting times for refer program would be much better.	Male	46-55	White British	
45	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very thorough with explaining all of the		Male	Over 65	White British	

			relevant information.					
46	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very informative. Been better if earlier!	Shorten waiting list.	Male	Over 65	White British	
47	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very informative, reassuring & friendly.	None.	Male	Over 65	White British	
48	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.		Male	Over 65	White British	
49	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Recommended by neighbour who has been on it.	Less time to wait.		56-65	White British	
50	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Had no idea how much support would be offered - very good.		Male	46-55	White British	
51	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and informative. Information given in print for reading later is good.	Perhaps the appointment was a long period - 4 months to wait for.	Male	56-65	White British	
52	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Meeting other people in the same situation & giving confidence to exercise & to learn my limits.	No!	Male	26-35	White British	
53	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Gives confidence and is a good way to start meaningful exercise.	Perhaps include a small part referring to the mental side of heart dis. as well as the physical.	Male	56-65	White British	
54	Cardiac Rehab Exercise Class (NDDH Outpatients)	Likely	Improved confidence.		Male	56-65	Asian / Asian British	
55	Cardiology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
56	Cardiology (NDDH Outpatients)	Extremely Likely	Reception staff very helpful and polite. Doctor wanted me to have a scan (but the Echo Department was too busy - 3 months		Male	46-55	White British	

			to wait) and [illegible] again.					
57	Cardiology (NDDH Outpatients)	Extremely Likely	Staff always friendly & hardworking - Dr's always take time to explain treatments etc.		Female	56-65	White British	
58	Cardiology (NDDH Outpatients)	Extremely Likely	It's the only hospital for 50 miles.	Outpatient services are excellent. Its government policy that's killing the NHS.	Female	Over 65	White British	
59	Cardiology (NDDH Outpatients)	Extremely Likely	Found all aspects of [illegible].		Male	Over 65	White British	
60	Cardiology (NDDH Outpatients)	Likely	Helpfulness.		Female	Over 65	White British	
61	Cardiology (NDDH Outpatients)	Likely	All staff are always pleasant and helpful.		Female	Over 65	White British	
62	Cardiology (NDDH Outpatients)	Likely	Waiting time not long at all. All staff very efficient & professional.	Admin prior to appt a bit messy. 2 letters in 1 envelope telling me different things.	Female	56-65	White British	
63	Cardiology (NDDH Outpatients)	Likely			Female	46-55	White British	
64	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Extremely efficient, with care and consideration of wellbeing.	None, very well run.	Male	Over 65	White British	
65	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	There very good.	None.	Female	46-55	White British	
66	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Nice and friendly very helpful.		Female	56-65	White British	
67	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Early appointment - no significant delays. Pleasant staff.		Male	Over 65	White British	
68	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff very good.		Female	56-65	White British	
69	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly staff. Very helpful. Thank you. I have been		Female	56-65	White British	

			coming here 30-plus years.					
70	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Felt anxious before attending today due to cardiology letter / content raising concern but on being given prompt, responsive reassurance on appointment today by Dr [name withheld] (appointment given day after letter!) felt welcome, reassuring approach with prompt on being seen and effort to fit a lot in today by whole team. Thank you.	Keep up the good teamwork and reassuring approach!	Female	16-25	White British	
71	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Kind, courteous help at all levels.					
72	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
73	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always good service and polite.	No - apart from a bigger, cheaper car park.	Male	Over 65	White British	
74	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly helpful staff. Consultant very thorough and reassuring. Completely understood my concerns and addressed them.		Female	Over 65	White British	
75	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
76	Cardio-respiratory (NDDH Outpatients)	Likely			Female	56-65	White British	
77	Cardio-respiratory (NDDH Outpatients)	Likely	Appointment on time.		Male	46-55	White British	
78	Cardio-respiratory (NDDH Outpatients)	Not entered		Desk should be manned - no-one when we arrived.	Female	Over 65	White British	

79	Cardio-respiratory (NDDH Outpatients)	Not entered			Female	26-35	White British	Do not publish
80	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Hospital is very convenient and staff are very friendly.	None.	Female	Over 65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very busy clinic. Despite this, staff very friendly & efficient. Thank you.	Coffee machine?	Female	Over 65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been coming to Eye for 20 years, no complaints.		Female	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful service - the nurses were great. Everything was clearly explained.	None - it all runs very well as it is - an excellent service.		Over 65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always grateful & happy with the attention I have received.		Female	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good service.		Male	56-65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly & efficient.		Male	46-55	White British	
87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick & efficient. Friendly staff.		Female	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly staff, put my mum at ease.		Female	46-55	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff are all very helpful and very friendly in every way.	All seems fine to me.	Male	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly and helpful.	None.	Female	Over 65	White British	
91	Clinic / department not	Extremely Likely	They have saved my life on		Female	56-65	White British	

	entered (NDDH Outpatients)		2 occasions.					
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Happy atmosphere.	No.	Male	56-65	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		No. The service was efficient. The specialist Dr [name withheld] was helpful, caring and very efficient.	Female	Over 65	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very caring hospital with very kind staff who are very helpful.	Park & ride would be good.	Male	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Had an early appointment. Seen straightaway and was out within 30 minutes. Friendly staff.		Female	46-55	White British	
96	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
97	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Frequent visitor.	Be more on time.	Male	56-65	White British	
98	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The NHS is a wonderful thing.	More money to be spent on front-line services, not on management.	Female	46-55	White British	
99	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		I think it is very friendly and smiley faces. How can you improve the way they make you feel! Not needed.	Female	Over 65	White British	
100	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Brilliant in emergency. Very kind and efficient.	None.	Male	Over 65	White British	
101	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	

	Outpatients)							
102	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always received as a person and a smile. All staff very professional and caring.	Giving more funding by government.	Male	Over 65	White British	
103	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
104	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	Do not publish
105	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are friendly. Service was quick.	You are doing well.	Female	Over 65	White British	
106	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because [name withheld] is always very understanding & helpful. Amazing lady.	None.	Female	36-45	White British	
107	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Courteous - friendly - reassuring - nice to see a smile.		Male	Over 65	White British	
108	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpfulness of staff.	Ensure there is great support for the long-suffering staff!	Male	Over 65	White British	
109	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt treatment and well informed. Stay on Lundy Ward was excellent post-op. All staff in hospital are very professional, helpful.	No.	Female	Over 65	White British	
110	Clinic / department not entered (NDDH Outpatients)	Likely	No negative experiences so far, staff attentive & helpful.	Air-con on level 1 physio.	Female	Over 65	White British	
111	Clinic / department not entered (NDDH Outpatients)	Likely	I just like a quiet life.		Male	Over 65	White British	

112	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
113	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	Do not publish
114	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
115	Clinic / department not entered (NDDH Outpatients)	Likely		Making telephone calls more accessible.	Male	46-55	White British	
116	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly and helpful.		Female	Over 65	White British	
117	Clinic / department not entered (NDDH Outpatients)	Likely			Male	56-65	White British	
118	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are polite & courteous.	Improve waiting times.		Over 65	White British	
119	Clinic / department not entered (NDDH Outpatients)	Likely		Keep appointments on time. Sat here and it's running half an hour late!	Male	46-55	White British	
120	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	
121	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are helpful and supportive.	No.	Female	Over 65	White British	
122	Clinic / department not entered (NDDH Outpatients)	Likely	I have always found this hospital very friendly & efficient.	No.	Female	56-65	White British	
123	Clinic / department not entered (NDDH Outpatients)	Likely	Apart for the wait, all in all very good, friendly service.	No. Keep up the good work. With the NHS as it	Female	16-25	White British	

	Outpatients)			is at this moment in time, the majority of the staff are doing a very good job.				
124	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely		Staff were friendly and helpful, with explanations a [illegible].	Female	Over 65	White British	
125	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	If lunches were staggered there would always be someone on reception.	Have fillet of fish for dinner instead of on the bone, it's quicker.	Male	46-55	White British	
126	Clinic / department not entered (NDDH Outpatients)	Not entered		Endeavour to keep to appointment times - within a 15mins window.	Male	56-65	White British	
127	Clinic / department not entered (NDDH Outpatients)	Not entered	First time at Barnstaple. Not been seen yet.	With two appointments in different depts. I was given two separate dates to attend each. I have over 1hr drive to get here so would suggest streamlining system so I can attend both on same day.	Male	56-65	White British	
128	Colorectal (NDDH Outpatients)	Extremely Likely	Excellent staff and everything was fine.	My appointment was very muddled. I was sent one and when I arrived I was told I did not have an app.	Female	Over 65	White British	
129	Colorectal (NDDH Outpatients)	Likely	Punctual, politeness.	Everything went sweet - keep up the good work.	Male	36-45	White British	
130	Diabetes (NDDH Outpatients)	Extremely Likely	Cost-free service & local.		Male	56-65	White British	
131	Diabetes (NDDH Outpatients)	Extremely Likely	Extremely professional. Contactable. Can't fault it. Full support for this hospital. Absolutely necessary for the North	Pharmacy shop / chemist.	Female	56-65	White British	

			Devon inhabitant. Great comms in terms of location.					
132	Diabetes (NDDH Outpatients)	Likely	Good care.	Keep good appointment times.	Male	Over 65	White British	
133	Dietetics (NDDH Outpatients)	Extremely Likely	The person I saw was absolutely lovely. Really easy to talk to and makes sure I know what she's talking about.		Female	16-25	White British	
134	EEG / EMG (NDDH Outpatients)	Extremely Likely	Lovely, caring, professional relaxed.		Female	36-45	White British	
135	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
136	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] was wonderful explaining everything to my mother. Very caring.					
137	EEG / EMG (NDDH Outpatients)	Extremely Likely	Helpful, informative & friendly service.		Female	Over 65	White British	
138	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly & professional service. Seen earlier than appointment time.					
139	Endocrinology (NDDH Outpatients)	Extremely Likely	Prompt, pleasant waiting area, friendly & helpful staff.		Female	46-55	White British	
140	Endocrinology (NDDH Outpatients)	Extremely Likely	My life was saved twice. I have had wonderful treatment.	Every facility have been excellent.	Male	Over 65	White British	
141	Endocrinology (NDDH Outpatients)	Extremely Likely	Fantastic service and care.		Male	46-55	White British	
142	Endocrinology (NDDH Outpatients)	Extremely Likely	I have a sister who is a midwife. Am happy with the treatment I've had.	None.	Female	16-25	White British	
143	Endocrinology (NDDH Outpatients)	Likely	Always found everyone very friendly & helpful.		Female	Over 65	White British	

			Important to keep the good services at Barnstaple.					
144	ENT (NDDH Outpatients)	Extremely Likely	Very good service.	No.	Female	Over 65	White British	
145	ENT (NDDH Outpatients)	Extremely Likely	Treated with respect. Understanding. Staff friendly & helpful.	Water available, please.	Female	Over 65	White British	
146	ENT (NDDH Outpatients)	Extremely Likely	Good service and quickly seen.		Male	46-55	White British	
147	ENT (NDDH Outpatients)	Extremely Likely	[Name withheld] was extremely helpful. She explained the procedure, undertook it skilfully and kept me informed about progress. She wrote a short report afterwards with a plan for further treatments.	No. I was happy with timeliness, appointment procedure in all aspects.	Male	56-65	White British	
148	ENT (NDDH Outpatients)	Extremely Likely	Better than waiting for syringing!		Male	Over 65	White British	
149	ENT (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
150	ENT (NDDH Outpatients)	Extremely Likely	Very efficient and excellent experience. Kind & caring. Mr [name withheld] is very clear and reassuring.		Female	26-35	White British	
151	ENT (NDDH Outpatients)	Extremely Likely	Been here many times. Always excellent treatment.		Male	Over 65	White British	
152	ENT (NDDH Outpatients)	Likely	A good and efficient service and I very much hope we can retain Audiology & ENT in NDDH as deafness is increasingly	More clarity needed when calling for patients because, of course, most people are hard of hearing.	Male	Over 65	White British	

			common.					
153	ENT (NDDH Outpatients)	Likely	Helpful consultant explained everything well. Friendly nurse assistant with good follow-up advice.	First appt of the day but was still 25mins late being seen. Very frustrating, especially when you have to take unpaid leave at work.	Male	16-25	White British	
154	ENT (NDDH Outpatients)	Likely	Prompt treatment. Good, clear explanation. We saw [name withheld] who was professional, friendly & delightful. Thank you.		Female	Over 65	White British	
155	Exmoor Unit (NDDH Outpatients)	Extremely Likely	A little more friendly approach would have been nice. Quite abrupt attitude from lady on reception in eye clinic day surgery.	A little more tolerance & a smile would help. A more friendly demeanour.	Female	56-65	White British	
156	Exmoor Unit (NDDH Outpatients)	Extremely Likely	I have received treatment for many years and the staff have always been professional, helpful and friendly.		Male	Over 65	White British	
157	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
158	Exmoor Unit (NDDH Outpatients)	Likely	The consultant today checked my eyes & confirmed I didn't need laser surgery. The previous consultant had not recorded important information so tests had to be redone. Find it hard to understand how the first appts. after lunch can start 30mins late!!	At least today's consultant was thorough. The previous time I got bad conjunctivitis as the consultant never washed their hands.	Female	56-65	White British	

159	Exmoor Unit (NDDH Outpatients)	Extremely Unlikely	1hr & 20mins delay for [illegible] patient after long car journey - no updates. Patients with later appointment times seen before!!	Keep to appointment times!	Female	Over 65	White British	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely	Caring staff - all helpful. Almost prompt service.	Bit more seating areas.	Female	Over 65	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good & satisfactory treatment.	Car park? Park & ride.	Female	Over 65	White British	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always have very good care & treatment.	Waiting times can be too long for clinics & treatment.	Female	Over 65	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient and friendly treatment.	None.	Male	56-65	White British	
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Attentive and understanding staff. Always reassuring.		Male	Over 65	White British	
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because the NHS do an extremely good job.					
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Thorough examination and very friendly, approachable staff.	Hate waiting in corridors!	Female	56-65	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely	After the op my vision improved according to my expectation.		Male	Over 65	White British	
168	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always had excellent eye care from the team here.		Male	Over 65	White British	
169	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
170	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen very quickly. Good advice given.	No.	Female	56-65	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fantastic service. The hospital has kept me alive over the last 10 years.	None.	Male	Over 65	White British	
172	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always had satisfactory	No.	Male	Over 65	White British	

	Outpatients)		service.					
173	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment & care has always been very good.		Female	56-65	White British	
174	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff friendly / courteous. Short waiting time. Good explanations given throughout session.		Female	56-65	White British	
175	Eye Clinic (NDDH Outpatients)	Extremely Likely	On time, efficient, friendly.					
176	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have always had 1st class attention.	Just carry on as before.	Male	Over 65	White British	
177	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always excellent service. Brilliant staff. Always pleasant & helpful, everything first class.	Air-con in waiting area.	Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Extremely Likely	They have been as responsive as possible and I have been seen as close as possible to my appointment as possible.	Softer seats.	Male	56-65	White British	
179	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have only been in the area for 8 months but staff are very friendly & helpful. Doctors explain everything in detail.	No. Seems to run smoothly.		56-65	White British	
180	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good treatment.	More nurses.	Male	Over 65	White British	
181	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good treatment.		Male	Over 65	White British	
182	Eye Clinic (NDDH Outpatients)	Extremely Likely	First class staff.	There seems to be a lack of staff. I was told nothing more could be done but now I am receiving more treatment.	Male	Over 65	White British	

183	Eye Clinic (NDDH Outpatients)	Extremely Likely	Best treatment to prevent me going blind here.	Not to send out virtual appointments which look so similar to actual appointments, especially to those visually impaired, I thought I had to attend here [illegible].	Female	Over 65	White British	
184	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always had excellent treatment from all staff.		Female	Over 65	White British	
185	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good care given.	Not really.	Female	Over 65	White British	
186	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very patient & kind in spite of being under extreme pressure most of the time. Long live the NHS - it is greatly appreciated.	No. But the government can increase the tax & fine patients who don't turn up without prior notice!	Female	Over 65	White British	
187	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great NHS service.	Be more prompt with app. times.	Male	46-55	White British	
188	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen very quickly after being referred by private ophthalmologist.			Over 65	White British	
189	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very kind & supportive. Understanding of mom's situation.		Female	Over 65	White British	
190	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have complete confidence in the team. Explanations are clear. Treatment is completed in a calm manner.	Reception needs to have a more attentive attitude towards patients checking in.	Female	56-65	White British	
191	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been dealt with efficiently i.e. in a good time. The staff have been friendly, put me at ease and explained things in a		Female	56-65	White British	

			way I could understand. All very good.					
192	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everybody is so helpful.	None.	Male	Over 65	White British	
193	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very friendly. Not local, on holiday, so that was important to us.		Male	Over 65	White British	
194	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite, friendly and usually on time!		Male	46-55	White British	
195	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always prompt and staff manner always appropriate and professional. Any mistakes regarding appointments have been rectified with speed, courtesy and flexibility.	None.	Male	56-65	White British	
196	Eye Clinic (NDDH Outpatients)	Extremely Likely	Reflection of attention received.		Male	Over 65	White British	
197	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff do a very good job. They are very accommodating about appointments.	None.	Male	56-65	White British	
198	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always been treated with respect & the staff have always been helpful.	Not really. I'm sure you do your best.	Male	Over 65	White British	
199	Eye Clinic (NDDH Outpatients)	Extremely Likely	The service we have received has always been very good. Staff are always polite & pleasant & very helpful.		Female	46-55	White British	
200	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly staff. Pleasant area to wait. Nice to have a working TV!		Female	Over 65	White British	
201	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish

202	Eye Clinic (NDDH Outpatients)	Extremely Likely	This is my second visit with a tear in retina. Treatment has been prompt!		Female	56-65	White British	
203	Eye Clinic (NDDH Outpatients)	Extremely Likely	All the staff were helpful.		Male	Over 65	White British	
204	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	
205	Eye Clinic (NDDH Outpatients)	Likely	Pretty slick now.		Male	Over 65	Black / African / Caribbean / Black British	
206	Eye Clinic (NDDH Outpatients)	Likely	Attention by staff good. Comfortable surroundings in waiting area. Communication and thought 'drowned' by incessant music of 'dubious quality' played too loud over broadcast system.	None comes to mind except playing more smoothing / comforting music on broadcasting system.	Male	Over 65	White British	
207	Eye Clinic (NDDH Outpatients)	Likely			Male	26-35	Other ethnic group	
208	Eye Clinic (NDDH Outpatients)	Likely	Very efficient.					
209	Eye Clinic (NDDH Outpatients)	Likely		More staff.	Female	Over 65	White British	
210	Eye Clinic (NDDH Outpatients)	Likely	Very good treatment.	None.	Female	Over 65	White British	
211	Eye Clinic (NDDH Outpatients)	Likely	Very well looked after.		Female	Over 65	White British	
212	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	
213	Eye Clinic (NDDH Outpatients)	Likely	Staff very pleasant and knowledgeable. Excellent time management. Thank you.		Male	Over 65	White British	
214	Eye Clinic (NDDH Outpatients)	Likely	Very good treatment.	Parking is very difficult	Female	Over 65	White British	

	Outpatients)			and expensive.				
215	Eye Clinic (NDDH Outpatients)	Likely	Kind, helpful staff.	Waiting time can be too long. Car parking is difficult.	Male	Over 65	White British	
216	Eye Clinic (NDDH Outpatients)	Likely	The treatment has been good despite the long waiting times.	None.	Male	Over 65	White British	
217	Eye Clinic (NDDH Outpatients)	Likely	I have found it helpful and kind!		Female	36-45	White British	
218	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
219	Eye Clinic (NDDH Outpatients)	Likely	No alternative!	More indication of likely waiting time.	Male	56-65	White British	
220	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Waiting time too long.	To be able to make next appointment at the clinic.	Male	Over 65	White British	
221	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	No result as yet.	It has been a long wait from referral.	Male	Over 65	White British	
222	Eye Clinic (NDDH Outpatients)	Don't Know			Female	26-35	White British	
223	Eye Clinic (NDDH Outpatients)	Not entered			Male	Over 65	White British	Do not publish
224	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Following a recent admission to NDDH, I cannot fault the service and level of care I received.					
225	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.		Female	46-55	White British	
226	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good treatment.	None - no complaints.	Female	Over 65	White British	
227	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Lovely treatment, very efficient and very kind staff.	Put more money into the service - more nurses.	Female	56-65	White British	
228	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The wonderful staff.	Free wifi.	Male	26-35	White British	

229	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Extremely efficient, staff are very friendly. The best care I have ever received. Thank You!	No. It seems to work perfectly.	Male	46-55	White British	
230	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The standard of care has been outstanding.	None.	Male	56-65		
231	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent treatment.	I should have been an inpatient but there were not enough beds - so more beds.	Female	Over 65	White British	
232	Fracture Clinic (NDDH Outpatients)	Extremely Likely	NHS is an excellent service. They're very busy today and I've had to wait over an hour but I don't mind - they're understaffed and under-resourced.	More staff. More funding.	Female	46-55	White British	
233	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Efficient, kindly treatment.	None.	Male	26-35	Other ethnic group	
234	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Stay pleasant and welcoming.	My appointment for my op was delayed by 2 days.	Male	Over 65	White British	
235	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Service is very efficient. The doctors' surgeries are very efficient.	Skilled staff seems to be a problem.	Male	Over 65	White British	
236	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Efficiently & friendly.	None.	Male	Over 65	White British	
237	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & helpful.	Better communication. A letter was sent that hasn't arrived?	Male	26-35	White British	
238	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have always received a very good service.		Female	46-55	White British	
239	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone very helpful and friendly.	None.	Female	Over 65	White British	
240	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Kind, helpful staff. We feel very lucky to have such a		Male	36-45	White British	

			facility available to me. Couldn't ask for more. Thank you.					
241	Fracture Clinic (NDDH Outpatients)	Extremely Likely	V. quickly seen. V. friendly. V. informative.		Female	36-45	White British	
242	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good care & staff lovely.		Male	36-45	Other ethnic group	
243	Fracture Clinic (NDDH Outpatients)	Extremely Likely	From A&E to Day Surgery, to recovery - the treatment has been exemplary and the kindness also.	None.	Female	Over 65	White British	
244	Fracture Clinic (NDDH Outpatients)	Likely	Clean, polite receptionist & good service.	I feel people who miss appointments, should be charged £5 at following appointments as this wastes time and money for an overburdened NHS.	Female	Over 65	White British	
245	Fracture Clinic (NDDH Outpatients)	Likely	Kind and efficient treatment.	None.	Female	Over 65	White British	
246	Fracture Clinic (NDDH Outpatients)	Likely	Good, friendly staff around.		Male	46-55	White British	
247	Fracture Clinic (NDDH Outpatients)	Not entered	Most people need to come and do not have an option.	More on [illegible] time staff & better IT systems & format to reduce non-frontline staff.	Male	46-55	White British	
248	Gastroenterology (NDDH Outpatients)	Extremely Likely	Excellent service from reception girls to consultant. Everyone cheery and helpful.		Female	46-55	White British	
249	Gastroenterology (NDDH Outpatients)	Extremely Likely	Excellent service. Friendly staff.	N/A.	Female	Over 65	White British	
250	Gastroenterology (NDDH Outpatients)	Extremely Likely	Received a very good treatment. No problems.	Could be better - park and ride?	Male	Over 65	White British	
251	Gastroenterology	Likely			Male	Over 65	White British	

	(NDDH Outpatients)							
252	Gastroenterology (NDDH Outpatients)	Likely			Female	46-55	White British	
253	General Surgery (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
254	General Surgery (NDDH Outpatients)	Extremely Likely	Excellent service. Very good engagement with surgeons. Very friendly and put my mind at rest.	No.	Male	46-55	White British	
255	General Surgery (NDDH Outpatients)	Extremely Likely	First class treatment since living in North Devon for 30 years plus.	£25 for missed appointment.	Male	Over 65	White British	
256	General Surgery (NDDH Outpatients)	Extremely Likely	Small, friendly hospital. Staff relaxed & happy, creating a good atmosphere. Magazines not bad either!	Staff should speak louder when calling patient, many of them elderly & possibly have hearing loss.	Male	Over 65	White British	
257	Gynaecology (NDDH Outpatients)	Extremely Likely	Hospital has always provided a good service.	None.	Female	Over 65	White British	
258	Gynaecology (NDDH Outpatients)	Extremely Likely	Appointment on time. Staff friendly, professional and caring.	No.	Female	Over 65	White British	
259	Gynaecology (NDDH Outpatients)	Extremely Likely	All staff are absolutely wonderful.	Hospital food needs improving.	Female	Over 65	White British	
260	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
261	Gynaecology (NDDH Outpatients)	Extremely Likely	Always a good service. Doctors excellent.		Female	Over 65	White British	
262	Gynaecology (NDDH Outpatients)	Extremely Likely	Always very polite and friendly.		Female	36-45	White British	
263	Gynaecology (NDDH Outpatients)	Likely			Female	56-65	White British	
264	Haematology (NDDH Outpatients)	Neither Likely nor Unlikely		No.	Male	56-65	Other ethnic group	
265	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent care - very patient & careful with pain		Male	46-55	White British	

			prevention. Thanks for a great job.					
266	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very smooth experience - staff couldn't be nicer.	No - stay the same.	Male	56-65	White British	
267	Maxillofacial (NDDH Outpatients)	Extremely Likely	The doctor treating me told me exactly what he was going to do - how to care for the area & post-treatment follow up. I felt very informed & involved.		Female	56-65	White British	
268	Maxillofacial (NDDH Outpatients)	Extremely Likely	Service level extraordinary.		Male	56-65	White British	
269	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly & efficient. Great patient care.		Male	36-45	White British	
270	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very good. Calm team.					
271	Maxillofacial (NDDH Outpatients)	Extremely Likely	Patient, gentle & reassuring with a good team supporting.	None.	Male	Over 65	White British	
272	Maxillofacial (NDDH Outpatients)	Extremely Likely	A very friendly and professional team that do a great job during a stressful time for the patient! Many thanks.		Male	Over 65	White British	
273	Maxillofacial (NDDH Outpatients)	Extremely Likely	Good care, good treatment, explained all steps. Thank you.					
274	Maxillofacial (NDDH Outpatients)	Extremely Likely	The doctor & nurses are brilliant and very patient.	To have pictures on the ceiling (where's Wally).	Female		White British	
275	Maxillofacial (NDDH Outpatients)	Extremely Likely	The service from reception to treatment was excellent and a pleasant experience.	None.	Male	Over 65	White British	
276	Maxillofacial (NDDH Outpatients)	Extremely Likely	Dentist & nurse were wonderful.	None.	Female	Over 65	White British	
277	Maxillofacial (NDDH Outpatients)	Extremely Likely	Ok! Good.					

278	Maxillofacial (NDDH Outpatients)	Likely	It was fine.	No.	Male	46-55	White British	
279	Maxillofacial (NDDH Outpatients)	Likely			Male	16-25	White British	
280	Maxillofacial (NDDH Outpatients)	Likely	Good information given.		Male	Over 65	White British	
281	Maxillofacial (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
282	Maxillofacial (NDDH Outpatients)	Likely			Male	Over 65		
283	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	Sorry I arrived late at appointment because of signage saying dental not maxillofacial dept. this is very misleading.	Better signage form level 2.	Female		White British	
284	Maxillofacial (NDDH Outpatients)	Not entered	Mr [name withheld] did a intended job excellent, and the nurses were very kind also Thank you very much from [name withheld].		Female			
285	Maxillofacial (NDDH Outpatients)	Not entered	Been in today and all the workers were very nice, helpful and fully explained everything.	No.	Female	36-45	White British	
286	Neurology (NDDH Outpatients)	Likely	Like a second home to me. I'm part of the furniture. Nowhere else I'd rather be.	Parking too expensive.	Female	26-35	White British	
287	Occupational Therapy (NDDH Outpatients)	Likely	Clean and well organised.		Female	16-25	White British	
288	Oncology (NDDH Outpatients)	Extremely Likely	I have been visiting oncology for the past 5 years and have received an excellent service. Cannot fault it at all.	No.	Female	46-55	White British	

289	Oncology (NDDH Outpatients)	Extremely Likely	Because everybody is warm, friendly and they put you at ease. And very helpful. Thank you NHS.					
290	Oncology (NDDH Outpatients)	Extremely Likely	Very easy to book appt. Met with doctor very close to appt time. Very pleasant experience indeed. Superb care & appts easy.	Put in 'M&S' food store in the hospital please.	Male	56-65	White British	
291	Oncology (NDDH Outpatients)	Extremely Likely	Good, professional treatment.		Male	Over 65	White British	
292	Oncology (NDDH Outpatients)	Extremely Likely	Very good treatment that has worked.	None.	Male	56-65	White British	
293	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Great results from my pain clinic consultant. Staff are helpful and friendly.		Female	26-35	White British	
294	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have had lymphoma twice and have had excellent treatment.	None.	Female	56-65	White British	
295	Orthopaedics (NDDH Outpatients)	Extremely Likely		Keep the appointment times. Always seem to run over.	Male	46-55	White British	
296	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very impressed and heartened by the investigation.		Male	Over 65	White British	
297	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very efficiently-run clinic, reception, X-ray & clinic rooms all on entrance level helped with my mobility problems.		Female	Over 65	White British	
298	Orthopaedics (NDDH Outpatients)	Likely	Easy to find. Helpful staff.	Free wifi.	Male	36-45	White British	
299	Orthopaedics (NDDH Outpatients)	Likely		Speak louder sometimes.	Male	Over 65	White British	
300	Orthopaedics (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish

	Outpatients)							
301	Oxygen Clinic (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
302	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	NDDH seems to be very efficient. Did have to wait quite a while for the blood test.	Not really. More disabled parking near the front door.	Female	Over 65	White British	
303	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Excellent idea to have a drop-in clinic. Easy signage. Good use of numbered slots in blood test clinic.	No. You are doing a fantastic job and providing excellent service for our community.	Female	Over 65	White British	
304	Phlebotomy Clinic (NDDH Outpatients)	Likely	Straightforward system. Marginal waiting time.	Put the blood test ticket machine in waiting area to stop confusion.	Female	26-35	White British	
305	Phlebotomy Clinic (NDDH Outpatients)	Likely	I waited longer than expected.		Female	26-35	Other ethnic group	
306	Phlebotomy Clinic (NDDH Outpatients)	Likely	Very helpful staff.		Female	26-35	White British	
307	Phlebotomy Clinic (NDDH Outpatients)	Likely	Arrived at 9.05. By 9.30, only one person had been called. At least 10 people waiting, whilst other staff stood around seeming to be doing nothing at all! Finally left at 9.45.		Female	46-55	White British	
308	Phlebotomy Clinic (NDDH Outpatients)	Likely	Need a prompt service to get bloods to chemo unit for same day.	I get here at 9.00 open. This clinic is delayed as the clinicians are up on wards still (short-staffed). Also, too much [illegible] an hour bloods are taken. Only 'one' clinician really takes excellent care over a chemo patient's veins.	Female	56-65	White British	

309	Phlebotomy Clinic (NDDH Outpatients)	Likely	Friendly & helpful staff.		Female	26-35	White British	
310	Phlebotomy Clinic (NDDH Outpatients)	Unlikely	Today very slow. There just seemed to be staff waiting around, or hanging around, not exactly doing anything. No indication of waiting times. It's an exercise in looking busy, without doing anything. Not impressed at all.	Give an indication of waiting time for a start so people can see how long process may take. If staff have nothing to do, perhaps they should fill in other [illegible].				
311	Phlebotomy Clinic (NDDH Outpatients)	Not entered	Because I would never wish anyone to go to hospital.	Not really.	Female	26-35	White British	
312	Physiotherapy (NDDH Outpatients)	Extremely Likely	Helpful. Honest. Listen to you.	No.	Female	36-45	White British	
313	Physiotherapy (NDDH Outpatients)	Extremely Likely	Have found the whole experience friendly & helpful. The physio listens to what I have to say.	Very happy with the service provided.		Over 65	White British	
314	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful.		Female	16-25	White British	
315	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent facilities & service.		Male	56-65	White British	
316	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff lovely and helpful with advice and exercises.	Excellent service so I can't see how it can be improved.	Female	56-65	White British	
317	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
318	Physiotherapy (NDDH Outpatients)	Extremely Likely	The advice that I have received has been excellent.			46-55	White British	
319	Physiotherapy (NDDH Outpatients)	Likely	Very friendly & helpful.		Female	Over 65	White British	
320	Physiotherapy (NDDH Outpatients)	Don't Know			Male	Over 65	White British	Do not publish

321	Physiotherapy (NDDH Outpatients)	Don't Know		Nope.	Female	56-65	White British	
322	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	It has made such a great help to me with my complaint, it is so good to be able to walk and sleep again without pain. Thank you all.					
323	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Excellent, friendly but very professional.		Female	Over 65	White British	
324	Radiology - CT scan	Extremely Likely	I have nothing but admiration for all of the staff of this hospital, working under very difficult conditions. Everybody were polite and helpful.					
325	Radiology - CT scan	Extremely Likely	Overall experience is very good. Am attending both here & Exeter for cancer scans and treatment. Oncologist based in Exeter, surgeon here, but coordination works well.	Instructions given by phone and those printed on CT Scan information should differ about eating before scan - printed sheet should be changed?	Male	Over 65	White British	
326	Radiology - CT scan	Extremely Likely	All staff very kind, caring and I was given very good information. Each step of the procedure was explained. Thanks to [name withheld] - CT superintendent.		Female	Over 65	White British	
327	Radiology - CT scan	Extremely Likely	Nurse [name withheld] was very nice. Looked after me & explained everything. She made me		Female	Over 65	White British	

			feel at ease. Thank you.					
328	Radiology - CT scan	Extremely Likely	Health issues.	No.		56-65	Mixed / Multiple ethnic groups	
329	Radiology - CT scan	Extremely Likely	My appointment 16.00. I arrived 15.50. I was seen 15.55. No waiting - brilliant. I was looked after from start to finish and kept informed = brilliant care.	None.	Male	Over 65	White British	
330	Radiology - CT scan	Not entered	Most helpful, very good, excellent.					
331	Radiology - Ultrasound	Extremely Likely	The whole procedure was pleasant & friendly & reassuring. No waiting.		Female	Over 65	White British	
332	Radiology - X-ray	Extremely Likely			Male	46-55	White British	Do not publish
333	Radiology - X-ray	Extremely Likely	Staff all (medical & non-medical) very helpful. Medical staff were accommodating to personal needs.	N/A.	Male	26-35	Mixed / Multiple ethnic groups	
334	Radiology - X-ray	Extremely Likely	All staff friendly & kind & professional. We were given enough time to get questions answered.		Male	46-55	White British	
335	Radiology - X-ray	Extremely Likely			Male	26-35	White British	Do not publish
336	Radiology - X-ray	Extremely Likely			Female	56-65	White British	Do not publish
337	Radiology - X-ray	Extremely Likely	Seen on time. Nursing staff were very polite as well as welcoming office staff.	Larger waiting room?	Female	26-35	White British	
338	Radiology - X-ray	Extremely Likely	Professional, caring and explained everything.	None.	Male	Over 65	White British	
339	Radiology - X-ray	Extremely Likely	If you need this service		Male	56-65	White British	

			you do not have an alternative unless you have the money to pay. As we have paid for NHS through our lives this is what we have. The staff are splendid people - not to sure about management.					
340	Radiology - X-ray	Extremely Likely	Great service. Reception ladies very polite.		Female	Over 65	White British	
341	Radiology - X-ray	Extremely Likely	Friendly staff, clean environment & efficient.	No, keep doing what you're doing.	Male	16-25	White British	
342	Radiology - X-ray	Extremely Likely	I felt very comfortable and was seen for my X-rays quickly. Everyone was most helpful & pleasant.	It all works very smoothly.	Male	Over 65	White British	
343	Radiology - X-ray	Extremely Likely	Friendly & efficient staff. Received an appointment very quickly.	No.	Female	36-45	White British	
344	Radiology - X-ray	Extremely Likely	Staff very efficient & friendly. Procedures carried out professionally.		Female	46-55	White British	
345	Radiology - X-ray	Extremely Likely	Excellent treatment. Had plaster replaced - very grateful for that. Staff helpful & pleasant.	I know it's difficult, but more parking desirable.	Female	46-55	White British	
346	Radiology - X-ray	Extremely Likely	Quick, helpful, caring, sympathetic, professional.	None.	Female	Over 65	White British	
347	Radiology - X-ray	Extremely Likely	Kindness on arrival. Listened to my problem gave painkiller & helped me to find my whereabouts [illegible] after X-rays & made sure I understood everything &		Female	Over 65	White British	

			to visit my GP if problems, hence 2nd X-rays today to decide why I'm in pain still.					
348	Radiology - X-ray	Likely			Female	Over 65	White British	
349	Radiology - X-ray	Likely	Care given is good but waiting times need to be quicker.	More nurses are required.	Male	36-45	White British	
350	Radiology - X-ray	Likely	Fairly quick appt. Nice staff.		Male	46-55	White British	
351	Radiology - X-ray	Likely	Staff are really helpful and always there when needed.	Not as can think of. A&E seats need sorting though - too hard and sitting in there for more than 5mins is painful, hours is really bad.	Male	26-35	White British	
352	Radiology - X-ray	Likely	Quick turnaround.	Being able to listen to music in the MRI scanner.	Female	26-35	White British	
353	Radiology - X-ray	Likely			Female	Over 65	White British	Do not publish
354	Radiology - X-ray	Neither Likely nor Unlikely	Was due ultrasound & X-ray. No clear notes to say due X-ray. Also, as my appointment due quicker than letter arrived, should of had p/call.	Call patients as soon as appointment made, as one letter arrived same day as appointment.	Female	36-45	White British	
355	Radiology - X-ray	Neither Likely nor Unlikely	I've been several times and had to walk away due to my anxiety around people and the amount of time waiting to be seen.		Female	36-45	White British	
356	Radiology - X-ray	Extremely Unlikely	When I attended X-ray last week, I was met by the most miserable woman on reception. All she was doing was moaning about how bad her job was. This	I would a better attitude in front patients. This was a mature lady, not a young girl. Maybe this lady could undertake a customer awareness	Female	46-55	White British	

			was in front of me and other patients. I would expect more professionalism from NHS staff. It made me feel very uncomfortable and not wishing to return.	course or just work somewhere away from the general public?				
357	Radiology - X-ray	Not entered	I have always found the hospital friendly & efficient & caring.		Male	Over 65	White British	
358	Radiology - X-ray	Not entered	Not sure how to recommend such a service as there is not any other choice locally.	No, it's good.	Male	Over 65	White British	
359	Respiratory (NDDH Outpatients)	Extremely Likely	Very thorough & helpful.		Female	56-65	White British	
360	Respiratory (NDDH Outpatients)	Extremely Likely	I found everyone that I talked to very polite, friendly and helpful. Also Dr [name withheld] very courteous and caring.		Female	56-65	White British	
361	Respiratory (NDDH Outpatients)	Extremely Likely	Always on time with my appointments and very friendly staff.		Female	26-35	White British	
362	Respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
363	Respiratory (NDDH Outpatients)	Extremely Likely						
364	Respiratory (NDDH Outpatients)	Likely	Am happy overall with the service I have received, apart from a little mix-up with an appointment once.		Female	46-55	White British	
365	Rheumatology (NDDH Outpatients)	Extremely Likely	Lovely nurse, [illegible].		Male	36-45	White British	
366	Rheumatology (NDDH Outpatients)	Extremely Likely	The doctor I saw was very	Waiting for blood tests	Female	56-65	White British	

	Outpatients)		thorough and explained so much I hadn't been advised before.	which maybe could have been done earlier.				
367	Rheumatology (NDDH Outpatients)	Extremely Likely	Kind staff. Accessibility. Exeter only other option.	Improve timekeeping.	Female	Over 65	White British	
368	Rheumatology (NDDH Outpatients)	Extremely Likely	Highly efficient in all departments.		Female	Over 65	White British	
369	Rheumatology (NDDH Outpatients)	Extremely Likely	Always on time. Friendly & polite and helpful at all times.		Male	Over 65	White British	
370	Rheumatology (NDDH Outpatients)	Likely	I have always been treated with care and all my problems have been addressed with respect and thought.		Female	56-65	White British	
371	Rheumatology (NDDH Outpatients)	Likely	Staff friendly and put my mind at rest by answering my questions.	Shorter waiting times.	Female	26-35	White British	
372	Urology (NDDH Outpatients)	Extremely Likely	Everyone is very pleasant and helpful - nurses and specialist Mr [name withheld] who I saw previously.	Nothing I can think of!	Male	Over 65	White British	
373	Urology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
374	Urology (NDDH Outpatients)	Extremely Likely	Very good treatment all round.		Male	Over 65	White British	
375	Urology (NDDH Outpatients)	Extremely Likely	Very friendly and helpful staff.	None.	Male	56-65	White British	
376	Urology (NDDH Outpatients)	Extremely Likely	I always have good treatment.	I think it's perfect.	Male	Over 65	White British	
377	Urology (NDDH Outpatients)	Extremely Likely	Good experience. Very good service.		Male	Over 65	White British	
378	Urology (NDDH Outpatients)	Likely	The nearest place I can get help (24.5 miles). Decent, hardworking people are	Let the folk awaiting when their turn is likely to come.	Male	56-65	White British	

			helpful.					
379	Urology (NDDH Outpatients)	Likely	Good treatment.	None.	Male	56-65	White British	
380	Urology (NDDH Outpatients)	Likely	Friendly staff and caring service.	Parking is a problem.	Male	Over 65	White British	
381	Urology (NDDH Outpatients)	Not entered	I have no experience of any other hospital so cannot judge.		Male	Over 65	White British	
382	Vascular (NDDH Outpatients)	Extremely Likely	Have always had good care.	None.	Female	Over 65	White British	
383	Vascular (NDDH Outpatients)	Extremely Likely	No complaints.	To take patients from the car park to the hospital.	Male	Over 65	White British	
384	Vascular (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
385	Vascular (NDDH Outpatients)	Likely	Seems sensible if unwell.		Female	Over 65	White British	

Qualitative feedback - Aug-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
		Easy read FFT card completed								

		by: Patient or Family member / Carer								
1	Breast Clinic (NDDH Outpatients)	Not entered	Yes				Female	12-15	White British	
2	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly staff - we are lucky in Barnstaple.	Very helpful staff. Made my daughter feel secure & safe.		Female	Under 6	White British	
3	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Lady was very patient and reassuring and explained every step. Lovely lady.		Nothing.	Female	6-8	White British	
4	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very lovely staff. Reassurance throughout.	The staff.	Nothing.		Under 6	White British	
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The appointment was on time & was pleasant enough. The lady in charge was also very pleasant & chatty and made my son feel comfortable.	See qus before.		Male	9-11	White British	
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	[Name withheld] was very lovely and patient with my son who has autism.	It was quiet and [name withheld] was amazing.	Nothing!	Male	9-11		
7	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The staff are very friendly, helpful and easy to talk to.	I could talk to the staff about my problems.	Nothing.	Female	12-15	White British	
8	ENT (NDDH Outpatients)	Not entered	Yes	Cooperative, kind, attentive.	It was quite quick.		Male	Under 6	White British	
9	Eye Clinic (NDDH)	Not entered	Yes	We were seen on time.	On time.		Female	12-15	White British	

	Outpatients)									
10	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Very friendly, helpful, great treatment.			Female		White British	
11	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Fabulous staff & thorough treatment.	The nurse allowed me to administer the drops.	Nothing.	Male	Under 6	White British	
12	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly staff. Books & toys to play with. They can help fix your eyes.	Books available. Didn't have to wait long.	In the reminder text it would have been helpful to mention the point about arriving 20mins before your appointment in case drops are needed.	Female	6-8	White British	
13	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes				Female	Under 6		Do not publish
14	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly, helpful.	Very helpful with our son as he is very shy.	None.	Male	Under 6	White British	
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Friendly welcome when entering reception. Staff all smiled & Eye Clinic receptionist extremely friendly (a smile makes such a difference)!!!	Clean, tidy & friendly, welcoming staff.	My 4-yr old needed the toilet rather urgently. However, the nearest toilet we were told he couldn't use. I had to state how desperate he was to be allowed.	Male	Under 6	White British	

16	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	The clinic is easy to find and the staff very helpful.	The consultant was kind and helpful.		Male	9-11		
17	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	People were kind and made me laugh.	People helped me.	Nothing.	Male	9-11	White British	
18	Fracture Clinic (NDDH Outpatients)	Not entered	Yes	Really efficient & great care.	No waiting!	Nothing.	Male	12-15	White British	
19	Fracture Clinic (NDDH Outpatients)	Not entered	Yes				Female	9-11	White British	Do not publish
20	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Very good treatment.		The waiting times has been too long for my appointments.	Male	12-15	White British	
21	Fracture Clinic (NDDH Outpatients)	Family member / Carer	Yes	Very helpful if you are frightened.			Male	9-11	White British	
22	Fracture Clinic (NDDH Outpatients)	Family member / Carer	Yes	Always received good treatment.			Female	12-15	White British	
23	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Interested & kind.			Female	Under 6	Other ethnic group	
24	Fracture Clinic (NDDH Outpatients)	Not entered	Not entered	My 20-month old grandson has an appointment for 11 o'clock. He is hungry & tired and so far waited 12.10 and still waiting! Why make these times if you haven't got time to fit them in?			Male	Under 6		
25	Physiotherapy	Parent/	Yes	Very efficient,	Calm, friendly	Nothing!	Female	Under	White	

	(NDDH Outpatients)	Guardian/ Carer		friendly staff. Thank you.	atmosphere.			6	British	
26	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always on time. Information is clearly explained. Very helpful staff.	[Name withheld] clearly explains everything. He's given my child so much more confidence. He's a credit to the department.	Nothing.	Female	12-15	White British	
27	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Welcoming & friendly.	Helping my condition.	None.	Male	12-15	White British	
28	Radiology - CT scan	Not entered	Yes	Friendly staff. Appointment fitted in promptly. Thank you.		No.	Female	12-15	White British	
29	Radiology - X-ray	Not entered	Yes	Appointment for my young daughter receptionist put her at ease - very friendly! Waiting area very clean.		Family movie on TV in waiting area would be nice.	Female			
30	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Prompt and comprehensive service, knowledgeable doctors and friendly staff.						
31	Radiology - X-ray	Not entered	Maybe	On the way in there were plenty of signs indicating to clean your hands but no sanitation stations. Baby had a hip scan and air-con was on cool - room was very		Put plenty of sanitation stations around walkways. Be thoughtful of patient & procedure when setting room				

				cold on way in & he needs to be naked. Staff were friendly & polite.		temp. were possible.				
32	Urology (NDDH Outpatients)	Patient	No	Arrived at 2.30 for 3.30 appointment. Went for X-ray which was delayed. Missed my slot with consultant. Why on checking in is the fact that I've gone for X-ray not recorded on arrival!			Male		White British	