

Outpatients - North Devon District Hospital - Friends and Family Test - Nov-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 %
Nov-18	277	97.5	0.7	1.8

Qualitative feedback - Nov-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1	Audiology (NDDH Outpatients)	Extremely Likely			Do not publish
2	Audiology (NDDH Outpatients)	Extremely Likely	Very good service. Don't want to go to Exeter!	No.	
3	Audiology (NDDH Outpatients)	Extremely Likely			
4	Audiology (NDDH Outpatients)	Extremely Likely	This is the nearest hospital within a 50-mile radius that has the facilities & trained staff to attend to my needs. From reception [illegible] I am treated with [illegible], dignity and am involved with the decision-making as & where possible.	None. If it could be made clear all disabled places are not free, this would avoid a lot of frustration.	
5	Audiology (NDDH Outpatients)	Extremely Likely	Helpful.		
6	Audiology (NDDH Outpatients)	Extremely Likely	I am always treated with the utmost respect, kindness and consideration.		
7	Audiology (NDDH Outpatients)	Extremely Likely	Hearing aid problem.	Extend drop-in hours.	
8	Audiology (NDDH	Extremely Likely	The health professional I saw was extremely		

	Outpatients)		kind. She took time to explain things to me and also, importantly, considered other areas of my life that were impacting on my tinnitus e.g. stress & essentially considering my tinnitus holistically. An excellent, person-centred approach.		
9	Audiology (NDDH Outpatients)	Extremely Likely	New ear moulds.		
10	Audiology (NDDH Outpatients)	Extremely Likely			Do not publish
11	Audiology (NDDH Outpatients)	Extremely Likely	Nice people. Short wait.		
12	Audiology (NDDH Outpatients)	Extremely Likely	Good service & attention.	No.	
13	Audiology (NDDH Outpatients)	Extremely Likely	Staff treat everyone fairly and do a good job.	None.	
14	Audiology (NDDH Outpatients)	Extremely Likely	Always friendly & helpful.	Bigger car park.	
15	Audiology (NDDH Outpatients)	Extremely Likely	Very helpful lady, helped us so much with my dad, was so kind and professional.	Toilet more closer as my dad cannot walk very well and quite a walk to nearest toilet.	
16	Audiology (NDDH Outpatients)	Neither Likely nor Unlikely			Do not publish
17	Audiology (NDDH Outpatients)	Not entered	I was very happy with the treatment I received and the lady I seen was lovely.	No. I am very happy with it.	
18	Audiology (NDDH Outpatients)	Not entered	Excellent care. Everything explained well.		
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was seen to very quickly & everything was explained to me. Giving me options of appointments was good.	None.	
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Consultation on time and very quick treatment the same day. Very friendly & helpful - Dr, nurses and all staff. Did not have to wait, was seen on time.		
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Explained everything in detail and not much waiting. Came away very happy.	Nothing.	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because Breast Clinic staff were all kind, gave	Nothing.	

	Outpatients)		off quiet confidence & sparkled with efficiency. The efficiency & kind staff from doctors to nurses.		
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	Cheerful, friendly, quick care, with nothing too much trouble from first visit and diagnosis.		
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff and not long waiting.		
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because it's all free.	Very good.	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	All staff were very friendly and helpful.		
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Perfect care, very informative, professional. In and out in 1.5 hours. Nurse [name withheld] was really lovely. Waiting time, caring staff.		
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	First visit to Breast Clinic here as we have just located to Bideford. Previously, breast surgery & oncology treatment in another part of the country. Found all staff extremely helpful & friendly. Thank you all.	No. Carry on good work.	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
30	Breast Clinic (NDDH Outpatients)	Extremely Likely	Helpful, friendly staff who make an effort to help you feel at ease. Thank you.	No. All good.	
31	Breast Clinic (NDDH Outpatients)	Likely	To give them confidence in coming.		
32	Breast Clinic (NDDH Outpatients)	Likely	All staff very friendly & good explanations given. Clinic organisation very good. The only reason I didn't tick 'Extremely likely' is because I had to wait three weeks for a two week rule appointment.		
33	Breast Clinic (NDDH Outpatients)	Likely	The radiographer & other nurses were really lovely in a worrying situation. The consultant brisk & matter of fact. Waiting wasn't as bad as I expected.		
34	Breast Clinic (NDDH Outpatients)	Not entered			

35	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The course has given me confidence.		
36	Cardiology (NDDH Outpatients)	Extremely Likely	Because the service is very good.	Parking spaces please.	
37	Cardiology (NDDH Outpatients)	Extremely Likely	Always had prompt treatment and the staff have always been considerate and helpful.		
38	Cardiology (NDDH Outpatients)	Extremely Likely	Extremely busy in reception and staff handle all pressure very well, still maintaining patient concern. Lovely nurses.	No.	
39	Cardiology (NDDH Outpatients)	Extremely Likely	Everyone helpful.		
40	Cardiology (NDDH Outpatients)	Extremely Likely	Very helpful and friendly.		
41	Cardiology (NDDH Outpatients)	Extremely Likely	Good all-round hospital. Sodexo support service very good.	No.	
42	Cardiology (NDDH Outpatients)	Extremely Likely	Very pleasant, satisfying & detailed, informative service provided. Friendly & helpful, polite staff.		
43	Cardiology (NDDH Outpatients)	Likely	They provide a good service.	Make sure we get the letter in time.	
44	Cardiology (NDDH Outpatients)	Likely	Very helpful information from clinician at appointment.	Earlier / later appointments. Shorter waiting times in outpatients.	
45	Cardiology (NDDH Outpatients)	Likely			Do not publish
46	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent care. Car parking appalling!		
47	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I come every year and have had a good informative appointment each time.		
48	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Lovely to leave feeling informed. [Names withheld] really made me feel better. Less worry & explanations. Thank you!		
49	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The staff at North Devon Hospital are, and have been for the last 30 years, superstars. However, if the house building continues in and around Barnstaple.	Bigger car park, bigger hospital to cope with the area in & around Barnstaple.	

50	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Do not publish
51	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Very good staff. I was quickly seen & made to feel at ease.		
52	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The staff in outpatients and at cardio-respiratory were really helpful & friendly. Excellent!		
53	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Have always received excellent service, have no complaints.	Excellent service.	
54	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely	Got to hospital 40mins early but could not get in to park. When I did get in, there was still no parking space. [Illegible] once in (late) but they still fitted me in. Excellent service by all staff. Sort out the parking - stress was not needed before the test. Staff a credit. x		
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	People do their best to help you.	Keep to times would help. If too many, try and reduce times for everyone.	
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff were amazing, caring and supportive. Healthcare assistant was lovely. Made the whole experience relaxed and bearable. Lovely team - well done.		
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Over the years, I have been treated with care, respect and politeness. 10/10.	It's already 10/10.	
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always experience very good treatments and follow-up appointments at North Devon Hospital.	None at present.	
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been treated very well and on time.	All good, no complaints.	
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I'm being looked after.	No.	
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, helpful, efficient. A lovely team of people.		

	Outpatients)				
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great service!		
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Superb clinician. Empathy & understanding really supportive & empowering.		
64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always good.		
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone kind & helpful.	None.	
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have attended the hospital for different reasons over the years and have been treated very well.	Bigger car park.	
67	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly staff who explained delays and still worked extremely efficiently.		
68	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Wonderful service.	Larger car park.	
69	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Great job, thank you. Would recommend for sure.	Car parking.	
70	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Treated well and courteous. Everything perfectly explained in detail.	No.	
71	Clinic / department not entered (NDDH Outpatients)	Likely	Fantastic to have hospital with so many aspects of health covered.	No.	
72	Clinic / department not entered (NDDH Outpatients)	Likely	Long waiting time - over an hour.	Speed things up so don't have to wait so long, other departments are much quicker.	
73	Clinic / department not entered (NDDH Outpatients)	Likely	To keep North Devon (Barnstaple) Hospital open.		

	Outpatients)				
74	Clinic / department not entered (NDDH Outpatients)	Likely	Excellent, friendly, efficient staff, esp. Mr [name withheld] & all staff.	Vote Labour.	
75	Clinic / department not entered (NDDH Outpatients)	Likely			Do not publish
76	Clinic / department not entered (NDDH Outpatients)	Not entered	The NHS have been crushed by corporations. It extremely unlikely it will still exist when my children are paying adults.	Don't sell yourself to the private sec.	
77	Clinic / department not entered (NDDH Outpatients)	Not entered	I was held up in traffic for 1 hour. I was very lucky I was seen to. Something must be done about the traffic. I had asthma attack 'cause I had to walk.	Bigger car park for people.	
78	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I found the experience very easy and at times amusing - everything was explained really well.		
79	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	The secretaries and the doctor. The ladies at the desk were lovely and the doctor who stood in for Dr [name withheld] was very sensitive and sympathetic, while being efficient & professional.	Nothing.	
80	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Excellent care & treatment. Everyone lovely & ready to help.		
81	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Calm and caring atmosphere.	My wife's appointment was at Outpatients B - which was a little confusing as the sign is for A.	
82	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Thorough, excellent service.		
83	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	It's the nearest hospital.	More parking. Parking is the weakest part of the hospital service.	
84	Clinic/dept not entered–Area A (NDDH	Likely			

	Outpatients)				
85	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Satisfaction.	None, quite contented.	
86	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Hips prostate.	No.	
87	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	No comment.	The person calling for a patient could move more into the space so that everyone can hear the name being called. With TV, patients, talking etc. it can be hard to hear your name.	
88	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely		Parking.	
89	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Unlikely	Because parking is so bad. Will dread ever having to come back.		
90	Clinic/dept not entered–Area A (NDDH Outpatients)	Don't Know			Do not publish
91	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered			Do not publish
92	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	The staff are polite, professional &, more importantly, understanding of an individual's condition.		
93	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Efficient service - can have all tests done in one go & see Dr. No waiting. Everyone polite & kind and knowledgeable. Parking a pain!	Parking! Once inside the hospital, it works well.	
94	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Lovely doctor.		
95	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		

96	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Always really good treatment by all.		
97	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
98	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Excellent treatment.		
99	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Do not publish
100	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Friendly staff. Efficient service. Seen on time.		
101	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			
102	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			
103	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Very helpful, friendly.	No.	
104	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Nurses work hard in a busy department!	Yes, a bit more smiling would be nice!	
105	Clinic/dept not entered–Area C (NDDH Outpatients)	Neither Likely nor Unlikely	Not here a lot of the time.	More staff and better parking.	
106	Clinic/dept not entered–Area C (NDDH Outpatients)	Not entered	One day off work. Travel by bus - only every 2 hour transport. Time wasting!	I was told I needed a blood test after being seen. Having arrived 40 minutes before, I now had to wait another minutes for the blood test! Can this not been decided before we arrive.	
107	Colorectal (NDDH	Extremely Likely	Very efficient. I get seen on time.	Terrible parking!	

	Outpatients)				
108	Colorectal (NDDH Outpatients)	Extremely Likely	First class in every aspect.		
109	Colorectal (NDDH Outpatients)	Not entered	Long wait, but friendly, helpful staff. Good environment.	More funding for the NHS. Stop Brexit!	
110	Dietetics (NDDH Outpatients)	Extremely Likely			Do not publish
111	Dietetics (NDDH Outpatients)	Extremely Likely	The kindness.	[Illegible].	
112	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very helpful and a lovely, friendly manner.		
113	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] was lovely.		
114	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very competent and friendly service.		
115	EEG / EMG (NDDH Outpatients)	Extremely Likely	Felt very at ease. Very friendly and lovely lady.		
116	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, helpful doctor. Very thorough.	No.	
117	EEG / EMG (NDDH Outpatients)	Extremely Likely	Everything was explained very well and the lady was caring and professional.		
118	EEG / EMG (NDDH Outpatients)	Extremely Likely	The lady who gave me my EEG was so polite and friendly, made me feel completely at ease.		
119	Endocrinology (NDDH Outpatients)	Extremely Likely			
120	Endocrinology (NDDH Outpatients)	Extremely Likely	First time I've been here since moving from another part of the country. Reception and nurse very helpful & doctor lovely. Best hospital I've been to! [Name withheld]	None, a perfect service.	
121	ENT (NDDH Outpatients)	Extremely Likely	Efficient, fast & friendly.	No.	
122	ENT (NDDH Outpatients)	Extremely Likely	The care I have received is excellent. Nurses are so caring and really striving to help sort out ENT issues. Reception staff also very helpful & efficient. Highly recommend & v. pleased.	Car parking could have more spaces, if possible.	

123	ENT (NDDH Outpatients)	Extremely Likely	Have found ND very good at patient care / waiting times. Compared to the previous area in the country we lived the service is excellent.		
124	ENT (NDDH Outpatients)	Extremely Likely	Seems to be a very efficient department. Plus everyone I have met are so friendly and welcoming. 5* service.	Seems to work fine. One idea though would be to vote Labour which may result in more NHS funding.	
125	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Thus far, all appointments run well and staff very kind.	Tea trolley, and more spaces in the car park please.	
126	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, pleasant environment.		
127	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent & very friendly staff. Didn't have to wait long. Brilliant.	No.	
128	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone helpful and caring, wanting to get to the bottom of any ailment.	Always confirmation by letter / email / text of appointment date & venue.	
129	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt service. Very friendly receptionist & nurses. Professional treatment from doctor.		
130	Eye Clinic (NDDH Outpatients)	Extremely Likely	Doctor and staff were excellent.		
131	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt appointments & friendly, caring staff.	Continuity of service & better communication between departments / colleagues e.g. had eye scan, then called in next day for appt. which included eye scan!	
132	Eye Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld]. He saved my life. The only one in hospital that believed I had a stroke. A&E said stress.		
133	Eye Clinic (NDDH Outpatients)	Extremely Likely	Seen promptly. Polite & nice consultant.		
134	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very friendly and attentive staff.		
135	Eye Clinic (NDDH Outpatients)	Extremely Likely	I received prompt & efficient service at an anxious time! Doctor & nursing staff extremely friendly and efficient. Felt in safe hands. Parking always difficult.	Parking!!	
136	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very thorough.		
137	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always treated well, excellent communication	There is always a delay on our appointment	

	Outpatients)		and always kept updated.	time but we are understanding.	
138	Eye Clinic (NDDH Outpatients)	Extremely Likely		No.	
139	Eye Clinic (NDDH Outpatients)	Extremely Likely	My experience at the clinic has always been pleasant.		
140	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful & knowledgeable doctors & staff.		
141	Eye Clinic (NDDH Outpatients)	Extremely Likely	Wonderful treatment.	No.	
142	Eye Clinic (NDDH Outpatients)	Likely	Distance for me is a problem.	Make sure the text reply service works properly.	
143	Eye Clinic (NDDH Outpatients)	Likely	All the staff were friendly & efficient. Waiting times were good, although the time it took to get my actual appointment could have been better.	Improvements to admin booking system & how you change an appointment.	
144	Eye Clinic (NDDH Outpatients)	Likely			
145	Eye Clinic (NDDH Outpatients)	Likely	Appointment on time. Efficient & friendly staff.		
146	Eye Clinic (NDDH Outpatients)	Likely	Came to A&E for eye damage, Was referred to Eye Clinic & they fitted me in eventually. Lot of waiting but they do the best they can. No complaints.		
147	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
148	Eye Clinic (NDDH Outpatients)	Unlikely	We've had the same test 5 times & been passed to 3 different consultants with no further answers.	Explain why we are being referred, rather than left with no answers.	
149	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff friendly and efficient.	None.	
150	Fracture Clinic (NDDH Outpatients)	Likely	Apart from parking I have never experienced undue problems.	Increase parking!	
151	Gastroenterology (NDDH Outpatients)	Extremely Likely		Get a bigger car park. Parking here for outpatients is awful.	
152	Gastroenterology (NDDH Outpatients)	Extremely Likely	Helpful, friendly help from doctor. Not made to feel I was wasting his time. Came away feeling		

			very satisfied with appt.		
153	Gastroenterology (NDDH Outpatients)	Extremely Likely	Treatment and follow-up discussion very helpful. Felt completely at ease and all questions answered satisfactorily.	Difficulty in hearing names of patients when called. Perhaps the names could be shown on the television.	
154	Gastroenterology (NDDH Outpatients)	Likely			Do not publish
155	Gastroenterology (NDDH Outpatients)	Likely	Didn't wait long. Friendly staff.	No.	
156	Gastroenterology (NDDH Outpatients)	Not entered	Good, friendly service, and effective.	No.	
157	Gynaecology (NDDH Outpatients)	Extremely Likely	Very thorough, clear information.		
158	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Since first being treated at N.D.D.H. I've had nothing but kindness, good explanation of problems & treatments and how to take this forward to further management.	No.	
159	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The total care provided from the initial examination to completion of surgery.		
160	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
161	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great staff - very caring & kind. 5 stars.	No. Its all good.	
162	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I am very satisfied and extremely grateful for my treatment. Thank you!	You are all first class - caring and reassuring.	
163	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All explained clearly. Friendly staff.	Parking problems causing appt time issue.	
164	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very nice people & caring.	No.	
165	Maxillofacial and Orthodontics (NDDH	Extremely Likely	Mr [name withheld] put me at so much ease and made me in control. I couldn't thank him		

	Outpatients)		and all the staff enough! Very professional and thorough.		
166	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very informative about the procedure.		
167	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very pleasant staff who made the procedure seem professional and that there was nothing to worry about!		
168	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very quick and impressive. Thank you.		
169	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely		Length of time to receive appointment - waited 3-4 months.	
170	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly, professional & less painful than expected.	None whatsoever.	
171	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I have had extreme care throughout my stay here at N. Devon. The [illegible] has been done extremely well.		
172	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Lovely staff.		
173	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Kindness, politeness and great care given.		
174	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] and his two dental nurses were so extremely kind and patient. I was very nervous prior to my operation and they all made it much more bearable. Thank you so much.		
175	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The inpatient care was very good. I was kept informed, reassured and made as comfortable as I could be.	I'd give you 5 stars - so no!	
176	Maxillofacial and Orthodontics (NDDH	Extremely Likely	Very happy with treatment received and information given.	Department is a little difficult to find!	

	Outpatients)				
177	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent care throughout.		
178	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very calming, explain everything and very reassuring when I had my wisdom tooth removed.		
179	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Professional and painless.	No.	
180	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Staff were very kind and helped me a lot with my nervousness!	No.	
181	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very relaxing experience. Put me at ease.		
182	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld]. The nurses are lovely!!		
183	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly dentist and staff put me at ease. Thank you.		
184	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Time given to understand and reassure the anxiety I had.		
185	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
186	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Made me feel very relaxed and made procedure more bearable.		
187	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great, friendly staff. Job well done.		
188	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment. Friendly staff.		

	Outpatients)				
189	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely		Good.	
190	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Received good service from the dental department.	More staff.	
191	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly service.	No.	
192	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Seen on time & good, friendly service by consultants in team. Treatment options clearly discussed.		
193	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	[Illegible] to be seen by medics. However, so far pleased with the friendliness & service.	None.	
194	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Staff were amazing.		
195	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Absolutely brilliant! Thoroughly recommended (apologies for spelling).		
196	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	MS Nurse is always available and extremely helpful. A true star. Reception staff polite and efficient. Great service all round.	No.	
197	Oncology (NDDH Outpatients)	Extremely Likely	Very quick & thorough. Everything explained.		
198	Oncology (NDDH Outpatients)	Likely			
199	Orthopaedics (NDDH Outpatients)	Extremely Likely			
200	Orthopaedics (NDDH Outpatients)	Extremely Likely	Spacious waiting area with windows open! So, not too hot & stuffy. Friendly staff & TV.	Perhaps a bit of information on delays or waiting times. At time of writing, did not know when I would be seen.	
201	Orthopaedics (NDDH Outpatients)	Extremely Likely	Everyone is totally professional, kind, friendly and thoughtful.		

202	Orthopaedics (NDDH Outpatients)	Extremely Likely	Excellent, professional care. Prompt, polite service. Clean, bright atmosphere.	No.	
203	Orthopaedics (NDDH Outpatients)	Extremely Likely			Do not publish
204	Orthopaedics (NDDH Outpatients)	Likely	I guess unless you can provide private healthcare or private physio the NHS would be your only option.	Waiting times aren't really clear, so you never know how long the delay is, a system to improve this would be my request.	
205	Orthopaedics (NDDH Outpatients)	Likely	Good, clear, polite service.	No.	
206	Orthopaedics (NDDH Outpatients)	Likely	Always dealt with appointments appropriately, staff always very helpful.	No.	
207	Orthopaedics (NDDH Outpatients)	Likely	We don't have much choice. This appointment involved a 75-mile round trip and the treatment after was on a take it or leave it basis, so recommendation is not relevant.		
208	Orthopaedics (NDDH Outpatients)	Likely			
209	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Friendly and helpful staff.		
210	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Quick, friendly service.		
211	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff friendly, good advice for rehab.		
212	Physiotherapy (NDDH Outpatients)	Extremely Likely	Appointments are always on time. The staff both on arrival and in appointment are friendly and approachable. Lovely, bright, light environment too.		
213	Physiotherapy (NDDH Outpatients)	Extremely Likely	Always helpful & very good.		
214	Physiotherapy (NDDH Outpatients)	Extremely Likely	Seem to be following it through thoroughly.	No.	
215	Physiotherapy (NDDH Outpatients)	Extremely Likely			Do not publish
216	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, knowledgeable & helpful staff members.		
217	Physiotherapy (NDDH Outpatients)	Likely	[Illegible] I think the videos need to be	Timekeeping for the service. But once with	

	Outpatients)		updated. 2017 is the year for you be that is almost 2 years ago now!!	the physio I am happy with the service provided.	
218	Physiotherapy (NDDH Outpatients)	Likely	They are very [illegible] in the [illegible] time. But the schedule sometimes is too [illegible]. Need more options because some people come from very far away and depend on lifts or bus.		
219	Physiotherapy (NDDH Outpatients)	Likely	Referral period was slow, but once I had an appointment I have been pleased with the service.		
220	Physiotherapy (NDDH Outpatients)	Likely	First session amazing, [name withheld] is excellent! Early days yet. Keep up good work!		
221	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	I have attended for hydrotherapy which I'm finding really helpful. The staff are friendly and knowledgeable.		
222	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Always had first class treatment at N.D.D.H.	No.	
223	Pre-operative assessment (NDDH Outpatients)	Likely	Staff brilliant.		
224	Radiology - CT scan	Extremely Likely	Everyone helpful, polite, friendly.	Ok. No improvement needed.	
225	Radiology - CT scan	Extremely Likely	Everyone most helpful & polite, could not be faulted in any way.	None.	
226	Radiology - CT scan	Extremely Likely	Made to feel at ease with the procedure being explained clearly to me.		
227	Radiology - CT scan	Extremely Likely	Staff were friendly, smiley and knowledgeable. Everything was on time and I didn't have to wait.	No, it was excellent.	
228	Radiology - CT scan	Extremely Likely	Felt very comfortable from the moment I got here till I left, very friendly.		
229	Radiology - CT scan	Extremely Likely	Good information and explanations. Professional and friendly staff. Appointment on time.	No.	
230	Radiology - CT scan	Extremely Likely	Friendly warm & compassionate people & service at a time when all these things are needed.	No.	

231	Radiology - CT scan	Extremely Likely	Very prompt treatment from GP referral onwards.		
232	Radiology - CT scan	Extremely Likely	Efficient organisation of the procedure & pleasant, efficient staff.	Only if you can do something about car parking problems (& their effect on the A39!)	
233	Radiology - CT scan	Extremely Likely	Extremely pleasant welcome by all the staff. Cared for all the way through. Attention to detail. Very detailed. Offered a lovely cup of tea afterwards & biscuit.	Slightly warm in MAU reception, could do with a fan to keep cool.	
234	Radiology - CT scan	Extremely Likely	Very effective service.		
235	Radiology - CT scan	Extremely Likely	Well looked after and informed what was going on the whole time.	No, all very good. Friendly staff.	
236	Radiology - CT scan	Likely			
237	Radiology - CT scan	Neither Likely nor Unlikely	It is not really something that I would recommend necessarily as it is a service we have had to use and not a choice?	Parking is always a nightmare and this is our third visit in three weeks. Appointments are never on time.	
238	Radiology - CT scan	Not entered	Did not like. Will not come back again.		
239	Radiology - CT scan	Not entered	NDDH has good staff throughout the hospital. I spent 4 weeks over Christmas and New Year and it was just like a hotel.		
240	Radiology - Mammogram	Extremely Likely	The staff are so friendly, very thoughtful and attentive and discreet. They are so very kind with mammography.		
241	Radiology - Mammogram	Extremely Likely	Fast, clean & efficient. All staff really polite, caring, friendly.	Nothing, it was perfect.	
242	Radiology - MRI scan	Extremely Likely	Fast appointment times. Very friendly service. Staff seem to care about patients.		
243	Radiology - MRI scan	Likely	Everyone is very helpful & considerate. All very efficient.	More car parking!	
244	Radiology - X-ray	Extremely Likely	Very efficient & safe. Staff check everything, even the receptionist questions.		
245	Radiology - X-ray	Extremely Likely	Lovely people. Very helpful.		
246	Radiology - X-ray	Extremely Likely	Clean, polite area / staff.		
247	Radiology - X-ray	Extremely Likely	All staff very professional & helpful.		
248	Radiology - X-ray	Extremely Likely	Because every time I have attended any	No - very good service.	

			department staff have been so helpful and polite. Today, in X-ray, [name withheld] excellent.		
249	Radiology - X-ray	Extremely Likely			
250	Radiology - X-ray	Extremely Likely	55mins start to finish. Very good service. Parking a problem.		
251	Radiology - X-ray	Extremely Likely	Friendly, well organised & kept me informed while waiting.	Redesign car park (input / output flow, more spaces).	
252	Radiology - X-ray	Extremely Likely	Always very helpful. Never had a problem with our hospital.	Better drop-off point outside A&E.	
253	Radiology - X-ray	Extremely Likely	Staff informative, polite, helpful reassuring, responsive, professional and, most of all, caring and compassionate.	Never give up or lose faith in the NHS. You make it what it is. Brilliant! Thank you.	
254	Radiology - X-ray	Extremely Likely	All staff extremely kind and thoughtful throughout.		
255	Radiology - X-ray	Extremely Likely	Very good service.		
256	Radiology - X-ray	Likely	Quick, efficient service - arrived before 9am.	None.	
257	Radiology - X-ray	Likely	Attended an outpatient appointment and was asked to come to X-ray. Very efficient, only a fifteen minute wait before going in.	Reduce car parking charges.	
258	Radiology - X-ray	Likely		Better schedule & timetables.	
259	Respiratory (NDDH Outpatients)	Extremely Likely	This question reads like a political question. Is it a forerunner for privatisation?	Bring back ward 'Sisters' to the whole NHS.	
260	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent, speedy, polite, attention by all departments!		
261	Respiratory (NDDH Outpatients)	Extremely Likely		Car parking!?	
262	Respiratory (NDDH Outpatients)	Extremely Likely			Do not publish
263	Respiratory (NDDH Outpatients)	Extremely Likely	Always so helpful & puts you at ease.		
264	Respiratory (NDDH Outpatients)	Extremely Likely			Do not publish
265	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff are courteous and been treated with respect.		

266	Rheumatology (NDDH Outpatients)	Extremely Likely	Efficient service. Kind and professional nurse. Received prompt treatment.		
267	Rheumatology (NDDH Outpatients)	Extremely Likely	Explaining everything and helpful.		
268	Rheumatology (NDDH Outpatients)	Extremely Likely	Nice staff.		
269	Rheumatology (NDDH Outpatients)	Extremely Likely	Usually seen on time (although not today!). They understood my problems.	No. The receptionists are very kind and helpful.	
270	Rheumatology (NDDH Outpatients)	Extremely Likely	I was taken very seriously and my symptoms understood.		
271	Rheumatology (NDDH Outpatients)	Likely	Always rec.		
272	Rheumatology (NDDH Outpatients)	Likely		More car park spaces.	
273	Rheumatology (NDDH Outpatients)	Likely			
274	Rheumatology (NDDH Outpatients)	Likely	Extremely helpful and friendly once you are able to get an appointment.	No.	
275	Stroke Clinic (NDDH Outpatients)	Extremely Likely	Everybody has been so kind and helpful.		
276	Upper Gastrointestinal (NDDH Outpatients)	Extremely Likely	Very polite, concise in summary and information provided.		
277	Urology (NDDH Outpatients)	Extremely Likely	Approachable & caring.	Not unless you can build a bigger car park.	
278	Urology (NDDH Outpatients)	Extremely Likely	Always helpful. Professional staff. Usually very efficient.	Not really, very good.	
279	Vascular (NDDH Outpatients)	Extremely Likely	Friendly & respectful staff.		
280	Vascular (NDDH Outpatients)	Extremely Likely	Really lovely folk.		

Qualitative feedback - Nov-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)	Not entered	Yes	Because I like getting my ear test.	I don't know.	Nothing.	
2	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Lovely service, welcoming and kind to children who are anxious. Always reassuring.	All aspects!		
3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very friendly and knowledgeable.	Seen on time.	N/A.	
4	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very good with my daughter, make her feel very comfortable and very calm.	Playroom for children and staff are brilliant.	Nothing.	
5	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff are always very friendly and welcoming and excellent with my daughter. The facilities are very good. There is hardly ever a long wait to be seen.	As previously, the staff, facilities and length of waiting time.	Not very much!	

6	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Playing, waiting spaces is lovely for the children.			
7	Radiology - CT scan	Parent/Guardian/Carer	Yes	Friendly, concerned staff. Quick, new appointment made over the phone when concerned that there may be a further problem. Seen quickly at the appointment time.	See previous answer.		
8	Radiology - X-ray	Parent/Guardian/Carer	Yes				Do not publish