

## Outpatients - North Devon District Hospital - Friends and Family Test - Oct-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:

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

'Would not recommend' percentage is calculated as follows:

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

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

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Oct-18	450	94.2	1.8	4.0

### Qualitative feedback - Oct-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		Would like the clinic to run for longer hours each day to avoid the long waiting time.		Over 65	White British	
2	Audiology (NDDH Outpatients)	Extremely Likely	It is wonderful to have a drop-in facility in the Audiology Dept. Today, I had to wait all of five minutes before I was seen. The technician was friendly, listened to my problem and made the necessary alterations to my hearing aid. Top marks.		Male	Over 65	White British	
3	Audiology (NDDH Outpatients)	Extremely Likely	It is a good service but sometimes it takes a long time.	No.	Male	Over 65	White British	
4	Audiology (NDDH	Extremely Likely	Audiology - wonderful	No. The service was	Female	46-55	White British	

	Outpatients)		staff, help, thorough. I am very happy.	perfect.				
5	Audiology (NDDH Outpatients)	Extremely Likely	Courteous staff, clinician was good at explaining treatment. Helpful receptionist (next nearest clinic probably 50 mile away!)		Female	Over 65	White British	
6	Audiology (NDDH Outpatients)	Extremely Likely	The service was first class.		Male	Over 65	White British	
7	Audiology (NDDH Outpatients)	Extremely Likely	Could go to Specsavers for hearing aids but like to use the NHS even though more convenient for me to use Specsavers.		Female	Over 65	White British	
8	Audiology (NDDH Outpatients)	Extremely Likely	Felt my problem was clearly understood and steps were taken to help. Felt real interest taken in me.		Male	Over 65	White British	
9	Audiology (NDDH Outpatients)	Extremely Likely	I have had very good treatment in the past.		Female	Over 65	White British	
10	Audiology (NDDH Outpatients)	Extremely Likely	I have been a regular patient and have always received excellent treatment at all times.		Male	Over 65	White British	
11	Audiology (NDDH Outpatients)	Likely	Trouble free.	Ok so far.	Male	Over 65	White British	
12	Audiology (NDDH Outpatients)	Likely	General good care.		Male	Over 65	White British	
13	Audiology (NDDH Outpatients)	Not entered	Helpful and friendly.		Male	Over 65	White British	
14	Audiology (NDDH Outpatients)	Not entered	Don't know anyone else.	Times longer.	Male	56-65	White British	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish

16	Breast Clinic (NDDH Outpatients)	Extremely Likely		None - all very efficient & friendly & quick service.	Female	56-65	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	Good, professional care.		Female	26-35	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely				26-35	White British	Do not publish
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly & helpful staff, attentive and supportive.		Female	16-25	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Clinic running perfectly - went in early. All staff absolutely lovely - very friendly & caring.		Female	56-65	White British	
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly service - friendly, positive staff. I was seen quite quickly. Process was explained clearly. Nice area to wait with refreshments close by.	Not sure how you could improve.	Female	46-55	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Great service, friendly staff. Reassuring. Would be great to know how long before you're seen to grab a coffee. Hope the NHS can survive austerity. Thank you for all you do. x	None, great service.		46-55	White British	
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very satisfied with treatment & aftercare.	Parking is a nightmare.	Female		White British	
24	Breast Clinic (NDDH Outpatients)	Extremely Likely						
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very kind and attentive people who could see I was anxious.	No.	Female	16-25	White British	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very good service.	None.	Female	36-45	White British	

27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Good, kind, quick treatment.	None.	Female	16-25	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	You are treated very good and quickly.					
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Nice & clean, warm, lots of seats, lovely children's area, nice to have water.	No.	Female	16-25	White British	
31	Breast Clinic (NDDH Outpatients)	Likely	Staff were friendly and helpful.	Free latte & biscuits.	Female	36-45	White British	
32	Breast Clinic (NDDH Outpatients)	Likely	Staff very friendly and professional, working in a stressful environment. Bright and airy waiting area, clean.	Car parking was bad, had to park in residential area, felt bad for residents!	Female	26-35	White British	
33	Breast Clinic (NDDH Outpatients)	Likely	No.	Coffee machine. Snack bar.	Female	26-35	Other ethnic group	
34	Breast Clinic (NDDH Outpatients)	Likely	Staff are friendly. Warm & clean environment.	None.	Male	36-45	White British	
35	Breast Clinic (NDDH Outpatients)	Likely	Very friendly staff.		Female	36-45	White British	
36	Breast Clinic (NDDH Outpatients)	Likely	Good to have a clinic here and not Exeter.		Female	46-55	White British	
37	Breast Clinic (NDDH Outpatients)	Likely						
38	Breast Clinic (NDDH Outpatients)	Likely	Had a very positive and 'speedy' experience.	Not after just one appointment!	Female	Over 65	White British	
39	Breast Clinic (NDDH Outpatients)	Likely	Everyone is very pleasant and helpful, but very late running of clinics, sometimes, does rather raise the blood pressure.	Not really. Generally very good, but sometimes the air quality in area A doesn't feel very fresh.	Female	Over 65	White British	
40	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Came last week. They had changed my appointment and not contacted me! So	A better system for timekeeping!	Female	16-25	White British	

			far, my appointment is running late, meant 3.40, it's now 3.50. Were only all here because we have to be tho! Referral was quick.					
41	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Reception was lovely, smiley and happy. Breast care nurse helpful and understanding. Dr [name withheld] could do with a few helpful hints or manners and a smile.	Coffee vending machine.	Female	46-55	White British	
42	Cardiac (NDDH Outpatients)	Extremely Likely	Very good service we have had in the Cardiac Dept.	Very good service.	Female	Over 65	White British	
43	Cardiac (NDDH Outpatients)	Likely	The treatment & advice received has been effective & useful.		Male	56-65	White British	
44	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The cardiac nurse was really helpful and listened to all we had to say. Put some of my worries at ease.		Male	Over 65	White British	
45	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	I have always received excellent care in this hospital.	A larger car park would be great.	Female	56-65	White British	
46	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
47	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The whole procedure from the original discovery & monitoring of my symptoms in 2011 until rehab clinic today has been excellent. I cannot thank everyone in cardiac enough.		Male	Over 65	White British	

48	Cardiology (NDDH Outpatients)	Extremely Likely	Absolutely fantastic. All staff deserve medals. [Name withheld], on behalf of my parents.	No room for improvement. NHS staff are great!				
49	Cardiology (NDDH Outpatients)	Extremely Likely	Happy with treatment and technicians were very good with explanations etc.	Service good.	Male	Over 65	White British	
50	Cardiology (NDDH Outpatients)	Extremely Likely	Where else can they go!		Male	Over 65	White British	
51	Cardiology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
52	Cardiology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
53	Cardiology (NDDH Outpatients)	Extremely Likely	Arrived slightly early - everyone has seen me early, been polite, cheerful and professional. No problems whatsoever. Excellent service.		Male	Over 65	White British	
54	Cardiology (NDDH Outpatients)	Extremely Likely	Nothing to complain about, always had good service.	Get government to provide more finances. Stop sending our good doctors & nurses abroad.	Male	Over 65	White British	
55	Cardiology (NDDH Outpatients)	Likely	Nearest hospital offering the service.	To see patients at allotted time.	Male	Over 65	White British	
56	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I needed to have my pacemaker checked as an emergency and was seen without an appointment on the same day. Wonderful service.	All was excellent.	Male	Over 65	White British	
57	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Nice staff. Quick & efficient service.		Female	Over 65	White British	
58	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff always friendly, ready to answer any questions		Female	56-65	White British	

			you have. Supportive. Knowledgeable within their role.					
59	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The entire process was professional, speedy & also friendly. A very positive experience.		Female	Over 65	White British	
60	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Every time I have come in here, I have had the best of service.		Male	Over 65	White British	
61	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Lovely, friendly staff. Very efficient.		Female	56-65	White British	
62	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The staff are marvellous. The only thing that lets this hospital down is the car parks.	Park and ride.	Male	Over 65	White British	
63	Cardio-respiratory (NDDH Outpatients)	Likely		Car parking space needs improving (more).	Female	Over 65	White British	
64	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely			Female	56-65	White British	Do not publish
65	Care of the Elderly (NDDH Outpatients)	Extremely Likely	Friendly staff. Not much waiting. Easy access.		Male	56-65	White British	
66	Care of the Elderly (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Keeping well to times of appointments.		Male	56-65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Polite, professional & [illegible].	Wifi for wait.	Male	56-65	Other ethnic group	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	It's all good.		Female	Over 65	White British	



71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very patient, helpful and understanding.		Male	Over 65	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff approachable & friendly.	None.	Female	46-55	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service.	Go a little faster.	Female	Over 65	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always helpful, pleasant, smiling & efficient.	It is fantastic as it is. Thank you.	Female	Over 65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service.		Male	Over 65	White British	
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent, kind and caring staff.	No.	Female	Over 65	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always treated very well.	Could shorten waiting times.	Female	Over 65	White British	
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Been coming many years and have received good care [illegible].	The only thing that needs improvement is parking.	Female	56-65	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always well treated. Attentive, helpful staff. Often delays, but kept informed.		Female	Over 65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The care given during the extensive tests.					

	Outpatients)							
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff always kind and helpful.		Female	Over 65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service.	Need more parking places for cars.	Female	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good, helpful treatment. Satisfactory outcomes.	Disabled car park too small.	Female	Over 65	White British	
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	To help in some way.	Be nice to know how long to have to wait for X-ray when you have to catch a bus.	Female	Over 65	White British	
87	Clinic / department not entered (NDDH Outpatients)	Likely	The service is very good.	No.	Female	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are friendly and very helpful. Makes a difference.	Can't think of any.	Female	46-55	White British	
89	Clinic / department not entered (NDDH Outpatients)	Likely	Very professional service I received. Friendly, lovely staff.	None. Good timekeeping. Staff are really good. I am impressed as I have come all the way from Tiverton.	Female	Over 65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
91	Clinic / department not entered (NDDH Outpatients)	Likely	At your request.		Female	Over 65	White British	
92	Clinic / department not entered (NDDH Outpatients)	Likely	Some appointments do better than others. Seeing this is the only hospital for miles we have not a lot of	I don't really think some appointments are good. Seem to have a lot of staff standing around -	Female	Over 65	White British	

			choice. But on the whole good.	they could be better on the short-staffed wards.				
93	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	Appointment at 1.30pm, reception not manned till 2pm. Appointment had been changed to Monday without any notification from hospital!!! We have travelled 50 mile round trip.	Receptions should be manned if clinics are operating, no-one can deal with issues as nursing staff claim they cannot sort thing out.	Male	56-65	White British	
94	Clinic / department not entered (NDDH Outpatients)	Not entered	Very good. Easy to talk to.		Male	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Not entered	Not much experience with the services here.		Female		Other ethnic group	
96	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	People very friendly, helpful and patient. Thank you.		Female	Over 65	White British	
97	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	The staff are all helpful and kind.	Parking can be a problem.	Female	Over 65	White British	
98	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Everyone is so efficient, friendly & helpful. Nothing is too much trouble. Timing of appointments pretty much on time.		Male	Over 65	White British	
99	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Friendly, clean & on time.		Female	36-45	White British	
100	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Female	46-55		
101	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	

102	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Friendly staff. Very helpful.		Female	46-55	White British	
103	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Clean!	Play music instead of news.	Female	26-35	White British	
104	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	All staff are friendly and helpful.	No.	Male	Over 65	White British	
105	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
106	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	No complaints regarding service & treatment. Staff very helpful & caring.		Female	Over 65	White British	
107	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I have always been treated with utmost respect in all my attendance at the hospital.		Male	Over 65	White British	
108	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Good appointment.	N/A.	Female	46-55	White British	
109	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Nurses & doctors are very patient and gave me my test results right away. Very pleased.	None.	Female	Over 65	White British	
110	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Always excellent care.			56-65	White British	
111	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I think the hospital provides a very good service.	Parking is usually quite difficult.	Female	Over 65	White British	
112	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Always very helpful and friendly.			36-45	White British	
113	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Helpful.		Male	Over 65	Other ethnic	

	entered–Area A (NDDH Outpatients)						group	
114	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
115	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Fantastic staff - so efficient, helpful & so friendly. Thanks to all.		Female	Over 65	White British	
116	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
117	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Waiting times were a bit of a disappointment but be grateful for the NHS. Good a member of staff pre-warned us of delay.		Female	36-45	White British	
118	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	All ok except PTO.	Clean up area outside main entrance and sort out various wheelchairs there. Says 'children' only - is incorrect.				
119	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Seen within 2 week of referral. Friendly staff.		Female	36-45	White British	
120	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Friendly atmosphere!					
121	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Clean area. Friendly. Reception staff served me quickly. Water facilities available.	No.	Male	16-25	White British	
122	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Have always found staff very friendly and helpful.		Female	Over 65	White British	
123	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely				Over 65	White British	Do not publish

	Outpatients)							
124	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Since 2014, my husband has received excellent, professional, caring & sensitive help since being diagnosed with prostate cancer / kidney stones. Dr [name withheld], Mr [name withheld] could not have been better. My husband has great confidence in both of them. NDDH Trust is fortunate to have them.	My husband & I have found the op service fine.	Male			
125	Clinic/dept not entered–Area A (NDDH Outpatients)	Unlikely	Appointment 11.00am. Letter told me to go to Physio Outpatients level 1. I waited 1/2hr. Then told I should be Outpatients A. Apparently, they were looking for me. Had to wait again.	Tell patient correct department.	Female	Over 65	White British	
126	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Unlikely	Too long a wait without explanation.					
127	Clinic/dept not entered–Area A (NDDH Outpatients)	Don't Know	It's taken a long time to sort my back out.		Male	26-35		
128	Clinic/dept not entered–Area A (NDDH Outpatients)	Don't Know	Very poor. Waiting time is ridiculous - waited 45mins to see doctor, then waited a further 95mins for ultrasound. Other hospitals I have visited do not keep you waiting. Very poor, very poor, very poor	Do not overbook. If you can't keep to time, don't give a time. Take a look how Bristol Outpatients are run - they know what they're doing.		Over 65	White British	

			- the worst ever. If you would like to call me, here's my number [number withheld].					
129	Clinic/dept not entered–Area A (NDDH Outpatients)	Don't Know	Haven't been seen yet. Staff friendly.	Turn the heating down a bit.	Female	56-65	White British	
130	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	It's not as if there is any other option?	Speed up service in pharmacy. If there are delays, phoning ahead of time or texting might be a good idea so time is better spent.	Male	56-65	White British	
131	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	I had good care when in hospital in September.	No. You are good.	Female	Over 65	White British	
132	Clinic/dept not entered–Area B (NDDH Outpatients)	Likely	Very good, friendly staff, clean building.		Male	46-55	White British	
133	Clinic/dept not entered–Area B (NDDH Outpatients)	Not entered	I feel all department in the hospital do their best and give support as well as they can do.		Female	36-45	White British	
134	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	We all will need medical care sometime.	Waiting time was a bit long.		26-35	White British	
135	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	The level of care shown to me by the staff.	Larger car park!	Female	56-65	White British	
136	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
137	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	I have been a patient at NDDH on and off for 25 years. The medical and nursing care has always	Better privacy at reception. More chairs with arms in waiting area.	Male	Over 65	White British	

			been excellent.					
138	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		Female	46-55	White British	
139	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely				26-35	White British	
140	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Because the staff, doctors & nurses are excellent and can find no fault with the service.		Male	36-45	White British	
141	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Always very helpful.		Female	Over 65	White British	
142	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
143	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Good service and helpful advice from everybody at hospital.			Over 65	White British	
144	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Lovely & polite staff, very reassuring.	Better & more car parking - enough to give anybody high blood pressure.	Female	56-65	White British	
145	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	Do not publish
146	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	The help given with advice & also a friendly work team.	N/A.	Male	36-45	White British	
147	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Is there an alternative?		Male	Over 65	White British	
148	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	



149	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	All the staff made me feel at ease.					
150	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Good medical facilities.	Larger car park. Faster blood service. Faster pharmacy.	Male	Over 65	White British	
151	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
152	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	In our experience we have had good treatment. Although the clinic has often run late, we have been kept updated.					
153	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely		Larger waiting area. Very busy today, not easy with wheelchair.	Male	Over 65	White British	
154	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
155	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Female	56-65	White British	Do not publish
156	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Female	Over 65	White British	
157	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Female	Over 65	White British	
158	Clinic/dept not entered–Area C (NDDH Outpatients)	Neither Likely nor Unlikely	Car parking totally inadequate for area.	More staff (phlebotomy).	Female	Over 65	White British	
159	Clinic/dept not entered–Area C (NDDH Outpatients)	Neither Likely nor Unlikely	Colorectal pre-op very good but long wait for blood test at 11am.					
160	Clinic/dept not	Don't Know	None live in South West.	Tea & biscuits for	Male	56-65	White British	

	entered–Area C (NDDH Outpatients)			waiting.				
161	Clinic/dept not entered–Area C (NDDH Outpatients)	Not entered	Lovely staff, very helpful.	Better parking.	Female	Over 65	White British	
162	Dietetics (NDDH Outpatients)	Likely	The hospital is clean and tidy, the staff are helpful, polite and friendly. It's quiet in a pleasant way.	No suggestions as everything was lovely. The only reason I didn't tick 'Extremely likely' is it is still a hospital so I wouldn't be extremely likely to recommend it to anyone, but it is a lovely, clean, nice hospital.	Female	36-45	White British	
163	Dietetics (NDDH Outpatients)	Neither Likely nor Unlikely	Waiting time.		Female	46-55	White British	
164	EEG / EMG (NDDH Outpatients)	Extremely Likely	I was made to feel very comfortable and relaxed during the whole process and spoken to very gently and explained things in detail to me as much as possible.	No.	Female	56-65	Asian / Asian British	
165	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
166	EEG / EMG (NDDH Outpatients)	Extremely Likely	I was dealt with in an efficient and friendly manner.	No.	Male	Over 65	White British	
167	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
168	EEG / EMG (NDDH Outpatients)	Extremely Likely	Warm, friendly approach, made to feel at ease. Thank you all for all our NHS staff.		Female	56-65	White British	
169	EEG / EMG (NDDH Outpatients)	Extremely Likely	Staff were friendly & helpful & explained the	No - no need for improve.	Male	26-35	White British	

			procedure.					
170	EEG / EMG (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
171	ENT (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
172	ENT (NDDH Outpatients)	Extremely Likely	Helpful, polite, friendly, informative services.		Female	56-65	White British	
173	ENT (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
174	ENT (NDDH Outpatients)	Extremely Likely	Tooth.	No.	Male	36-45	White British	
175	ENT (NDDH Outpatients)	Likely	Very helpful staff.		Male	26-35	White British	
176	ENT (NDDH Outpatients)	Likely	Polite service. Informative.	No.	Female	26-35	White British	
177	ENT (NDDH Outpatients)	Neither Likely nor Unlikely	Too long waiting. 1 hour after appointment time.					
178	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Service given to me was excellent.		Male	Over 65	White British	
179	Exmoor Unit (NDDH Outpatients)	Likely	On time.		Female	Over 65	White British	
180	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast and efficient appointment.		Female	Over 65	White British	
181	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, efficient staff.		Male	Over 65	White British	
182	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very pleasant & helpful staff.	The car parking remains an issue on most visits. It is very disappointing that a payment exemption is not available to those with a registered disability & blue badge, as in other countries I have lived.	Male	Over 65	White British	
183	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent & friendly staff & efficient.	Always advise people to anticipate eye drops so	Female	Over 65	White British	

				not drive home - in appt letter.				
184	Eye Clinic (NDDH Outpatients)	Extremely Likely	It's the only place I know I can get the care I require free of charge & efficient.	Keep it well funded on the NHS - invaluable service.	Male	46-55	White British	
185	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful & polite staff.		Male	Over 65	Asian / Asian British	
186	Eye Clinic (NDDH Outpatients)	Extremely Likely	Eye examination and obtain CV1.		Male	46-55	Mixed / Multiple ethnic groups	
187	Eye Clinic (NDDH Outpatients)	Extremely Likely	First class, very helpful, thanks NHS.		Male	Over 65	White British	
188	Eye Clinic (NDDH Outpatients)	Extremely Likely	The receptionist staff have gone above and beyond every time I've been. Nurses, HCAs & consultants very welcoming and approachable.	Water facilities in waiting room.	Female	26-35	White British	
189	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind staff. Informative.		Male	16-25	White British	
190	Eye Clinic (NDDH Outpatients)	Extremely Likely	Overall good service.		Male	36-45	White British	
191	Eye Clinic (NDDH Outpatients)	Extremely Likely	Consistently high levels of care over the last 10 years.		Male	46-55	White British	
192	Eye Clinic (NDDH Outpatients)	Extremely Likely	Happy with quality of care.	Waiting times.	Male	Over 65	White British	
193	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been seen quickly and efficiently. Staff have all been supportive & kind during my visit.	None.	Female	46-55		
194	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful, polite staff.		Male	Over 65	Other ethnic group	
195	Eye Clinic (NDDH Outpatients)	Extremely Likely	During the many visits and treatment received at this hospital, I have received		Female	Over 65	White British	

			care and consideration from all staff members. To have a good hospital on our doorstep is very important.					
196	Eye Clinic (NDDH Outpatients)	Extremely Likely	Efficiently-run unit and treatment runs well to time.		Male	Over 65	White British	
197	Eye Clinic (NDDH Outpatients)	Extremely Likely	Mr [name withheld] and team, and indeed all the staff, are friendly, efficient and cheerful. Full explanation of all procedures. Prompt appointments and always seen on time.		Female	Over 65	White British	
198	Eye Clinic (NDDH Outpatients)	Extremely Likely	Easy to use clinic - very straightforward system.		Female	Over 65	White British	
199	Eye Clinic (NDDH Outpatients)	Extremely Likely	Punctual and friendly service.	Parking places could be more numerous.	Male	56-65	White British	
200	Eye Clinic (NDDH Outpatients)	Extremely Likely	The treatment seems thorough & well explained.	Problems with parking. We had to queue for 15 minutes to get into the car park. The car park attendant was very helpful. No bays available so we had to park beside them.	Male	Over 65	White British	
201	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always on time. Follow-up appointments good.			Over 65	White British	
202	Eye Clinic (NDDH Outpatients)	Extremely Likely	We feel people try their best for you.	The car park needs to be made bigger.	Female	Over 65	White British	
203	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very happy with quality of treatment. Polite and helpful staff. Very good service.		Female	Over 65	White British	

204	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly staff. The new children's waiting area is a great idea. My child was very happy waiting while playing with the toys.	Tea / coffee cart would be nice because sometimes we're waiting hours.	Female	26-35	White British	
205	Eye Clinic (NDDH Outpatients)	Extremely Likely	Efficient service provided.		Male	36-45	White British	
206	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen quickly, all problems looked at, not just eye problem attended for (via further appointment).	Chairs for people with back / spine conditions / problems.	Male	36-45	White British	
207	Eye Clinic (NDDH Outpatients)	Extremely Likely	Emergency Eye Clinic an excellent idea.		Male	56-65	White British	
208	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, efficient service.		Female	56-65	White British	
209	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
210	Eye Clinic (NDDH Outpatients)	Extremely Likely	Over many years, we have used many areas of outpatients and every time we have been treated with great respect and good manners. This hospital is brilliant as has our doctor's surgery (Caen Street, Braunton). Big thank you's.		Female	Over 65	White British	
211	Eye Clinic (NDDH Outpatients)	Extremely Likely	Thorough examination. Made me feel at ease.		Female	56-65	White British	
212	Eye Clinic (NDDH Outpatients)	Likely	Always been very helpful.		Female	Over 65	White British	
213	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	
214	Eye Clinic (NDDH Outpatients)	Likely	Staff usually efficient, but friendly. Have felt doctors	State changes between visits.	Male	Over 65	White British	

			on occasions rush through things and have not explained things bringing you up to date with any changes or time to think through options.					
215	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
216	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
217	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
218	Eye Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
219	Eye Clinic (NDDH Outpatients)	Unlikely	Waiting times in clinics are very long. Been several times and most clinics run late, often waiting over an hour. Week long follow-up appointments last minute, as none available to book & rely on cancellations.	Better communication regarding wait times / how behind clinic is behind.	Female	26-35	White British	
220	Eye Clinic (NDDH Outpatients)	Extremely Unlikely	Nearly 2-hour wait after arriving, nurse good but wait unacceptable.		Female	56-65	White British	
221	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff, good advice and helpful.		Female	16-25	White British	
222	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Male	16-25	White British	Do not publish
223	Fracture Clinic (NDDH Outpatients)	Extremely Likely	We have both been patients here and give the service 100%.		Male		White British	
224	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always helpful & efficient.		Male	16-25	White British	
225	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Asked to provide details following treatment in	Parking inadequate.	Female	Over 65	White British	

			Fracture Clinic.					
226	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.	None.	Male	Over 65	White British	
227	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Pleasant, helpful staff, very friendly.		Male	26-35	White British	
228	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Polite and quick service.	None.	Male	16-25	White British	
229	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Kind & helpful service.	None.	Male	Over 65	White British	
230	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Really nice staff.	None.	Male	16-25	White British	
231	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful service.		Female	Over 65	White British	
232	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff are very professional and explain things clearly.	N/A.	Male	16-25	White British	
233	Fracture Clinic (NDDH Outpatients)	Likely	It is a good hospital with great service.	None.	Male	16-25	White British	
234	Fracture Clinic (NDDH Outpatients)	Likely	I was looked after very well.		Female	Over 65	White British	
235	Fracture Clinic (NDDH Outpatients)	Likely						
236	Fracture Clinic (NDDH Outpatients)	Likely	Nurses & doctors are nice, patient and reassuring. Care is good.					
237	Fracture Clinic (NDDH Outpatients)	Likely			Male	46-55	White British	
238	Gastroenterology (NDDH Outpatients)	Extremely Likely	Amazing staff. All have treated me quickly and thoroughly.	None.	Female	56-65	White British	
239	Gastroenterology (NDDH Outpatients)	Extremely Likely	Everyone was so kind.		Female	Over 65	White British	
240	Gastroenterology (NDDH Outpatients)	Not entered	No strong reasons – as good as should be expected.	Not enough parking spaces. I suspect this survey is more NHS money wasting.	Female	Over 65		



241	Gynaecology (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	Do not publish
242	Gynaecology (NDDH Outpatients)	Extremely Likely	The equipment used in the colposcopy process is extremely thorough as is Dr [name withheld]. Good to offer bloods immediately.	Booking was terrible when 'apparently booking lady' was off for a week over the summer. This meant I waited over 12 weeks for colposcopy. I chased an appt 3 times over 4 weeks.	Female	46-55	White British	
243	Gynaecology (NDDH Outpatients)	Extremely Likely	Very helpful nurses. Take time, listen well. Ensure you are comfortable and knowledgeable before you leave.		Female	46-55	White British	
244	Gynaecology (NDDH Outpatients)	Extremely Likely	Always helpful when need to change appointment.		Female	46-55	White British	
245	Gynaecology (NDDH Outpatients)	Likely		Parking was difficult in disabled.	Female	Over 65	White British	
246	Gynaecology (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
247	Haematology (NDDH Outpatients)	Extremely Likely	Clear advice / instructions for ongoing monitoring of condition and very friendly & helpful staff.	Not at the moment.	Male	Over 65	White British	
248	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	My husband has received excellent care over the last 2 years from doctors and, especially, the nurses concerned with his continuing care. He was a very sick man who now has a good quality of life, overseen regularly in clinic, reviewing his	None - have always found it excellent, any queries always dealt with by telephone between appointments.	Female	Over 65	White British	

			symptoms and medication.					
249	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Very thorough clinic - someone always on the end of the phone - waiting times for clinic very good.	Parking - the bane of everyone's life - it will only get worse with all the building of houses going on.	Female	56-65	White British	
250	Maxillofacial (NDDH Outpatients)	Extremely Likely	Helpful, professional care. Supportive & patient with my needle phobia. Treated me like an individual person & not 'another patient'. Thank you.	No.	Female	56-65	White British	
251	Maxillofacial (NDDH Outpatients)	Extremely Likely	I was so nervous, but what a lovely team I had. They made me feel very safe. Thank you.		Female	56-65	White British	
252	Maxillofacial (NDDH Outpatients)	Extremely Likely	Fantastic support for a nervous patient! Made me feel at ease. Thank you.		Female	36-45	White British	
253	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very informative & relaxed approach. Very reassuring.		Male	46-55	White British	
254	Maxillofacial (NDDH Outpatients)	Extremely Likely	Reassuring & friendly.		Female	56-65	White British	
255	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very efficient. Explained medical things in a clear way - normal speak.		Female	26-35	White British	
256	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everyone was friendly and put me at ease. Explained everything thoroughly.		Female	56-65	White British	
257	Maxillofacial (NDDH Outpatients)	Extremely Likely	Polite staff. Painless dentistry that was well explained prior to the work. Many thanks.	Having my notes and X-rays maybe the evaluation was unnecessary and would save NHS time.	Male	56-65	White British	
258	Maxillofacial (NDDH Outpatients)	Extremely Likely	Best dentist - very helpful	None.	Female	36-45	White British	

	Outpatients)		and very relaxed.					
259	Maxillofacial (NDDH Outpatients)	Extremely Likely	Fine service.					
260	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent.			46-55	White British	
261	Maxillofacial (NDDH Outpatients)	Extremely Likely	Extremely friendly and professional.		Male	36-45	White British	
262	Maxillofacial (NDDH Outpatients)	Extremely Likely	Kind and efficient.		Female	Over 65	White British	
263	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very good.		Female	46-55	White British	
264	Maxillofacial (NDDH Outpatients)	Extremely Likely	I felt extremely comfortable with the staff. I'd come again - without sounding too weird. Thank you. [Name withheld]	None at all!	Female	26-35	White British	
265	Maxillofacial (NDDH Outpatients)	Extremely Likely	Prompt, efficient & friendly service - thank you.					
266	Maxillofacial (NDDH Outpatients)	Extremely Likely	[Name withheld], the dental surgeon, was brilliant. No pain at all at the moment!	No.	Female	Over 65	White British	
267	Maxillofacial (NDDH Outpatients)	Extremely Likely	Made to feel comfortable and relaxed.		Female	Over 65	White British	
268	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly. Helpful.	No.	Male	46-55	White British	
269	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	
270	Maxillofacial (NDDH Outpatients)	Extremely Likely	First class treatment. They put my husband at ease from the start.					
271	Maxillofacial (NDDH Outpatients)	Extremely Likely	The nurses and doctor were really caring and made me feel comfortable.	No.	Female	16-25	White British	

272	Maxillofacial (NDDH Outpatients)	Extremely Likely	Treatment and people have been exemplary in every respect.		Male	Over 65	White British	
273	Maxillofacial (NDDH Outpatients)	Extremely Likely	I am so grateful for the expertise, professionalism and warm, friendly nature of the whole team - [names withheld]. What an asset these truly lovely people are to the NHS. Thank you!					
274	Maxillofacial (NDDH Outpatients)	Extremely Likely	Fantastic care by all.	N/A.	Female	36-45	White British	
275	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very well looked after.					
276	Maxillofacial (NDDH Outpatients)	Extremely Likely	Being very nervous, everyone was really excellent in calming me down.		Female	Over 65	White British	
277	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very quick response time & very helpful.		Female	36-45	White British	
278	Maxillofacial (NDDH Outpatients)	Extremely Likely	No pain.		Male	26-35	White British	
279	Maxillofacial (NDDH Outpatients)	Extremely Likely	Professional & proactive. Dealt with well, no messing around by doctor [name withheld].		Male	26-35	White British	
280	Maxillofacial (NDDH Outpatients)	Extremely Likely	Extremely caring & well explained procedure carried out with great care & consideration. Felt completely at ease throughout.		Female	Over 65	White British	
281	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly staff and a relaxed atmosphere.		Male	36-45	White British	
282	Maxillofacial (NDDH Outpatients)	Extremely Likely	Friendly, informative staff.	No.	Female	Over 65	White British	

	Outpatients)							
283	Maxillofacial (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
284	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
285	Maxillofacial (NDDH Outpatients)	Extremely Likely	I arrived in a state of nervousness. Put at ease. The treatment was painless and the staff were amazing. Couldn't have received any better treatment.	No!	Female	56-65	White British	
286	Maxillofacial (NDDH Outpatients)	Extremely Likely	Calm, professional.					
287	Maxillofacial (NDDH Outpatients)	Extremely Likely	Excellent service & treatment. Very friendly staff.					
288	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	26-35	White British	
289	Maxillofacial (NDDH Outpatients)	Extremely Likely	The staff were fantastic, made me feel very comfortable and were friendly. Keep up the great work you do.		Male	36-45	Asian / Asian British	
290	Maxillofacial (NDDH Outpatients)	Extremely Likely	Talked through procedure fully & made to feel at ease.		Male	46-55	White British	
291	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very good service.					
292	Maxillofacial (NDDH Outpatients)	Extremely Likely	I am very, very pleased with the care and attention I have received at the dental clinic and all the kindness shown to me by the nurses and Mr [name withheld]. I think					

			I've had a wonderful job. [Name withheld].					
293	Maxillofacial (NDDH Outpatients)	Extremely Likely	Extremely patient & kind and caring.		Female	56-65	White British	
294	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very well looked after and treatment explained clearly.					
295	Maxillofacial (NDDH Outpatients)	Likely	Very good service - fast, but great care taken.					
296	Maxillofacial (NDDH Outpatients)	Likely	No pain at all.	No.	Male	56-65	White British	
297	Maxillofacial (NDDH Outpatients)	Likely			Female	36-45	White British	
298	Maxillofacial (NDDH Outpatients)	Likely	I was well looked after.		Female	Over 65	White British	
299	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	1) Service is not available without referral from a medical professional. 2) No other NHS options available.	Reduce waiting times for appointments. Widen choice of appointment times.	Male	Over 65	White British	
300	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	I have been receiving treatment for the last 12 months. Within this time I have to wait at least 2 months for an appointment & much longer for scans. But when I get the appointment the treatment is good.	To speed up process of organising appointments.	Female	46-55	White British	
301	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely	Had to wait nearly 2 months for an appointment.		Male	26-35	White British	
302	Maxillofacial (NDDH Outpatients)	Not entered			Male	Over 65	White British	
303	Multiple Sclerosis Nurse (NDDH)	Extremely Likely	Good support from MS team.		Female	56-65	White British	

	Outpatients)							
304	Oncology (NDDH Outpatients)	Extremely Likely	Always pleased with the staff and treatment.		Female	Over 65	White British	
305	Oncology (NDDH Outpatients)	Extremely Likely	Everyone is very helpful and very patient. Never had a bad experience with NDDH.		Female	46-55	White British	
306	Oncology (NDDH Outpatients)	Extremely Likely	Treatment for prostate cancer.	Ignore complaints. Keep up the good work.	Male	Over 65	White British	
307	Oncology (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
308	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very good staff.		Male	Over 65	White British	
309	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
310	Orthopaedics (NDDH Outpatients)	Extremely Likely	Good services.		Male	26-35	Other ethnic group	
311	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	46-55	White British	
312	Orthopaedics (NDDH Outpatients)	Extremely Likely	Professional approach. High attention. Kindness.	I do not have as everything is good as it is.	Female	26-35	Other ethnic group	
313	Orthopaedics (NDDH Outpatients)	Extremely Likely	Well informed.		Male	56-65	White British	
314	Orthopaedics (NDDH Outpatients)	Extremely Likely	Never had a problem, staff helpful & cheerful. I have amazing respect for all NHS staff, helpers, volunteers for all the hard work you do. Thank you.	Maybe not having the news channel on repeat!	Female	36-45	White British	
315	Orthopaedics (NDDH Outpatients)	Extremely Likely	I like Mr [name withheld] - very thorough and explains things very well.	Parking for disabled needs to be wider.	Female	Over 65	White British	
316	Orthopaedics (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish

317	Orthopaedics (NDDH Outpatients)	Likely	Was in need of review following hip procedure.	Appointment date was set but then cancelled and reset a month later - had impact on mobility.		Over 65	White British	
318	Orthopaedics (NDDH Outpatients)	Likely	Always had good service for my joint problems.					
319	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Usually runs smoothly. Parking diabolical.		Female	Over 65	White British	
320	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Very attentive staff. Nice comfortable waiting areas & clean.		Female	26-35	White British	
321	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Quicker, usually, than the surgery. I have INR checked - [illegible] at surgery. They cannot fit me in until well past the date I need blood checked.	Have a number box on wall so we can see what number is being dealt with & how long we've got to wait.	Female	56-65	White British	
322	Phlebotomy Clinic (NDDH Outpatients)	Likely			Male	26-35	White British	
323	Phlebotomy Clinic (NDDH Outpatients)	Not entered			Male	36-45	Other ethnic group	
324	Physiotherapy (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
325	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very friendly & efficient.		Female	46-55	White British	
326	Physiotherapy (NDDH Outpatients)	Extremely Likely	The physio I see is very approachable, helpful, patient and has helped my problems a good deal.		Female	56-65	White British	
327	Physiotherapy (NDDH Outpatients)	Extremely Likely	Because the cardiac nurses and physiotherapist were most attentive and encouraging.		Male	Over 65	White British	
328	Physiotherapy (NDDH Outpatients)	Extremely Likely	Did a good job with good [illegible].		Female	Over 65	White British	
329	Physiotherapy (NDDH Outpatients)	Extremely Likely	We have been here a	No.	Male	56-65	White British	



	Outpatients)		number of times and always the service has been 1st class.					
330	Physiotherapy (NDDH Outpatients)	Extremely Likely	The physio's have been really good in my appointments to try and help my pain and give me exercises to help which was helpful for me.					
331	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] is excellent and very reassuring at what he does. He has given me the confidence to deal positively with my pain.		Female	26-35	White British	
332	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good staff. Good appointment communication.		Female	Over 65	White British	
333	Physiotherapy (NDDH Outpatients)	Extremely Likely	Prompt appointment. Very pleasant & thorough.	No, it's very good.	Male	56-65	White British	
334	Physiotherapy (NDDH Outpatients)	Extremely Likely	Although my appointment time was arranged by the therapist and myself, I did have to wait over half an hour on the day. However, I felt that the reception was helpful - the therapist apologetic and efficient. I left informed and happy!	Please could we have an indication of waiting time? The waiting area is very stuffy - maybe some additional ventilation? The treatment rooms are the same.	Female	56-65	White British	
335	Physiotherapy (NDDH Outpatients)	Extremely Likely	Caring staff.		Female	Over 65	White British	
336	Physiotherapy (NDDH Outpatients)	Extremely Likely			Female	16-25	White British	
337	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very good at explaining things. Very helpful and a nice, caring young man.			Over 65	White British	

338	Physiotherapy (NDDH Outpatients)	Extremely Likely	Always happy with the good service.	Car parking.	Female	Over 65	White British	
339	Physiotherapy (NDDH Outpatients)	Extremely Likely	Knee problem. I am doing everything possible but feel further attention needed.		Female	Over 65	White British	
340	Physiotherapy (NDDH Outpatients)	Likely	Staff always very good.		Female	Over 65	White British	
341	Physiotherapy (NDDH Outpatients)	Likely		Parking spaces.	Male	16-25	White British	
342	Physiotherapy (NDDH Outpatients)	Likely			Male	56-65	White British	
343	Physiotherapy (NDDH Outpatients)	Likely	Would have preferred more hands on / group exercise sessions.		Female	Over 65	White British	
344	Physiotherapy (NDDH Outpatients)	Neither Likely nor Unlikely		None.	Female	Over 65	White British	
345	Physiotherapy (NDDH Outpatients)	Not entered			Female	Over 65	White British	
346	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Seems to be well organised. Seen promptly for our appointment.		Female	Over 65	White British	
347	Radiology - CT scan	Extremely Likely	Good & polite service. Appointment on time.		Female	Over 65	White British	
348	Radiology - CT scan	Extremely Likely	Quick, respectable staff, cannot fault.	Nothing I can think of. Thank you, and keep up the great work.	Male	16-25	White British	
349	Radiology - CT scan	Extremely Likely	First class, professional staff made me feel at ease. Clear explanation of what would happen (and it did as they said). Two great ladies treated me as a person. Thank you.	No, it was first class.	Male	Over 65	White British	
350	Radiology - CT scan	Extremely Likely			Female	46-55	White British	Do not publish

351	Radiology - CT scan	Extremely Likely	The care is very professional and caring.	None, excellent!	Female	Over 65	White British	
352	Radiology - CT scan	Extremely Likely		How can you improve a first class service. Though the government should improve funding.	Male	Over 65	White British	
353	Radiology - CT scan	Extremely Likely	It's the best place to come.	No.	Male	16-25	White British	
354	Radiology - CT scan	Extremely Likely	Staff are very friendly & helpful.	No.	Female	36-45	White British	
355	Radiology - CT scan	Likely	Didn't know you had a choice - only other options would involve a long drive, I guess.		Male	56-65	White British	
356	Radiology - CT scan	Likely	Always dealt with quickly, and friendly.		Female	36-45	White British	
357	Radiology - MRI scan	Likely	Pleasant staff. Clean waiting area. Short wait time for appointment on day. Quite long to wait for initial appointment after referral though.	Free cake.	Female	26-35		
358	Radiology - X-ray	Extremely Likely	The X-ray system is now working extremely well. Very short wait now. Before with appointments it was a long wait.		Female	Over 65	White British	
359	Radiology - X-ray	Extremely Likely	Friendly staff who put you at ease during the appointment. Everything thoroughly explained.		Female	46-55	White British	
360	Radiology - X-ray	Extremely Likely	An X-ray is one of those things that you need at some point in life.		Male	Over 65	White British	
361	Radiology - X-ray	Extremely Likely	Because service ok and there is no other local alternative.	Use e-mail instead of letters between hospital patients and GPs. Also,	Male	56-65	White British	

				between departments to improve efficiency and wastage.				
362	Radiology - X-ray	Extremely Likely	Didn't have to wait. Staff friendly.		Female	56-65	White British	
363	Radiology - X-ray	Extremely Likely			Male	56-65	White British	Do not publish
364	Radiology - X-ray	Extremely Likely		Excellent service - always.	Male	Over 65	White British	
365	Radiology - X-ray	Extremely Likely	I was greeted & treated warmly & efficiently. I am so grateful for the NHS & long may it last.		Female	Over 65	White British	
366	Radiology - X-ray	Extremely Likely	Quick & polite staff, relaxed.			56-65	White British	
367	Radiology - X-ray	Extremely Likely	Post-menopausal bleeding.		Female	56-65	White British	
368	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
369	Radiology - X-ray	Extremely Likely	Very fast scan - booked very quickly. Plenty of comfy seats.	None.	Female	16-25	White British	
370	Radiology - X-ray	Extremely Likely	Very efficient & caring staff. Very little wait for a drop-in system from GP.	N/A. Good service.	Male	Over 65	White British	
371	Radiology - X-ray	Extremely Likely	Very good service.	No, it's great.	Female	Over 65	White British	
372	Radiology - X-ray	Extremely Likely	Everyone was really nice & respectful. Didn't have to wait very long. Can come in without an appointment.		Female	Over 65	White British	
373	Radiology - X-ray	Extremely Likely	Extremely easy & efficient service.		Female	56-65	White British	
374	Radiology - X-ray	Extremely Likely	The staff are very kind, caring and reassuring.		Female	36-45	White British	
375	Radiology - X-ray	Extremely Likely	I have found my visits easy. The departments are	Car parking - maybe a park & ride service.	Female	46-55	White British	

			clean, wait times acceptable and staff friendly & helpful.					
376	Radiology - X-ray	Extremely Likely			Male	Over 65	White British	
377	Radiology - X-ray	Extremely Likely	Everyone very helpful & efficient in a busy environment.	No.				
378	Radiology - X-ray	Extremely Likely	I haven't had that many occasions to use the hospital at all but when I recently hurt my knee and had a suspected DVT (deep vein thrombosis) the hospital could not have reacted any quicker or treated me more thoroughly, politely & professionally.		Female	56-65	White British	
379	Radiology - X-ray	Likely	It would be more helpful if reception staff could tell you waiting times.		Female	46-55	White British	
380	Radiology - X-ray	Likely	Very good service. Waiting times could be improved - sometimes too much waiting.	On other page.	Female	16-25	White British	
381	Radiology - X-ray	Likely	Friendly greeting at reception and wait time was reasonable.		Female	Over 65	White British	
382	Radiology - X-ray	Likely	No difficulties encountered. Prompt.		Female	Over 65	White British	
383	Radiology - X-ray	Likely			Female	Over 65	White British	
384	Radiology - X-ray	Neither Likely nor Unlikely	Slow to get an app.	Quicker app given.	Female	16-25	White British	
385	Radiology - X-ray	Neither Likely nor Unlikely			Male	36-45	White British	

386	Radiology - X-ray	Unlikely	Waiting times are really bad and people don't want to spend all day getting an X-ray done.		Female	46-55	White British	
387	Radiology (NDDH Outpatients)	Extremely Likely	Like always, excellent service and care. Can never complain about service there at NDDH.	No, good as it is.	Female	Over 65	White British	
388	Radiology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
389	Respiratory (NDDH Outpatients)	Extremely Likely	Quick, friendly service.		Male	Over 65	White British	
390	Respiratory (NDDH Outpatients)	Extremely Likely	Staff brilliant. On time.					
391	Respiratory (NDDH Outpatients)	Extremely Likely	Friendly staff.		Male	36-45	White British	
392	Respiratory (NDDH Outpatients)	Extremely Likely	They were very helpful on my first visit to the hospital.	Maybe a text message as a reminder & where to go at the hospital.	Male	56-65	White British	
393	Respiratory (NDDH Outpatients)	Extremely Likely	Good follow up to check on my health following last visit approximately 6 months ago.		Male	36-45	White British	
394	Respiratory (NDDH Outpatients)	Likely	The staff are excellent in all respects. Unfortunately, there is a lot of pressure on appointments & availability.	Increase resources.	Female	46-55	White British	
395	Respiratory (NDDH Outpatients)	Likely	Well looked after, although obvious staff always working under pressure.		Male	Over 65	White British	
396	Respiratory (NDDH Outpatients)	Likely			Female	Over 65	White British	
397	Respiratory (NDDH Outpatients)	Extremely	I chose an appointment in	Ensure there is liaison	Male	Over 65	White British	

	Outpatients)	Unlikely	this hospital because of the extended waiting list in Truro, Cornwall. It is never going to be a viable option being able to choose hospitals, as patient records do not arrive.	between hospitals with regard to patients' records. There seems to be a dire need for severe streamlining of processes and signage.				
398	Rheumatology (NDDH Outpatients)	Extremely Likely	I have always found rheumatology to be helpful and, now that reception is running more smoothly, even better. I don't think 'recommending' rheumatology is the right statement as I wouldn't wish rheumatoid arthritis on anyone.		Female	56-65	White British	
399	Rheumatology (NDDH Outpatients)	Extremely Likely	NHS is a free service and should be appreciated.		Female	56-65	White British	
400	Rheumatology (NDDH Outpatients)	Extremely Likely	Always been treated with care & respect.					
401	Rheumatology (NDDH Outpatients)	Extremely Likely	Always on the end of the phone if having problems & bend over backwards to facilitate what's needed.	Parking can be a nightmare.	Female	36-45	White British	
402	Rheumatology (NDDH Outpatients)	Extremely Likely	Treatment and staff always very good.		Female	Over 65	White British	
403	Rheumatology (NDDH Outpatients)	Extremely Likely	A very thorough examination followed by a discussion with a fellow professional which included me. This last is very important. Excellent!		Female	Over 65	White British	
404	Rheumatology (NDDH Outpatients)	Extremely Likely	Helpful, attentive staff.		Female	Over 65	White British	

	Outpatients)		Very polite and professional.					
405	Rheumatology (NDDH Outpatients)	Extremely Likely	My wife had an ENT appointment. She was seen at short notice by [name withheld] and Dr [name withheld] because of pain she thought might relate to vasculitis. Very helpful [illegible] on previous day.		Female	Over 65	White British	
406	Rheumatology (NDDH Outpatients)	Extremely Likely	I am always received first class service & support form all instructors at NDDH.	Hopefully, the upcoming NHS patient app will be integrated into all services supplied by NDDH - best way to improve system (if it works!).	Male	Over 65	White British	
407	Rheumatology (NDDH Outpatients)	Extremely Likely	I feel [name withheld] was very thorough. He took his time and explained things I didn't understand. He asked me if I had any questions. He didn't rush me or make me feel foolish. He was very pleasant. I felt very relaxed from the time I entered the department. The receptionist was pleasant and the nurse was lovely. I didn't feel judged. Thank you.		Female	56-65	White British	
408	Rheumatology (NDDH Outpatients)	Extremely Likely	Very satisfied.	None.	Female	26-35	White British	
409	Rheumatology (NDDH	Likely	Friendly & efficient staff.	No.	Female	Over 65	White British	



	Outpatients)							
410	Rheumatology (NDDH Outpatients)	Likely	Waiting time minimal. Dr very pleasant & straight to the point.		Female	46-55	White British	
411	Rheumatology (NDDH Outpatients)	Likely	People my age talk about health.	Yes - bigger car park, more disabled.	Female		White British	
412	Rheumatology (NDDH Outpatients)	Likely	Not usually a long wait & staff friendly & helpful.		Female	46-55	White British	
413	Rheumatology (NDDH Outpatients)	Likely	Very kind staff. No issue with time. Car park always busy.					
414	Rheumatology (NDDH Outpatients)	Neither Likely nor Unlikely	Parking terrible. Clinic efficient. Consultant more keen to complete his research than listen to me.	Make it possible for your review system to have longer than 12 month reviews.	Male	56-65	White British	
415	Stroke Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
416	Stroke Clinic (NDDH Outpatients)	Extremely Likely	Our hospital has a very good service. I have never had any bad service with any clinic I have attended.		Male	56-65	White British	
417	Stroke Clinic (NDDH Outpatients)	Extremely Likely	I was seen very quickly and the interview was nice.	Not really.	Male		White British	
418	Stroke Clinic (NDDH Outpatients)	Likely			Male	56-65	White British	
419	Stroke Clinic (NDDH Outpatients)	Likely	Staff very friendly & pleasant.		Male	Over 65	White British	
420	Stroke Clinic (NDDH Outpatients)	Not entered	Because really we have no choice if we are ill. I would rather go to the Westminster and Chelsea Hospital given a choice.	Try smiling once in a while.	Female	56-65	White British	
421	Urology (NDDH Outpatients)	Extremely Likely	Seen on time. All staff polite and helpful.			Over 65	White British	

422	Urology (NDDH Outpatients)	Extremely Likely	Very prompt action taken by the hospital and an earlier appointment offered on the day. All staff pleasant and helpful.		Male	Over 65	White British	
423	Urology (NDDH Outpatients)	Extremely Likely			Male	36-45	White British	Do not publish
424	Urology (NDDH Outpatients)	Extremely Likely	Service given excellent, really reassuring and spoken to in terms I could understand.	Being informed why there is a delay.	Male	56-65	White British	
425	Urology (NDDH Outpatients)	Extremely Likely	The hospital building is clean and accessible. The systems are understandable. The staff are efficient, professional and empathetic. The specialists are empathetic and knowledgeable. The text to users phones to confirm attendance is exemplary practice.	To cut waiting times? Try ban smoking on site.	Male	Over 65	White British	
426	Urology (NDDH Outpatients)	Extremely Likely	Pleasant staff.		Male	56-65	White British	
427	Urology (NDDH Outpatients)	Extremely Likely	Staff very helpful. Doing their best in difficult circumstances.	Parking is too difficult.	Male	Over 65	White British	
428	Urology (NDDH Outpatients)	Extremely Likely	Helpful staff.	None.	Female	Over 65	White British	
429	Urology (NDDH Outpatients)	Extremely Likely	Very helpful staff, knowledgeable and put you at ease.	Turn the TV up so I can hear it better. Great service.	Male	Over 65	White British	
430	Urology (NDDH Outpatients)	Likely	The service seems very good & I do appreciate the help etc. from the hospital staff.	Yes - help with a wheelchair for those having difficulty walking.	Male	Over 65	White British	

431	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
432	Urology (NDDH Outpatients)	Likely	Other than paying for private healthcare the NHS is our only option. But I have had mostly positive experiences with my treatment & short stays.	Quicker to arrange follow-up appointments - I have needed to chase up quite a few times.	Female	46-55	White British	
433	Urology (NDDH Outpatients)	Likely	Generally service is good but our time is valuable as well.	Stick to appointment times.		Over 65	White British	
434	Urology (NDDH Outpatients)	Likely	Effective efficiency of Barnstaple hospital.		Male	Over 65	White British	
435	Urology (NDDH Outpatients)	Likely	The only problem I had was that I was told to get to my appointment for 9.30am and I was still waiting to be seen at 10.40am. The treatment is usually very good once you get seen.	We think it would be a good idea to have an electronic screen with the doctors' names to be able to tell the patient if they are running late.	Male	56-65	White British	
436	Urology (NDDH Outpatients)	Not entered	Would prefer not to have to be here at all! (Very difficult to maintain a full bladder as requested).		Male	Over 65	White British	
437	Vascular (NDDH Outpatients)	Likely	Always find staff helpful.	Call names a bit louder, clearer as so much noise people find it hard to catch their names being called.	Female	46-55	White British	

### Qualitative feedback - Oct-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  Easy read FFT card completed by: Patient or Family member / Carer	Friends and Family Test response	Reason given for the Friends and Family Test response	Children and young people's FFT card: What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Audiology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The children's facilities are great.	Very quick.	Nothing.	Female	Under 6	White British	
2	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	We don't really have a choice of where to go for treatment but everyone was very nice and helpful and my daughter was well looked after.			Female			
3	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very informative. We knew exactly what was happening and why.	We were very quick. With a small child this is very important.	I don't think there is anything that could have been	Male	Under 6	White British	

						done better.				
4	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The staff were friendly, helpful and gave the right amount of information.	The lady who dealt with my son. [Illegible].	None.	Male	12-15	White British	
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Friendly, no waiting and quick to be seen.			Male	6-8	White British	
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very polite. Great with our disabled children.	Kept environment relaxed.	N/A.	Male	Under 6	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very kind treatment. Lots of encouragement. Explanation of what was happening.	Lots of chatting.			Under 6	White British	
8	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Good, quick & professional service.	Reasons stated overleaf.	Nothing.	Female	Under 6	White British	
9	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Always on time. Appointments come through quickly. Friendly staff that are good with children.	The staff make my child feel at ease.	N/A.	Female	Under 6	White British	
10	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Quick, friendly service.	Toys to play with whilst waiting. Quick service. Friendly, understanding staff.		Female	Under 6	White British	
11	Eye Clinic (NDDH Outpatients)	Not entered	Yes	The staff are very friendly & efficient.						
12	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The staff are lovely and there are lots of	The eye doctor and the toys.		Male	Under 6	White British	

	Outpatients)	Carer		toys to play with.						
13	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Waiting times can be lengthy for children but there are plenty of toys to entertain them. Eye clinician service was excellent.	Excellent service and kind, patient attitude to the children.	Waiting times can be lengthy, especially for little ones.	Female	6-8	White British	
14	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Very efficient and very polite staff.			Male	12-15	White British	
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Not seen on time.			Male	Under 6	White British	
16	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Not entered	We have been coming here for three years and have never had an issue until today. Not happy about the waiting list.	Nothing.	Sort out the waiting list!	Female	6-8	White British	
17	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Even though my little boy was forgotten and ended up waiting a very long time, the lovely staff were kind & helpful.	Lovely, polite, friendly staff.	Waiting time was ridiculous, especially for a 4-year old. Our visit for X-ray & cast was 5 hours.	Male	Under 6	White British	
18	Fracture Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Everyone very caring, polite and never been left waiting long to be seen. Better than several other departments for sure.	The staff's manners, friendly, kind. [Name withheld] was excellent - a real credit to the department.	Nothing.	Male	12-15	White British	
19	Fracture Clinic (NDDH	Patient	Not entered	Haven't been here long.	Kind and friendly staff.	Nothing.	Male	9-11	White British	

	Outpatients)									
20	Maxillofacial (NDDH Outpatients)	Not entered	Yes	Procedure was straightforward and was explained well by the staff.		No.	Male	12-15	White British	
21	Maxillofacial (NDDH Outpatients)	Not entered	Yes	They were really reassuring. Also, they were very good at their job.			Male	12-15	White British	
22	Maxillofacial (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Nice environment. Clear what to do.	Efficient.		Female	12-15	White British	
23	Physiotherapy (NDDH Outpatients)	Not entered	Yes	1st appointment with [name withheld]. He was excellent with my daughter. Fab.			Female			
24	Physiotherapy (NDDH Outpatients)	Patient	Yes	Because when they tell you about what's happened to you in detail and they tell you what you could do to help your problem.	My physiotherapist, [name withheld], told me what was actually wrong with my knee. She gave me exercises to do as well.		Female	12-15	White British	
25	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Polite staff. Clean waiting room.		Waiting times. Never go in on time. Not ideal with children.	Male	6-8	White British	
26	Physiotherapy (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Caring. On time. Clean.	On time. Helpful.		Male	6-8	White British	
27	Radiology - X-ray	Patient	Yes	The staff are nice and I did not have to wait long to have my X-ray.	All staff are very helpful.	Nothing.	Female	9-11	White British	
28	Radiology - X-ray	Not entered	Yes	Seen very quickly. Very friendly staff.		No, not really.	Female	9-11	White British	

				Excellent service.					
29	Radiology - X-ray	Parent/ Guardian/ Carer	Yes	Friendly people.			Female	6-8	Asian / Asian British