

Outpatients - North Devon District Hospital - Friends and Family Test - Dec-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 %
Dec-18	177	94.9	0.6	4.5

Qualitative feedback - Dec-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	Patient request for anonymised comments not to be made public
1	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	I have seen [name withheld] on several appointments and always had excellent service. She listens attentively to your problems and does her utmost to help. I cannot fault the service I have had both on the phone and at appointments.	The car park is frequently so busy that we have had to queue down the hill to get in and it would be impossible without the men in yellow jackets helping. More spaces are needed!!	
2	Audiology (NDDH Outpatients)	Extremely Likely	Everyone is very helpful & is good to be able to pop in to outpatients without an appointment when your hearing aid goes wrong.		
3	Audiology (NDDH Outpatients)	Extremely Likely	Husband has to visit regularly.		
4	Audiology (NDDH Outpatients)	Extremely Likely			
5	Audiology (NDDH Outpatients)	Extremely Likely	Service was quick and attention received was very good.	No.	
6	Audiology (NDDH Outpatients)	Extremely Likely			
7	Audiology (NDDH Outpatients)	Extremely Likely	Have no complaints.	No.	

8	Audiology (NDDH Outpatients)	Likely			Do not publish
9	Audiology (NDDH Outpatients)	Likely			Do not publish
10	Breast Clinic (NDDH Outpatients)	Extremely Likely	Doctor & nurse made me feel at ease and were very good at explaining.	No.	
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff are brill, very helpful.	Unwanted free food & drink. LOL. Thank you.	
12	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone has treated me in a caring manner, very efficient. Explained what treatment I would receive.	No. Excellent already.	
13	Breast Clinic (NDDH Outpatients)	Likely			Do not publish
14	Breast Clinic (NDDH Outpatients)	Likely	Staff all extremely friendly.		
15	Cardiology (NDDH Outpatients)	Extremely Likely	All very efficient & pleasant. Reassured.	No - seen early which was good.	
16	Cardiology (NDDH Outpatients)	Extremely Likely	I believe that I am being very well looked after by kind and competent professionals. Realistically, where else could my friends and family go?!	It has been excellent today. Thank you.	
17	Cardiology (NDDH Outpatients)	Extremely Likely			Do not publish
18	Cardiology (NDDH Outpatients)	Extremely Likely	Very pleased with the service.		
19	Cardiology (NDDH Outpatients)	Likely	Nice and polite staff and good service.		
20	Cardiology (NDDH Outpatients)	Not entered	Well it might be extremely likely but, when handed this card, I haven't yet seen the cardiologist. I find other outpatient appointments have been good. Wonderful doctors, staff.	No.	
21	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Treated really well, never been seen so quickly before by any other NHS service. All staff were friendly & knowledgeable. 10/10. Speed of being seen and the staff.	Nothing.	

22	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Parking for disabled patients is very poor. I arrive about 1hr earlier than my appointment to wait for a disabled parking space. Bring back park & ride for the hospital.		
23	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	No waiting here in the hospital, very timely. Efficient team in respiratory, friendly and very relaxed. Positive response for appointment.	Patient car parking must be a priority. Appointment times are difficult to organise with gaining access to hospital via car transport.	
24	Cardio-respiratory (NDDH Outpatients)	Likely	Very good service overall.	No.	
25	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had good service when needed.		
26	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish
27	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had good treatment etc. from all depts. I have attended.		
28	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I've had a heart attack. This is where you go.		
29	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone has been friendly & kind. Not much waiting time on my numerous visits!	More magazine selection.	
30	Clinic / department not entered (NDDH Outpatients)	Likely			
31	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	I have had a lot of good experiences - excellent nurses, and a lot of bad - lack of communication between doctors, waiting time & parking.		
32	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Do not publish
33	Clinic / department not	Unlikely		Car parking.	

	entered (NDDH Outpatients)				
34	Clinic / department not entered (NDDH Outpatients)	Not entered	Friendly staff. Quiet waiting area. I like that we have a local accessible hospital.		
35	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	We were given sound advice & support with products for my mother who has dementia Thank you very much.	Please more parking - may not have made appointment in time!	
36	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I am satisfied with the service that I'm always given. Thank you.	No.	
37	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Good communication and caring.		
38	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	My two visits in the last fortnight have been very positive. The nursing staff are friendly and helpful. The hospital is very clean. I have been an inpatient many years ago and I was well looked after then. I believe the NHS needs support from us all at this difficult time.		
39	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Always professional, warming welcome.	No, everything fine.	
40	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Seen promptly. Consultant answered all my questions and was caring and compassionate.		
41	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Very friendly nurse.		
42	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Friendly staff.		
43	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I have previously worked (it was awesome) in the hospital and this is different being a patient.	N/A.	
44	Clinic/dept not entered	Extremely Likely	Lovely, helpful and caring staff.		

	entered–Area A (NDDH Outpatients)				
45	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Professional manner.		
46	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Seen fairly promptly, especially as we arrived early.		
47	Clinic/dept not entered–Area A (NDDH Outpatients)	Don't Know	I have already been waiting an hour so not too good - not reception's fault.	Do not book so many appointments.	
48	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Dr [name withheld], cardiologist. Water around heart & echo - [illegible] brilliant. Man nice & charming. Echo team great & nurses. Great pity Dr [name withheld] has left, we need him. I have MS too.	Yes, charge for non show at appointment.	
49	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Do not publish
50	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	I have been fortunate to receive first class service from the pain management counselling offered through [name withheld]. A wonderfully helpful resource.	To keep the service available to all who need this type of care.	
51	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			
52	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Classic NHS - good service.		
53	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] was extremely polite and professional, but also very personable and friendly. She made sure I was comfortable and aware of / with the procedure, as well as made conversation in which she seemed genuinely interested / engaged.	Maybe better heating? It was cold in there.	
54	EEG / EMG (NDDH)	Extremely Likely	Very efficient, on time and treated very		

	Outpatients)		respectfully.		
55	EEG / EMG (NDDH Outpatients)	Extremely Likely	The care that was given was really considerate and the patient was made to feel relaxed at all times.		
56	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly & helpful staff - made me feel at ease and explained everything that was going to happen.	No.	
57	EEG / EMG (NDDH Outpatients)	Extremely Likely	Promptly seen and very friendly service. Explained everything and made me feel comfortable & at ease.		
58	EEG / EMG (NDDH Outpatients)	Extremely Likely	Simple explanations of what was going on.		
59	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, happy environment and always on time.		
60	EEG / EMG (NDDH Outpatients)	Likely			Do not publish
61	ENT (NDDH Outpatients)	Extremely Likely	Prompt attention. Pleasant, courteous staff. Clear explanations.		
62	ENT (NDDH Outpatients)	Extremely Likely	Extremely efficient and very friendly service.	None required.	
63	ENT (NDDH Outpatients)	Extremely Likely	It's a very well-run outfit. I'm impressed.		
64	ENT (NDDH Outpatients)	Extremely Likely	Very good service and thorough with all examinations.	No, it has been great for me.	
65	ENT (NDDH Outpatients)	Likely	Good service from ENT once got referral from GP.		
66	ENT (NDDH Outpatients)	Likely	In general, the staff & service is excellent. Waiting time for appointments, particularly ongoing/repeat appointments is appallingly poor.	Better organisation of appointments - have had to wait several months.	
67	ENT (NDDH Outpatients)	Don't Know	N/A.	N/A.	
68	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Staff professional and courteous. No complaints.	No.	
69	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Medical staff approachable and friendly.	No.	

70	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very professional & friendly staff - show they care.		
71	Exmoor Unit (NDDH Outpatients)	Extremely Likely	I have been attending this clinic for a long time and have experienced good care and helpful staff. I have had so much help.		
72	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Because I've always been well looked after by staff.		
73	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very good and kind staff.		
74	Eye Clinic (NDDH Outpatients)	Extremely Likely	No waiting. Staff friendly & helpful. Nothing too much for them to help me.		
75	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everything done with great care & consideration.		
76	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful staff.	Better pictures more suited for vision loss. Laminated signs reflect light and not easy to read.	
77	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful & caring staff.	Better car parking. Perhaps a larger additional car park with constant park & ride buses.	
78	Eye Clinic (NDDH Outpatients)	Extremely Likely	Efficient, friendly service. Well done!		
79	Eye Clinic (NDDH Outpatients)	Extremely Likely	Since my first visit in June 2018 to the Eye Clinic, I have received a superb level of care & attention. Efficient, friendly, happy staff and very polite.	It's all down to the staff and they are brilliant. Mr [name withheld] is a star.	
80	Eye Clinic (NDDH Outpatients)	Extremely Likely	As it's the only Eye Clinic in North Devon.	Make the dept. bigger - too crowded.	
81	Eye Clinic (NDDH Outpatients)	Extremely Likely	Well organised. Very nice, polite, efficient staff.	Keep going.	
82	Eye Clinic (NDDH Outpatients)	Extremely Likely	Follow-up appointment always on time - first class service.		
83	Eye Clinic (NDDH Outpatients)	Extremely Likely	Dear Mr [name withheld], many thanks for your help and organising my recent appointment. I wish you, your family and all members of staff a very Merry Christmas and a Happy New Year! Thank you all for a wonderful work you do! With all my best wishes, [name withheld]		

84	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff always friendly and professional. No lengthy wait. Keep you informed of process.		
85	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff is very kind.		
86	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and professional.		
87	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone is always very friendly, smiley and kind. A very good department.		
88	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because the staff were helpful, patient and very experienced. They put me at my ease throughout something that could have been very unpleasant.	None.	
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful & reassurance given to relieve worries.		
90	Eye Clinic (NDDH Outpatients)	Likely	Efficient and helpful but to much waiting.		
91	Eye Clinic (NDDH Outpatients)	Likely	The staff are great.	The car parking is inadequate for the hospital, causing delays in arrival for appointments.	
92	Eye Clinic (NDDH Outpatients)	Not entered	I have no issue with service here. Always nice, friendly, staff.	N/A.	
93	Eye Clinic (NDDH Outpatients)	Not entered	Not very good at keeping two appointments time. Plus, do not do follow-up appointments, as [illegible] by docs then ever problems.	By doing appointments on time and to do follow-up appointment by doing follow-up appointments on treatments, then they can see if work or not.	
94	Eye Clinic (NDDH Outpatients)	Not entered	This is the NHS, you get what you're given. It's a good job it's been a good experience!		
95	Eye Clinic (NDDH Outpatients)	Not entered	Has scratches on cornea.	No. Very good service.	
96	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Service is more personal than other hospitals I've been to.		
97	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I was seen immediately. Everyone was very kind and kept me informed of all that was happening.		
98	Fracture Clinic (NDDH Outpatients)	Extremely Likely			
99	Gastroenterology	Extremely Likely	Very efficient, seen quickly and all staff were	Not currently.	

	(NDDH Outpatients)		extremely helpful.		
100	Gynaecology (NDDH Outpatients)	Extremely Likely	I have always received good care and good explanation of treatment etc.	Punctuation! I have never seen anybody at appt time! Average wait 30mins, sometimes 45mins. Has been over an hour.	
101	Gynaecology (NDDH Outpatients)	Likely	Except for parking problems, our hospital visits are usually smooth & organised. Thank you.	Signage from main reception to Ladywell Unit is sparse with doors locked along the route. First time used, so needed it clear. Did ok by asking directions of staff.	
102	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Everything explained well.		
103	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Professional care, friendly staff, pain-free process. Thank you.		
104	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly / helpful.		
105	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very efficient & professional service. Very kind staff.		
106	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great team, thank you very much.		
107	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very clear communication, correspondence & explanations. Care was exceptional and treatment very clearly explained.		
108	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone has been so kind & pleasant to me. I was so worried at first.	None.	
109	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly staff and good treatment.	Why can't X-ray be ordered and a form given with the appointment letter?	
110	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very kind, work hard at it.		
111	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Always very polite, helpful & professional.		

	Outpatients)				
112	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone very friendly, puts you at ease. I was very nervous having bad experience at dentist but would come back here.		
113	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Have had to have an operation and all staff were amazing from my 1st appointment to my final one. Thanks to them all at NHS Barnstaple.		
114	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Efficient, friendly.		
115	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] is amazing.		
116	Maxillofacial and Orthodontics (NDDH Outpatients)	Don't Know			
117	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered			
118	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered		Better parking please for blue badge holders and the rec. team down here are lovely, the guy with a dark t-shirt has a lovely smile!	
119	Neuro Physiotherapy (NDDH Outpatients)	Extremely Likely	Fixed my leg within weeks after not being fully active for 3 years.		
120	Occupational Therapy (NDDH Outpatients)	Extremely Likely	I enjoy visiting the hospital. There is a strong community spirit.	None, it's perfect.	
121	Oncology (NDDH Outpatients)	Extremely Likely	Have received 1st class treatment over the past 12 months.		
122	Orthopaedics (NDDH Outpatients)	Extremely Likely	The care shown by the consultant and nurse was exceptional and I felt completely understood and supported.	None.	
123	Orthopaedics (NDDH Outpatients)	Extremely Likely	Well-run, friendly staff, always happy to help.	Turn temperature down a bit, far too hot.	
124	Orthopaedics (NDDH Outpatients)	Extremely Likely			

125	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Ease of obtaining blood test. Excellent staff.	Create a larger car park.	
126	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Everyone has been friendly.	Quicker waiting.	
127	Phlebotomy Clinic (NDDH Outpatients)	Not entered	Having a blood test. Not sure I can actually recommend anyone to have a blood test. Just encourage them, if necessary. It's not painful.		
128	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Illegible] well done!!		
129	Physiotherapy (NDDH Outpatients)	Extremely Likely	I have seen the physiotherapist a couple times and every time I feel I've been treated with respect as an individual. Their care is amazing.		
130	Physiotherapy (NDDH Outpatients)	Extremely Likely			
131	Physiotherapy (NDDH Outpatients)	Extremely Likely	After coming from Exeter Hospital, I feared my boyfriend's treatment wouldn't be as good, but it's been excellent. His physiotherapy team are brilliant. He's getting stronger!		
132	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Used many times both for hydrotherapy and assessment.	Open hydrotherapy evenings for patients to pay for additional sessions. [Illegible] hospital have such a scheme.	
133	Radiology - CT scan	Extremely Likely	Efficient service.	No.	
134	Radiology - CT scan	Extremely Likely	All the staff relating to the scan procedure were very helpful and explained fully the process. Their communication skills were excellent.	Expand the car parking area!	
135	Radiology - CT scan	Extremely Likely	Polite, friendly, helpful and informative staff.		
136	Radiology - CT scan	Extremely Likely	Polite, engaging & professional staff. Went into appointment 5 minutes early.	All seems very satisfactory.	
137	Radiology - CT scan	Likely	Lovely staff. Waiting times are somewhat slow.		
138	Radiology - MRI scan	Extremely Likely	Great department. Friendly & efficient.	Not here - all good. Car parking is dreadful.	
139	Radiology - MRI scan	Extremely Likely	Because they are very friendly and reassuring, lovely and warm.	Water machine.	
140	Radiology - MRI scan	Extremely Likely	Friendly, prompt service. Friendly atmosphere & very reassuring. No complaints!	Just keep it available in Barnstaple - please!	
141	Radiology - MRI scan	Extremely Likely	Friendly, efficient staff.	No.	

142	Radiology - MRI scan	Likely	Patient care was 1st class but background noise was very trying. I had to keep in mind I was in a busy environment. P.S. the door to the kitchen needs WD40 on the hinges.		
143	Radiology - Ultrasound	Not entered	Mess up with appointments.	Better organisation of the appointments systems.	
144	Radiology - X-ray	Extremely Likely	This is such an amazing hospital. Every time I have been I have had amazing, friendly service, no waiting time and staff even took time to chat. 10/10.	No!	
145	Radiology - X-ray	Extremely Likely	Requested.	It is essential that if the patient is requested to come with bladder full that they are not kept waiting, especially with the more elderly.	
146	Radiology - X-ray	Extremely Likely	Very easy to book in, not long waiting time. Friendly staff.		
147	Radiology - X-ray	Extremely Likely	Always well looked after and ease of treatment.	Car parking!	
148	Radiology - X-ray	Extremely Likely	Polite and good mannered staff at reception and patient collection staff. Rapid appointment as was an open appointment and not a long wait.	No suggestions. Keep up good work.	
149	Radiology - X-ray	Extremely Likely			Do not publish
150	Radiology - X-ray	Extremely Likely	Have always found staff very friendly and caring & puts your mind at ease!	Very good as it is, but music in background would be very nice!	
151	Radiology - X-ray	Extremely Likely	Very efficient.	Could give free wifi.	
152	Radiology - X-ray	Extremely Likely	Our hospital is very important to us. It important to the area. Our hospital is need for everyone in the area.	Enlarge car park. Turn grass into car parking, you have to cater for patient not the look of the place.	
153	Radiology - X-ray	Likely		More coffee machines.	
154	Radiology - X-ray	Likely			
155	Radiology - X-ray	Likely			Do not publish
156	Radiology - X-ray	Likely	Efficient & organised well.	Waiting times. But not always possible.	
157	Radiology - X-ray	Likely			
158	Radiology - X-ray	Neither Likely nor Unlikely	Waited 25 minutes past my appointment, then filled this in. Still not called.	Please let us know if there are delays - not silence.	

159	Radiology - X-ray	Neither Likely nor Unlikely			
160	Radiology - X-ray	Not entered			
161	Radiology - X-ray	Not entered		For the people leading you from waiting area to the scan to not broadcast or discuss area being scanned - this is confidential!! I knew what everyone was having X-rayed!!	
162	Radiology - X-ray	Not entered			Do not publish
163	Radiology (NDDH Outpatients)	Extremely Likely	The superintendent radiographer put me at my ease, gave me lots of information re: self-care and where to obtain further advice and information re: osteoporosis. The scanning was swift but thorough. Also, when and where to obtain results.	Easier to put on gowns.	
164	Respiratory (NDDH Outpatients)	Extremely Likely	Very nice, professional and helpful.		
165	Respiratory (NDDH Outpatients)	Extremely Likely	Very pleasant staff who explained what tests were being performed.	No.	
166	Respiratory (NDDH Outpatients)	Likely	Staff are fantastic.	Put up a sign at front of hospital if you have moved outpatient departments, so we can find them.	
167	Respiratory (NDDH Outpatients)	Likely			
168	Respiratory (NDDH Outpatients)	Likely	Everybody is friendly and treats you with respect.	No need.	
169	Respiratory (NDDH Outpatients)	Likely	I've always found the service to be very good. Staff friendly & helpful. I have plenty of experience of visiting outpatients and it usually runs very smoothly.	Sometimes parking in the hospital is extremely difficult, meaning sometimes it is difficult to get to appointments on time.	
170	Rheumatology (NDDH Outpatients)	Extremely Likely	Seen on time. Very pleasant staff. Warm, clean environment.	Improved car parking.	
171	Rheumatology (NDDH Outpatients)	Extremely Likely	Lovely, helpful staff. Mr [name withheld] explained in great detail how to treat my bone problems. Very helpful.		
172	Rheumatology (NDDH Outpatients)	Likely			Do not publish

	Outpatients)				
173	Stroke Clinic (NDDH Outpatients)	Don't Know			
174	Vascular (NDDH Outpatients)	Extremely Likely	Excellent service all round.	No.	
175	Vascular (NDDH Outpatients)	Not entered	Depends on outcome.	No.	

Qualitative feedback - Dec-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	Patient request for anonymised comments not to be made public
1	Audiology (NDDH Outpatients)	Parent/Guardian/ Carer	Yes		Everyone was very helpful.		
2	Audiology (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	It's spacious and there's a lovely toy area for the children.	Didn't have to wait long to be seen.		
3	Clinic/dept not entered– Area C (NDDH Outpatients)	Not entered	Yes	They were extremely helpful.			

4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Excellent care & explanations to test.	Very well explained. Kind & caring staff, lovely. On time.	Nothing.	
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Lovely, friendly staff. Very professional, made me and my daughter feel very comfortable.	Fast, efficient service.	Nothing.	
6	EEG / EMG (NDDH Outpatients)	Patient	Yes	Seen promptly & lovely care - time taken to explain things.	[Name withheld] was great!	Nothing!	
7	EEG / EMG (NDDH Outpatients)	Patient	Yes				Do not publish
8	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Helpful staff.	Very straightforward.		
9	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Very prompt. Directed to play area. Doctor noticed my grandson playing & took time to play with him (doctor was just passing).	As previous, and easy parking, easy to find clinic (eye), warm setting, very friendly.		
10	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Very friendly and was shown to an area for children with toys and books.	Everyone was very nice and welcoming and made my son feel comfortable and reassured.	All was good.	
11	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Having presented at [illegible] over the weekend we have had rapid and thorough assessments and treatment. Kind staff and efficient service.	Staff very polite. We were 5 minutes late for our appt due to traffic. Staff were very understanding.	Doctor didn't explain to my son exactly what he found unlike Dr [name withheld] who explain everything on last appt.	
12	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly and good children's area.		Paper and pens on the table.	
13	Eye Clinic	Parent/Guardian/	Yes	Lots of activities to do for	Play area for my child when	Nothing.	

	(NDDH Outpatients)	Carer		my child whilst we wait.	we was waiting.		
14	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	New play area.	Large play area so much better.		
15	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very prompt service, early going in. Very nice doctor.	Excellent.	Nothing.	
16	Radiology - CT scan	Not entered	Yes	Because it was very quick and they were very kind.		Bit more chairs because more people maybe hurt.	