

## Outpatients - North Devon District Hospital - Friends and Family Test - Sep-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 %
Sep-18	334	96.1	0.6	3.3

### Qualitative feedback - Sep-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	Staff are all friendly & helpful.	Maybe a more formal drop-in with appt. system?	Female	56-65	White British	
2	Audiology (NDDH Outpatients)	Extremely Likely	Excellent service from NHS.		Female	Over 65	White British	
3	Audiology (NDDH Outpatients)	Extremely Likely	Reception was efficient. Hearing aid check first class. Pleasant surroundings - warm.	No.				
4	Audiology (NDDH Outpatients)	Extremely Likely	Had no problems.		Male	Over 65	White British	
5	Audiology (NDDH Outpatients)	Extremely Likely	Everyone here is always very efficient.	None.				
6	Audiology (NDDH Outpatients)	Extremely Likely	Quick drop-in surgery for hearing aid check.	There could be a day outpatient in Bideford where I live.		Over 65	White British	
7	Audiology (NDDH Outpatients)	Extremely Likely	Very good service. We are very lucky to have such good service.	No.	Female	Over 65	White British	

8	Audiology (NDDH Outpatients)	Extremely Likely	My husband attends the Exmoor Unit regularly & we can find no fault with either depts. & always had excellent care.		Female	Over 65	White British	
9	Audiology (NDDH Outpatients)	Extremely Likely	[Name withheld] is always on time and has a warm and helpful personality.		Female	Over 65	White British	
10	Audiology (NDDH Outpatients)	Extremely Likely	Very quick & efficient.	No.	Female	36-45	White British	
11	Audiology (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
12	Audiology (NDDH Outpatients)	Extremely Likely	Audiology always incredibly helpful and problems always resolved with care and attention to detail.		Female	Over 65	White British	
13	Audiology (NDDH Outpatients)	Extremely Likely	Always had a good service.		Male	Over 65	White British	
14	Audiology (NDDH Outpatients)	Likely	Efficient technicians, short waiting times, helpful.					
15	Breast Care Nurses (NDDH Outpatients)	Extremely Likely	Prompt service. Caring professionals.	Send appointments through earlier so the patient has more time to arrange time off, transport etc.	Male	46-55	White British	
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was seen quickly. All staff were very kind and caring.		Female	36-45	White British	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent treatment. The staff are so helpful.	None.	Female	46-55	White British	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kindness, care and good treatment.	None.	Female	Over 65	White British	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very friendly & efficient.		Female	46-55	White British	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very friendly staff.	More reading material.	Female	36-45	White British	

21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kind & friendly welcome from staff. Very polite. All stages explained clearly to me.		Female	26-35	White British	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	I cannot fault the service.	None.	Female	46-55	White British	
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	Seen very quick. All nurses and doctors introduced themselves and explained everything very clearly. All very friendly.					
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone I came into contact with was extremely professional and reassuring.		Female	Over 65	White British	
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Really lovely people, I always feel cared for, supported and heard.		Female	36-45	White British	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very professional nurses and consultant. Put my fears at ease, nothing rushed. Thank you.	No. Excellent service. Thank you.	Female	56-65	White British	
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Amazing staff.		Female	46-55	White British	
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	Efficient, kind and courteous.		Female		White British	
29	Breast Clinic (NDDH Outpatients)	Likely	There were long periods of waiting for tests. Whilst it's very good that tests can all be done on one day, it would be extremely helpful if the waiting times between tests could be reduced, thus decreasing anxiety & extensive waiting. In radiology there		Female	Over 65	White British	

			seemed to be several staff sitting chatting. Whilst they weren't radiographers, the impression is of wasted time.					
30	Breast Clinic (NDDH Outpatients)	Likely	Very friendly & reassuring staff.		Female	26-35	White British	
31	Cardiac (NDDH Outpatients)	Extremely Likely	Staff all very helpful, friendly and understanding.	No, all runs very smoothly.	Female	16-25	White British	
32	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
33	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
34	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The nurse was very informative.	No.	Male	56-65	White British	
35	Cardiac Rehab Clinic (NDDH Outpatients)	Likely	Informative, non-threatening, helpful.	Reduce the significant waiting time post-event. Life's been on hold 13 June - 17 Sept. Put more resources into this valuable service.	Male	46-55	White British	
36	Cardiac Rehab Clinic (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
37	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	I benefitted hugely from all the information, help, friendly advice.	No, all very good and professional, wonderful people.	Male	46-55	White British	
38	Cardiology (NDDH Outpatients)	Extremely Likely	I have had great treatment and the staff always follow through by making sure I get everything I need i.e. they chased Brompton Hospital & Exeter Hospital as I had heard of an appointment. This is a		Male	Over 65	White British	

			great hospital and staff. Also, one of staff went on holiday but they chased everything when got back. You feel as if you are a person not a number.					
39	Cardiology (NDDH Outpatients)	Extremely Likely	Everyone does their best for you.		Male	56-65	White British	
40	Cardiology (NDDH Outpatients)	Extremely Likely	Little waiting time. Friendly and caring.	None.	Male	Over 65	White British	
41	Cardiology (NDDH Outpatients)	Extremely Likely	The NHS is the most important service which includes all the people of Britain and it must remain.		Male	Over 65	White British	
42	Cardiology (NDDH Outpatients)	Extremely Likely	Friendly staff. Good explanation of diagnosis by consultants.	Less use of jargon in written documents.	Female	Over 65	White British	
43	Cardiology (NDDH Outpatients)	Likely	Good service.	None.	Male	Over 65	White British	
44	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Lovely people. Quick & efficient.		Female	46-55	White British	
45	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	We have always had kindness & consideration & been satisfied with our treatment.		Female	Over 65	White British	
46	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
47	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	All the staff have been friendly & efficient.		Female	Over 65	White British	
48	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	As usual, always welcomed with a smile and a kind word. Very courteous and professional people - a credit to themselves, the hospital and the NHS.	Sensibly situated. However, one thing I guess, could do with a bigger area. Not the best in a corridor where at times there are not enough places to sit. I	Male	Over 65	White British	

				have been here when a lot of clinics are on, meaning staff totally stretched waiting on rooms.				
49	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly staff. Clean waiting areas, well lit and easy to find department.	Free water to drink whilst waiting.	Female	46-55	Mixed / Multiple ethnic groups	
50	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very pleasant staff. Helpful & they do not make you feel rushed.	Not really, it works ok.	Female	56-65	White British	
51	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent, friendly, very professional staff. Everyone has been so very kind.	Just perfect.	Female	56-65	White British	
52	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always very friendly & helpful.		Male	Over 65	White British	
53	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always find the nurses very kind & helpful. Don't rush me & take notice of what I say! This hospital has looked after me very well.		Female	Over 65	White British	
54	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always well looked after, very keen to get things put right.		Male	Over 65	White British	
55	Cardio-respiratory (NDDH Outpatients)	Likely	Kind & helpful, seemed to know her job.		Female	Over 65	White British	
56	Care of the Elderly (NDDH Outpatients)	Extremely Likely	I would like to say how lovely it was to meet such a lovely smile on the face of [name withheld] today. Thank you [name withheld]. Saturday 22/9/18.		Female	56-65	White British	
57	Care of the Elderly	Extremely Likely	Always had good care.	No.	Male	Over 65	White British	

	(NDDH Outpatients)							
58	Care of the Elderly (NDDH Outpatients)	Likely	Good quality of care.	More staff and less management.	Male	Over 65	White British	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have always found the staff at NDDH to be kind and courteous while attending as a patient or while visiting friends or relatives during their stay.		Male	Over 65	White British	
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Can't believe how quickly I have had an appt. Options yesterday - seen today! Everyone so kind & thorough.		Female	56-65	White British	
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful, attentive care.	No.	Male	Over 65	White British	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone was very helpful. My mum was extremely pleased to be so well taken care of. She was very nervous about having the scan and she was put completely at ease by all members of staff.	No.	Female	Over 65	White British	
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly service.	Happy.	Male	56-65	White British	
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	No waiting, staff great, treated with respect and dignity.			Over 65	White British	
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All very professional.	No.	Male	56-65	White British	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	



	Outpatients)							
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt appointment. Efficient service.		Male	Over 65	White British	
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, professional, efficient, caring service provided by all of the people who dealt with me.	You could change this duality format for the large number of (particularly young) people who are dealing with transgender ID.	Female	56-65	White British	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care.		Female	Over 65	White British	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
71	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone was friendly and helpful.		Female	26-35	White British	
72	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The clinic with Dr [name withheld] is running late today, 45mins or so, but this is in itself irrelevant. I have had such quality treatment. [Illegible].	Not really.	Male	Over 65	White British	
73	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	
74	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	Over 65	White British	Do not publish
75	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	
76	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good doctors & nursing staff.		Male	Over 65	White British	

	Outpatients)							
77	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Every visit I've received excellent care and attention, including transport!		Female	Over 65	White British	
78	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care and treatment.	None.	Female	Over 65	White British	
79	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because they were very friendly & experienced.		Male	Over 65	White British	
80	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wait too long.		Male	56-65	White British	
81	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Reception staff very welcoming & friendly - nice to see as you don't get that often.	None, always good.	Female	56-65	White British	
82	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Plenty of seats, light and airy, coffee nearby. (I'm not a patient myself, just accompanying my mum).	No.	Female	Over 65	White British	
83	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone is so polite & very friendly.	Maybe a couple of wheelchairs at the entrance. Clearer signs for outpatients.	Female	Over 65	White British	
84	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very good treatment. Our only hospital for 50 miles.	More car parking.	Male	Over 65	White British	
85	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
86	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great, friendly staff. Thank you.		Female	46-55	White British	

87	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always get very good service and friendly care.	No, very good!	Female	Over 65	White British	
88	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All staff kind, helpful.		Male	Over 65	White British	
89	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	
90	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff are very friendly and helpful at all times.	Parking space nearer to hydrotherapy.	Female	56-65	White British	
91	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	V. friendly & reassuring welcome, informative and helpful therapy given to strengthen back etc., aiding mobility. Very pleased overall.					
92	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always been supported, helpful and professional.	N/A.	Male	46-55	White British	
93	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful, caring staff. Good facilities. Very clean.	Better parking facilities!	Female	46-55	White British	
94	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Comprehensive directions to facility. Appointment time was kept. Friendly and efficient staff. Well informed.	None.	Male	Over 65	White British	
95	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful and caring nurses.	We have no negative response.	Male	Over 65	White British	
96	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
97	Clinic / department not	Likely	To get my appointment -		Female	26-35	White British	

	entered (NDDH Outpatients)		was quick and appointment on time.					
98	Clinic / department not entered (NDDH Outpatients)	Likely			Female	46-55	White British	Do not publish
99	Clinic / department not entered (NDDH Outpatients)	Likely	Feedback / results from CT scan delayed for 3 weeks due to ENT consultant being on holiday. However, radiology has always been helpful. Frustrated by delay in referral, needing to be seen by radiologist first causing delays.	Be quicker in radiologist reviewing referral and allocating appointment.	Male	36-45	White British	
100	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly & quick.		Female	36-45	White British	
101	Clinic / department not entered (NDDH Outpatients)	Likely	Nowhere else to go for a fracture locally.		Female	46-55	White British	
102	Clinic / department not entered (NDDH Outpatients)	Likely	I chose Barnstaple over RD&E because the wait was shorter. I live in Tiverton.		Male	46-55	White British	
103	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	
104	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
105	Clinic / department not entered (NDDH Outpatients)	Likely			Male	Over 65	White British	Do not publish
106	Clinic / department not entered (NDDH Outpatients)	Likely	Always helpful & friendly.	Improve car parking.		56-65	White British	

	Outpatients)							
107	Clinic / department not entered (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
108	Clinic / department not entered (NDDH Outpatients)	Likely	I was treated with kindness & respect when [illegible].					
109	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Been waiting months.	Try to be a bit quicker. Other than that, amazing.	Male	16-25	White British	
110	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	The car park needs to be larger. Nearly missed appointment due to it being full. Staff car park is much larger??	No, the service is very good.	Male	46-55	White British	
111	Clinic / department not entered (NDDH Outpatients)	Don't Know	Don't know.					
112	Clinic / department not entered (NDDH Outpatients)	Not entered			Female	56-65	White British	Do not publish
113	Clinic / department not entered (NDDH Outpatients)	Not entered	The staff here in Audiology / ENT are always polite and kind. They speak clearly and not too quickly. Also, apologise if the appt. is late!					
114	Clinic / department not entered (NDDH Outpatients)	Not entered	It is the only local hospital so this is a pointless question.	Increase the size of the car park.				
115	Clinic / department not entered (NDDH Outpatients)	Not entered	Because you do not have a McDonald's on site. Please take note of this.					
116	Clinic / department not entered (NDDH Outpatients)	Not entered			Male	46-55	White British	Do not publish

117	Diabetes (NDDH Outpatients)	Extremely Likely	Care and time taken by all staff to reassure and help treat me was wonderful. Nothing was too much trouble.	Waiting time. Blood results lost twice!	Male	Over 65	White British	
118	Diabetes (NDDH Outpatients)	Extremely Likely	Have always been treated very well and listened to.		Male	Over 65	White British	
119	Diabetes (NDDH Outpatients)	Extremely Likely	Excellent treatment.	None.	Male	Over 65	White British	
120	Dietetics (NDDH Outpatients)	Extremely Likely	Always get good service.	Not enough disabled parking.	Female	36-45	White British	
121	Dietetics (NDDH Outpatients)	Extremely Likely	Everyone at the hospital always gives 100%. I have never found any fault with the hospital.		Female	46-55	White British	
122	Dietetics (NDDH Outpatients)	Extremely Likely	Very helpful, friendly & understanding.		Female	36-45	White British	
123	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, put me at ease, kept me informed at all times.		Female	46-55	White British	
124	EEG / EMG (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
125	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly. Explained everything all the time. Made sure I was comfortable. Checked I was ok before, between & after.		Female	46-55	White British	
126	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, informative and easy. Felt very relaxed and at ease throughout.		Female	26-35	White British	
127	Endocrinology (NDDH Outpatients)	Extremely Likely	Seen by consultant within an hour of a call at home. Polite, friendly service from admin, nurses and consultant.		Female	36-45	White British	

128	ENT (NDDH Outpatients)	Extremely Likely	My husband has always had excellent treatment while attending outpatients. The staff are pleasant and the service is good.		Male	Over 65	White British	
129	ENT (NDDH Outpatients)	Extremely Likely	Very good treatment.	None.	Male	Over 65	White British	
130	ENT (NDDH Outpatients)	Extremely Likely	After waiting for appointment it was such a relief. Microsuction far easier than syringing and successful. Thank you to [name withheld] .		Female	Over 65	White British	
131	ENT (NDDH Outpatients)	Likely			Female	56-65	White British	
132	ENT (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
133	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Excellent staff. Very punctual. Friendly atmosphere.		Male	Over 65	White British	
134	Exmoor Unit (NDDH Outpatients)	Likely	On the whole, treatment very good, but sometimes there is confusion over follow-ups.	Enlarge the car park & dropping-off zone. Stop appointment confirmation phone calls - waste of time & money.	Male	Over 65	White British	
135	Exmoor Unit (NDDH Outpatients)	Likely				Over 65	White British	
136	Exmoor Unit (NDDH Outpatients)	Not entered	It seems a strange question to ask if I would recommend this service as individuals who need specialised treatment have no option of other places.	No.	Male	Over 65	White British	

137	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt & very friendly attention by all the staff & doctors.	No, not at the present time, working very well. Telephone reminder service is good with the auto / service response.	Male	Over 65	White British	
138	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because you are well looked after.	Could be in Torrington.	Male	56-65	White British	
139	Eye Clinic (NDDH Outpatients)	Extremely Likely	Response times good. Treatments put in place in an acceptable timeline.		Female	56-65	White British	
140	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very friendly & efficient.	Not really.	Male	Over 65	White British	
141	Eye Clinic (NDDH Outpatients)	Extremely Likely	Thorough, good waiting times.	Tea trolley.	Female	Over 65	White British	
142	Eye Clinic (NDDH Outpatients)	Extremely Likely	Appointment sent promptly in post. Very polite on reception. Clean, nice waiting area. Very good service overall.	N/A.	Male	Over 65	White British	
143	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very good, always helpful.	Everything usually fine.	Female	Over 65	White British	
144	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly. Quick appointment.	None.	Male	Over 65	White British	
145	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fantastic treatment. Very kind and helpful.	None.	Female	Over 65	White British	
146	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very happy with the care provided.		Female	Over 65	White British	
147	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always had very good care from all staff.		Female	Over 65	White British	
148	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service with Mr [name withheld]'s team.		Female	56-65	White British	
149	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful staff and excellent service. First class consultants.	None.	Female	Over 65	White British	
150	Eye Clinic (NDDH Outpatients)	Extremely Likely	Clean and good job. Questions are answered.	None.	Female	Over 65	White British	



151	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind and nice.	None.	Female	Over 65	White British	
152	Eye Clinic (NDDH Outpatients)	Extremely Likely	The staff were very efficient and kind & made you feel at ease.	None.	Female	56-65	White British	
153	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind treatment.	Problems with bollards with the wheelchair - could be more room for chair.	Female	Over 65	White British	
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	The department have been excellent with me.	No. All has been good.	Male	36-45	Mixed / Multiple ethnic groups	
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen on time. Very friendly.		Female	46-55	White British	
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff always friendly and professional.		Male	46-55	Mixed / Multiple ethnic groups	
157	Eye Clinic (NDDH Outpatients)	Extremely Likely	Nice, friendly & helpful. I'm [age omitted] years old, always dealt with in a very respect manner.	No, it's all good. Thank you.	Female	Over 65	White British	
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient from referral to early appointment. Very friendly & helpful staff - nurse, occupational guidance, reception & specialist.	Any kind of electronic communication e-mail / booking service could help but not sure how practical.	Male	Over 65	White British	
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful staff & doctor. Explained everything well and made me feel at ease.		Female	56-65	White British	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone was so kind & thoughtful. Eye surgery is traumatic - staff were v.	I have no complaints.	Female	Over 65	White British	

			good and patient.					
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	I can't fault the NHS.		Female	46-55	White British	
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been a glaucoma patient for 14 years at this hospital.	No.	Male	Over 65	White British	
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always good service.		Female	Over 65	White British	
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are very professional and tell you exactly as you experience.					
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are very friendly.	None.	Female	Over 65	White British	
167	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quick and efficient.		Female	16-25	White British	
168	Eye Clinic (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
169	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service.	None. It's great.	Male	Over 65	White British	
170	Eye Clinic (NDDH Outpatients)	Extremely Likely	Impressed with treatment and care.		Male	Over 65	White British	
171	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly, efficient staff.		Female	Over 65	White British	
172	Eye Clinic (NDDH Outpatients)	Extremely Likely	I've always received good attention.	None.	Male	Over 65	White British	
173	Eye Clinic (NDDH Outpatients)	Extremely Likely	When I arrived at the hospital, my eyes were checked straightaway, then followed by a field test, waited for a few minutes, then was called in to the doctor. The whole procedure only took half an hour. The staff were friendly & helpful!	No. The service was excellent!	Female	Over 65	White British	

174	Eye Clinic (NDDH Outpatients)	Likely			Female	Over 65	White British	
175	Eye Clinic (NDDH Outpatients)	Likely	For others to understand it's not as horrible as it seems.		Male	Over 65	White British	
176	Eye Clinic (NDDH Outpatients)	Likely	Quick with appointments. Friendly staff.	Coffee.	Male	26-35	White British	
177	Eye Clinic (NDDH Outpatients)	Likely	Good treatment.	Disabled parking for 1 hour only is too short.	Female	Over 65	White British	
178	Eye Clinic (NDDH Outpatients)	Likely	Satisfied with service - staff very nice & friendly.	Would be more convenient if it was closer to home as travelling can be a problem i.e. local hospital (Holsworthy / Stratton).	Female	Over 65	White British	
179	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I was given an appointment quickly.	None.	Male	16-25	White British	
180	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have had a very good experience with the NDDH and would recommend any of the services provided to anybody that required assistance for anything.	Patient transport outside of Barnstaple.	Female	46-55	White British	
181	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful. On time!!			56-65	White British	
182	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very compassionate.	No.	Female	16-25	White British	
183	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Thoroughly checked, not rushed.		Female	Over 65	White British	
184	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good service.	Waiting time.	Male	46-55	White British	
185	Fracture Clinic (NDDH Outpatients)	Extremely Likely	We support the NHS. The nursing staff have all been lovely and kind and		Female	46-55		

			although we have had to wait we understand priorities. We wish the staff had more support and resources, but everyone does their best.					
186	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone is friendly & helpful. Although I'd never wish someone had to visit! Was x-rayed early.	Bit stuffy in reception - warm.	Male	26-35	White British	
187	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Good, friendly service.	None.	Female	46-55	White British	
188	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Female	46-55	White British	Do not publish
189	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have been treated respectfully, all staff members have been very helpful.		Female	36-45	White British	
190	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & efficient.		Male	Over 65	White British	
191	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Always on time, very friendly, putting you at ease.	Free parking.	Female	16-25	White British	
192	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I was seen on time by friendly and professional staff.		Female	Over 65	White British	
193	Fracture Clinic (NDDH Outpatients)	Likely	[Name withheld] was hilarious!!		Female	36-45	White British	
194	Fracture Clinic (NDDH Outpatients)	Likely	Just a bit of a long wait.		Female	16-25	White British	
195	Fracture Clinic (NDDH Outpatients)	Likely	No problems. Therefore, I would recommend.	N/A.	Male	26-35	White British	
196	Fracture Clinic (NDDH Outpatients)	Not entered	No choice.		Female	Over 65	White British	
197	Gastroenterology (NDDH Outpatients)	Extremely Likely	1st class attention, advice & treatment.		Female	Over 65	White British	

198	Gastroenterology (NDDH Outpatients)	Extremely Likely	Good treatment.	Parking too difficult.	Male	Over 65	White British	
199	Gastroenterology (NDDH Outpatients)	Extremely Likely	Treatment brilliant.					
200	Gastroenterology (NDDH Outpatients)	Unlikely	Given a week window for appointment beginning of June, finally appointment on 19th Sept '18. No paperwork, just telephone message. No idea of where to go.	Honour the 2 week window and urgent requests from GPs. Give more info if over phone on appointments.	Male	Over 65	White British	
201	General Surgery (NDDH Outpatients)	Extremely Likely	Quick, professional & friendly.		Male	26-35	White British	
202	General Surgery (NDDH Outpatients)	Likely	It's been good service & good timescale.	Map [illegible] with referral letter.	Male	16-25	White British	
203	General Surgery (NDDH Outpatients)	Not entered	Don't think you are given a choice but to come to outpatients here, if required.	Always see the same doctor.	Female	Over 65	White British	
204	Gynaecology (NDDH Outpatients)	Extremely Likely	Irreplaceable service.	Continue the government to give more money to the NHS.	Male	56-65	White British	
205	Gynaecology (NDDH Outpatients)	Extremely Likely	Helpful, professional staff. Good communication of all procedures.			Over 65	White British	
206	Gynaecology (NDDH Outpatients)	Likely	Surgery staff were brilliant. However, last appt. was a wasted 4-hour trip due to consultant not wanting to treat me and referred to see previous consultant.	Communication between consultant appts.	Female	16-25	White British	
207	Gynaecology (NDDH Outpatients)	Likely	Friendly staff.		Female	26-35	White British	
208	Gynaecology (NDDH Outpatients)	Likely	Good standard of care. Appropriate, effective Tx	Shorter times to wait for appts.	Female	26-35	White British	

			given. Helpful, polite staff esp. nurses / receptionists.					
209	Haematology (NDDH Outpatients)	Not entered	Not sure what I would recommend for as I only [illegible].	No.	Male	46-55	White British	
210	Maxillofacial (NDDH Outpatients)	Extremely Likely	I have been here a few times with my dad and every time we have been treated kindly and with respect. Lovely, helpful & friendly team.	None - all great.	Female	46-55	White British	
211	Maxillofacial (NDDH Outpatients)	Extremely Likely	It was wonderful.					
212	Maxillofacial (NDDH Outpatients)	Extremely Likely	The 3 dentists were mega helpful, always checking on me and friendly.	Nope.	Female	26-35	White British	
213	Maxillofacial (NDDH Outpatients)	Extremely Likely	Polite & reassuring attention - unrushed.					
214	Maxillofacial (NDDH Outpatients)	Extremely Likely	Calm, friendly and reassuring.		Female	26-35	White British	
215	Maxillofacial (NDDH Outpatients)	Extremely Likely	Professional & personal service. Very reassuring. Work very competently carried out. Support staff great!		Male	16-25	White British	
216	Maxillofacial (NDDH Outpatients)	Extremely Likely	Fantastic team who dealt with my needle phobia brilliantly.		Female	36-45	White British	
217	Maxillofacial (NDDH Outpatients)	Extremely Likely	I thought the doctor was really good, friendly & efficient. Wish he was my regular dentist.		Male	46-55	White British	
218	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female			
219	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everybody was friendly and caring.		Male	Over 65	White British	

220	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very painless extraction. Very good staff.		Male	Over 65	White British	
221	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very warm and friendly, put you at ease.		Female	46-55	White British	
222	Maxillofacial (NDDH Outpatients)	Extremely Likely			Female	56-65	White British	Do not publish
223	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very informative about every step of the procedure.		Female	56-65	White British	
224	Maxillofacial (NDDH Outpatients)	Extremely Likely	Everything was explained fully to me.	No.	Female	Over 65	White British	
225	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very kind & gentle. Very friendly & reassuring. Explained everything.		Female	Over 65	White British	
226	Maxillofacial (NDDH Outpatients)	Extremely Likely	Very happy with the service and care I have received from the team.		Male	Over 65	White British	
227	Maxillofacial (NDDH Outpatients)	Likely			Female	Over 65	White British	
228	Maxillofacial (NDDH Outpatients)	Likely		I know it's difficult but waiting times are so long.	Female	Over 65	White British	
229	Maxillofacial (NDDH Outpatients)	Likely	The staff are very friendly and make you feel very relaxed. They were very reassuring.		Female	26-35	White British	
230	Maxillofacial (NDDH Outpatients)	Likely	The advice I have been given seems reasonable, I won't know if it works until I have done the exercises.	No.	Female	Over 65	White British	
231	Maxillofacial (NDDH Outpatients)	Likely			Female	16-25	White British	
232	Maxillofacial (NDDH Outpatients)	Neither Likely nor Unlikely			Male	46-55	White British	
233	Maxillofacial (NDDH Outpatients)	Not entered			Male	16-25	White British	

	Outpatients)							
234	Maxillofacial (NDDH Outpatients)	Not entered	Because they are very thorough and compassionate. Thank you for your care.		Male	Over 65	White British	
235	Maxillofacial (NDDH Outpatients)	Not entered			Female	Over 65	White British	Do not publish
236	Neurology (NDDH Outpatients)	Extremely Likely	Two clinics attended today - fracture & neurology. Many previous visits and two admissions to NDDH. Always had excellent treatment.		Female	Over 65	White British	
237	Neurology (NDDH Outpatients)	Likely	Friendly & helpful support.					
238	Oncology (NDDH Outpatients)	Extremely Likely	Very good treatment & lovely, professional people.		Female	46-55	White British	
239	Oncology (NDDH Outpatients)	Likely	All the years I have been coming to this hospital, I have received the best of treatment. No complaints. The staff have always been very cheerful & helpful.		Female	Over 65	White British	
240	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Everyone here are very helpful and polite.		Female	56-65	White British	
241	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	I make regular trips to the pain clinic. I am treated very well throughout. I have no complaints from reception to treatment.		Female	46-55	White British	
242	Orthopaedic Interface Service (NDDH Outpatients)	Likely	Good level of care & support.	Quite far to walk in hospital - easier access.	Female	26-35	White British	



243	Orthopaedics (NDDH Outpatients)	Extremely Likely	Pleasant atmosphere. Very efficient. All staff really helpful.		Male	Over 65	White British	
244	Orthopaedics (NDDH Outpatients)	Extremely Likely	Kind & responsive from all staff.	Keep doing same.	Female	Over 65	White British	
245	Orthopaedics (NDDH Outpatients)	Extremely Likely	Knee problem. Everybody helpful. Appointment on time.	Everything working well.	Female	Over 65	White British	
246	Orthopaedics (NDDH Outpatients)	Likely						
247	Orthopaedics (NDDH Outpatients)	Likely	Very friendly and welcoming.		Female	46-55	White British	
248	Orthopaedics (NDDH Outpatients)	Likely	It's the nearest hospital & I've always found the services provided very good. Parking is an issue.	Divide the car park - maybe to provide a 'patient area' & 'visitors area'. Patients without a blue badge but attending for problems affecting mobility should be closer to the entrance.	Female	56-65	White British	
249	Orthopaedics (NDDH Outpatients)	Likely			Male	16-25	White British	Do not publish
250	Orthopaedics (NDDH Outpatients)	Likely			Female	Over 65	White British	Do not publish
251	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely	Main appointment process was a nightmare.		Male	46-55	White British	
252	Orthopaedics (NDDH Outpatients)	Not entered	Only if they pay for the NHS through taxes.			36-45	White British	
253	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			Female	36-45	White British	
254	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Good care.	None.	Male	36-45	White British	
255	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Normally this service runs quite quickly during the day. However, on this		Male	56-65	White British	

			occasion, a lengthy wait was experienced before the numbers were called. No explanation was offered as to why this delay occurred. Delay 3/4 hour. I would still recommend this hospital to F&Families.					
256	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
257	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Good staff. Like the process of having a ticket to wait. No set time.		Female	16-25	White British	
258	Phlebotomy Clinic (NDDH Outpatients)	Likely	This is my first time visiting this hospital. It's very welcoming and my blood test was done quickly.	Not that I can think of.	Female	16-25	White British	
259	Phlebotomy Clinic (NDDH Outpatients)	Not entered	Would recommend they see GP rather than attend hospital.	No.		36-45	White British	
260	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very friendly staff. Approachable.	None.	Female	56-65	White British	
261	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Names withheld] were amazing. Interaction with [name withheld] exceptional, explaining everything in a language she could understand. Prompt appt. times. Excellent.		Female	56-65	White British	
262	Physiotherapy (NDDH Outpatients)	Extremely Likely	Appointments always on time. Treated with respect and feel I'm being listened to.		Female	36-45	White British	
263	Physiotherapy (NDDH	Extremely Likely	You work fine - keep it up.		Female	46-55	White British	

	Outpatients)							
264	Physiotherapy (NDDH Outpatients)	Extremely Likely	Lovely waiting area. Great service.	Keep appts. on time, but I appreciate this is difficult.	Female	36-45	White British	
265	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good care & attention. Friendly staff.		Male	Over 65	White British	
266	Physiotherapy (NDDH Outpatients)	Extremely Likely	Kindness & professionalism of staff.		Female	56-65	White British	
267	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very good service.	None.	Male	Over 65	White British	
268	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very compassionate staff. Always have time for you.	Car parking - park and ride?	Female	56-65	White British	
269	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, cheerful staff. Helpful service.		Female	Over 65	White British	
270	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful advice. Thank you.		Female	Over 65	White British	
271	Physiotherapy (NDDH Outpatients)	Extremely Likely	I was comfortable with what treatment I had.		Male	Over 65	White British	
272	Physiotherapy (NDDH Outpatients)	Extremely Likely	Absolutely fabulous treatment from [name withheld]! All reception staff very friendly & helpful.		Female	36-45	White British	
273	Physiotherapy (NDDH Outpatients)	Extremely Likely	Fantastic team here.		Male	36-45	White British	
274	Physiotherapy (NDDH Outpatients)	Extremely Likely	I'm here often and staff are always fantastic.	None.	Female	36-45	White British	
275	Physiotherapy (NDDH Outpatients)	Likely			Male	36-45	White British	Do not publish
276	Physiotherapy (NDDH Outpatients)	Likely	Wanting to help.	More disabled parking.	Male	Over 65	White British	
277	Physiotherapy (NDDH Outpatients)	Likely	I have received some really good advice which has helped to reduce my symptoms & pain.	Online booking of appointments.	Male	36-45	White British	

278	Physiotherapy (NDDH Outpatients)	Likely	Staff listen quite well.		Female	26-35	White British	
279	Physiotherapy (NDDH Outpatients)	Likely			Female	56-65	White British	
280	Physiotherapy (NDDH Outpatients)	Neither Likely nor Unlikely	Problems with booking appointments i.e. wrong day given & phone calls not returned. xx					
281	Physiotherapy (NDDH Outpatients)	Not entered	I have just arrived so can't say yet.		Female	36-45	White British	
282	Physiotherapy (NDDH Outpatients)	Not entered	Approachable staff who listen, understanding. Fast appointments. TV screen [illegible] useful.		Female	36-45	White British	
283	Radiology - CT scan	Extremely Likely	Very professional, timely manner, friendly, catered to all my needs.	No, none at all.	Male	26-35	White British	
284	Radiology - CT scan	Extremely Likely	Staff were extremely polite and courteous and explained everything fully.		Female	56-65	White British	
285	Radiology - CT scan	Extremely Likely	All the staff are very kind & helpful.	None.	Male	Over 65	White British	
286	Radiology - CT scan	Extremely Likely	Good service.	None.	Female	Over 65	White British	
287	Radiology - CT scan	Unlikely	Long waiting times even though my appointment was given with a time.		Female	26-35	White British	
288	Radiology - CT scan	Not entered	Very happy with [name withheld] at CT scan. Could do with another scanner to improve waiting. I went private to get seen quicker.	More scanners needed & staff for them.	Male	56-65	White British	
289	Radiology - Ultrasound	Likely	It's very important to have any symptoms or problems checked out and an ultrasound is a very	Yes. It would be good if there were magazines available as I had to wait for my scan for about	Female	Over 65	White British	

			good tool to do this.	45mins.				
290	Radiology - X-ray	Extremely Likely	Friendly, informative & professional way in which procedure was carried out.	No.	Male	56-65	White British	
291	Radiology - X-ray	Extremely Likely			Male	56-65	White British	Do not publish
292	Radiology - X-ray	Extremely Likely	Friendly service.	No - all good!	Male	56-65	White British	
293	Radiology - X-ray	Extremely Likely	The fantastic care & help we received from the friendly & supportive staff.	Drinks machine - tea, coffee etc.	Male	56-65	White British	
294	Radiology - X-ray	Extremely Likely	I was treated with dignity and respect by all staff.	From today's experience everything has gone through very smoothly between different depts. (MAU / Scan).	Female	Over 65	White British	
295	Radiology - X-ray	Extremely Likely	Recent visits very helpful. Staff been very pleasant. Warm, comfortable environment.		Female	56-65	White British	
296	Radiology - X-ray	Extremely Likely						
297	Radiology - X-ray	Extremely Likely	Friendly, polite and very helpful staff.		Female	Over 65	White British	
298	Radiology - X-ray	Extremely Likely	Very fast and good service.	None.	Male	56-65	White British	
299	Radiology - X-ray	Extremely Likely			Female	Over 65	White British	
300	Radiology - X-ray	Extremely Likely	Found the waiting area comfortable and all staff polite.	None.	Female	Over 65	White British	
301	Radiology - X-ray	Extremely Likely	Happy with the service.		Female	Over 65	White British	
302	Radiology - X-ray	Likely	Timely. Staff were excellent.		Female	Over 65	White British	
303	Radiology - X-ray	Likely	Because the staff were nice and friendly. There was no awkward silence. We had a nice conversation about tennis	No, it was good.	Male	16-25	White British	

			whilst the procedure was carried out and it wasn't a bad experience.					
304	Radiology - X-ray	Likely	Reading material available (magazines ok) for patients waiting for procedures. Can reduce anxiety while waiting.		Female	Over 65	White British	
305	Radiology - X-ray	Likely	Pleasant surroundings & staff. No problems.	No - it's very good.	Male	Over 65	White British	
306	Radiology - X-ray	Likely	Is there an alternative?		Male	Over 65	White British	
307	Radiology - X-ray	Not entered	Very friendly and helpful staff. But question a bit redundant as I hope my family and friends remain fit and healthy! Love & support NHS but [illegible].		Male	46-55	White British	
308	Radiology - X-ray	Not entered	Friendly staff. Calm atmosphere. Good explanations. Very good.		Female	56-65	White British	
309	Respiratory (NDDH Outpatients)	Extremely Likely	Appointments punctual. Staff friendly and informative.	No.	Male	56-65	White British	
310	Respiratory (NDDH Outpatients)	Extremely Likely	Friendly staff.		Male	36-45	White British	
311	Respiratory (NDDH Outpatients)	Extremely Likely	Pleasant, professional, quick, accurate.	No.	Male	Over 65	White British	
312	Respiratory (NDDH Outpatients)	Extremely Likely	Helpful both at face-to-face meetings and on the phone. Replace equipment easily.	No.	Male	Over 65	White British	
313	Respiratory (NDDH Outpatients)	Extremely Likely	Punctual. Friendly.		Male	Over 65	White British	
314	Respiratory Nurse (NDDH Outpatients)	Don't Know			Male	46-55	White British	

315	Rheumatology (NDDH Outpatients)	Extremely Likely	Because he put me at easy.					
316	Rheumatology (NDDH Outpatients)	Extremely Likely	She always found the clinics well-run and the staff always pleasant and polite.	More seating & air conditioning.	Female	Over 65	White British	
317	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr [name withheld] gives excellent care - what a difference he has made to my life. Thank you.	No.	Female	Over 65	White British	
318	Rheumatology (NDDH Outpatients)	Extremely Likely	Professional care team, nothing too much trouble.	None.	Male	56-65	White British	
319	Rheumatology (NDDH Outpatients)	Extremely Likely	Rang on Wednesday. Seen on Friday. Booked in for treatment Monday.		Male	56-65	White British	
320	Rheumatology (NDDH Outpatients)	Likely	Receptionist & nurse extremely pleasant & helpful.		Female	46-55	White British	
321	Rheumatology (NDDH Outpatients)	Likely			Female	26-35	White British	Do not publish
322	Rheumatology (NDDH Outpatients)	Not entered	You have to use the NHS so no choice.	Be on time.			White British	
323	Stroke Clinic (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
324	Stroke Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff. Excellent medical care. Superb consultant.		Male	46-55	White British	
325	Stroke Clinic (NDDH Outpatients)	Not entered			Male	Over 65	White British	Do not publish
326	Tissue Viability (NDDH Outpatients)	Extremely Likely	Polite staff & very knowledgeable, efficient care. Very good follow-up service. Very satisfied customer.	None. Very good all-round service.	Female	56-65	White British	
327	Urology (NDDH Outpatients)	Extremely Likely	The care is always first class.		Male	Over 65	White British	

328	Urology (NDDH Outpatients)	Likely			Male	36-45	White British	
329	Urology (NDDH Outpatients)	Likely			Male	Over 65	White British	
330	Urology (NDDH Outpatients)	Likely	The biggest problem is getting into the system - [illegible] your doctor and then waiting for an appointment.		Male	Over 65	White British	
331	Urology (NDDH Outpatients)	Neither Likely nor Unlikely	Have only seen the same Dr twice. Appointment always overruns up to 1 hour plus.	Improve waiting times - have longer appointments to avoid delay?	Male	Over 65	White British	
332	Urology (NDDH Outpatients)	Not entered	Can be a long wait - a distraction would be good.	Please install a TV in Urology! It can be a long wait.		Over 65	White British	
333	Urology (NDDH Outpatients)	Not entered	Do not see and discuss any medical problems with family or friends as it is very personal.		Male	56-65	White British	
334	Urology (NDDH Outpatients)	Not entered	Comfortable visit. Everyone helpful.		Male	Over 65	White British	
335	Vascular (NDDH Outpatients)	Extremely Likely	Very efficient and extremely informative.	No.	Male	Over 65	White British	
336	Vascular (NDDH Outpatients)	Likely	This has been a good hospital for our family except for appt. times nearly an hour late!	Extra disabled parking. What's [illegible] 1 hour.	Male	Over 65	White British	
337	Vascular (NDDH Outpatients)	Neither Likely nor Unlikely	The surgeon we needed to see wasn't available and we had not been informed, thus giving us the chance to make a different appointment. The surgeon we did see was totally competent, but	By giving patients the option of making a further appointment if the relevant surgeon is not going to be available. I would have thought this was fundamental!	Male	Over 65	White British	



			ultimately reduced to passing our questions on to the original surgeon.						
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**Qualitative feedback - Sep-18 - children and young people's FFT responses**

	Clinic / department attended	Children and young people's FFT card completed by: Patient or Parent / guardian / carer	Friends and Family Test response	Reason given for the Friends and Family Test response	Children and young people's FFT card: What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be made public
1	Audiology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Child-friendly.			Male	Under 6	White British	
2	Audiology (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very patient and friendly with my 8-week old (for hearing test). Took a long time to settle her.	Patience they have with young children. Nice & friendly.	Nothing.	Female	Under 6	White British	
3	Audiology	Parent/	Yes	On time. Efficient.			Male	12-15	White	

	(NDDH Outpatients)	Guardian/ Carer							British	
4	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	Good service.	I was able to choose the colour of my dressing.	Staff could feel happier.	Female	6-8	White British	
5	Clinic / department not entered (NDDH Outpatients)	Not entered	Yes	Friendly staff, good with my 3-year old.		No.	Male	Under 6	White British	
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Everyone was friendly. It was clean & accessible.	The staff were really kind and understanding with my baby.			Under 6	White British	
7	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Approachable and friendly, reassuring to my son. Understanding of his needs. Confident and kind.	On time. Nothing to report.	N/A.	Male	9-11	White British	
8	EEG / EMG (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very friendly with my son. Very good at her job.			Male	Under 6	White British	
9	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Every one of the staff is kind and attentive.	I was allowed to use the toilet when I needed to.	Give my granddad a whisky whilst he waited - honest.	Female	Under 6	White British	
10	ENT (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Never ever once been on time. Get mixed feedback every time and don't understand their next steps ever!	N/A.	Been on time.	Female	Under 6	White British	
11	Eye Clinic	Parent/	Yes	Very patient with	Staff very	Less waiting	Female	Under	White	

	(NDDH Outpatients)	Guardian/ Carer		children.	approachable & nice.	time.		6	British	
12	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	I can't fault the eye dept., especially [names withheld] with my son's treatment.		More efficient reception! They were too busy talking to notice waiting patients!	Male			
13	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Because it is nice for the child to play and the doctors and nurses are lovely.	Everything, apart from clinic running late from time to time.	Bring even more toys in children's play area. Reduce waiting times.	Male	Under 6	White British	
14	Eye Clinic (NDDH Outpatients)	Not entered	Yes			The waiting times in the paediatric clinic.				
15	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Very child-friendly.	They have a toy area which helps.		Male	Under 6	White British	
16	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	The new children's waiting area is absolutely wonderful. Thank you!	Friendly staff. Facilities.	N/A.	Female	Under 6	White British	
17	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Yes	Everyone is always very friendly.	It was quite quick and very happy with the assessments made.	More water coolers.	Female		White British	
18	Eye Clinic (NDDH Outpatients)	Parent/ Guardian/ Carer	Maybe	Sometimes left waiting for a long time with no-one keeping us updated on time and how much longer to wait. No explanation or apologies. Nurses are	Well, I had to pin my 5-year old child down for drops so not a good visit today.	Keep patients updated if doc / opticians are running late, especially if it's a long wait, or offer to rearrange		Under 6	White British	

				very kind and helpful, so cannot fault them.		appointment.				
19	Fracture Clinic (NDDH Outpatients)	Patient	Yes	Because staff are kind and helpful.	Didn't wait too long.	One doctor didn't explain how my arm was healing so we left worried.	Male	12-15	White British	
20	Maxillofacial (NDDH Outpatients)	Not entered	Yes	Really nice & explained everything.			Male	12-15	White British	
21	Physiotherapy (NDDH Outpatients)	Patient	Not entered	I felt really excited and scared to go in there. [Name withheld] was friendly.	He explained everything so I understood.		Female	9-11	White British	
22	Radiology - X-ray	Parent/Guardian/Carer	Yes				Male	Under 6	White British	Do not publish