

Outpatients - North Devon District Hospital - Friends and Family Test - Apr-19

Adult FFT card question: We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Easy read FFT card question: Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, Don't know.

Children and young people's FFT card question: We would like you to think about your visit with us here today and tell us how you feel about it by answering just a few simple questions. The answers you give will help us to improve the care we offer to everyone who comes here. Would you tell your friends that this is a good outpatients department to come to? Response options: Yes, Maybe, No, Don't know.

Quantitative results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

(Yes) (Yes + Maybe + No + Don't know)

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

(No) (Yes + Maybe + No + Don't know)

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

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Apr-19	184	95.1	2.2	2.7

Qualitative feedback - Apr-19 - 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	All the staff have always been kind and efficient. No complaints at all.		
2	Audiology (NDDH Outpatients)	Extremely Likely	I find everything very good.		
3	Audiology (NDDH Outpatients)	Extremely Likely	Great empathy shown. Patient & polite. Understood issues and offered solutions. Took time to understand my concerns.		
4	Audiology (NDDH Outpatients)	Extremely Likely	Quick, efficient, fully covered my needs, audiologist very good.		
5	Audiology (NDDH Outpatients)	Extremely Likely	Fast and efficient service.		
6	Audiology (NDDH Outpatients)	Extremely Likely	[Name withheld] was brilliant. Listened so well & very knowledgeable. Thank you.		
7	Audiology (NDDH Outpatients)	Extremely Likely			Do not publish
8	Audiology (NDDH Outpatients)	Likely	I am satisfied.		
9	Audiology (NDDH Outpatients)	Likely	Perfect service.		

10	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick attention. Friendly staff. Easy access.		
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	Prompt, very friendly & informative.		
12	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick and efficient service & friendly. Everything well explained.	No.	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone was extremely nice and caring, everything was explained very well. Quick and very professional service, fab, thank you.	No, it all seems very smooth running and organised!	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely	Today's visit was quick, efficient and clear.	Car parking!! Please!!!	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely			
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	No complaints with treatment, staff very friendly.		
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	I had my appointment, scan & biopsy all on the same day which is better.	Communication. Telephone conversation I had didn't match my letter sent which caused confusion.	
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everybody was very friendly & reassuring.		
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very satisfied with treatment and with the staff.	Better info about appointment delays would be useful.	
20	Breast Clinic (NDDH Outpatients)	Likely		Less waiting time after app. time.	
21	Breast Clinic (NDDH Outpatients)	Not entered			Do not publish
22	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Wonderful care & response time. Everything is well explained.		
23	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Excellent appointment from an obviously knowledgeable lady. Extremely helpful and really worthwhile.	None. First class as it is.	
24	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Extremely reassuring, friendly and professional, great support and help.		
25	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Such professional service from the whole of the team.	Not really.	

	Outpatients)				
26	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very supportive and knowledgeable team. An asset to the trust and the NHS. Thank you.	Access to phycology earlier.	
27	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Everyone was very helpful.	No.	
28	Cardiology (NDDH Outpatients)	Extremely Likely	Staff lovely, [name withheld] very easy to talk to. Everyone very helpful.		
29	Cardiology (NDDH Outpatients)	Extremely Likely	Good service. Staff inform me of care given. Good explanation of queries raised.		
30	Cardiology (NDDH Outpatients)	Extremely Likely	All the doctors / nurses in hospital and other staff are wonderful.	No. Because all perfect.	
31	Cardiology (NDDH Outpatients)	Extremely Likely	All the staff, including [name withheld], the HCA and Dr [name withheld] were amazing, we saw - as always. However, another Dr came out to speak to the HCA and was so rude to her it made the whole room cringe - 2 sides to every story - but it was far from professional and the poor HCA would have this all day when she dealt with other patients.		
32	Cardiology (NDDH Outpatients)	Likely	Pleased.	More free parking for disabled!	
33	Cardiology (NDDH Outpatients)	Likely	New patient to Devon area. Two appts at hospital. Both visits very efficiently dealt with.		
34	Cardiology (NDDH Outpatients)	Neither Likely nor Unlikely			
35	Cardiology (NDDH Outpatients)	Neither Likely nor Unlikely	I have had a few experiences with the hospital. Some have been ok but some have been disorganised.	Communication with the patient between appointments e.g. I have phoned in the past to alter an appointment. I got through to a message service but no one ever gets back to me! Very poor!	
36	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I was dealt with promptly, the procedure was well & clearly explained & completed speedily.		
37	Cardio-respiratory (NDDH Outpatients)	Likely	It's been very efficient!! Staff were chatty & helpful.	It may help to highlight the time of arrival for tests (i.e. 45mins earlier) rather than the	

				appointment time as I only picked up on this on a 2nd read of the letter.	
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone is lovely but it is too hot in the waiting room.		
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very professional & friendly.		
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly.		
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly, positive and professional.		
43	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly staff, very helpful.	Baby changing.	
44	Clinic / department not entered (NDDH Outpatients)	Not entered	How I feel.		
45	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	To make life easier the users of the service.	I think the dustbin needs to be more visible to patients as cups are being left about.	
46	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Seen quickly, TV to watch while waiting, drinking water available.	Live entertainment.	
47	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
48	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Do not publish
49	Clinic/dept not	Likely	Staff polite and responsive. Waiting areas		

	entered–Area A (NDDH Outpatients)		bright & clean.		
50	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Always helpful and pleasant.	No.	
51	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Self explanatory - see overleaf.	No. Given well-documented pressures on NHS finances, I believe the outpatient service is operating well.	
52	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Have been to this hospital since moving to Barnstaple and have always been satisfied.		
53	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Comfy seats. Pleasant atmosphere. Spacious area.		
54	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Everybody needs a hospital.	Cut waiting times, if possible.	
55	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	Recommend? We come here as we have to, not out of choice. Waiting times to see a consultant are becoming too long.	Get rid of most of the managers & put more nurses & consultants on the floor.	
56	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	I always think that this is a very silly question - no one comes by choice do they?	Outpatients never run on time - we rush to get here, coming several miles, early for appoint, but always have to wait.	
57	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Never a problem with staff.		
58	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Difficulty with parking.		
59	Clinic/dept not entered–Area C (NDDH Outpatients)	Not entered	We always get excellent service.		
60	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] was so lovely. She made the whole experience easy and relaxing. Thank you.		
61	EEG / EMG (NDDH Outpatients)	Extremely Likely	Great care was taken to ensure I was comfortable and aware of what was going on.	Was very efficient.	

62	ENT (NDDH Outpatients)	Extremely Likely	It is always very good service.		
63	ENT (NDDH Outpatients)	Extremely Likely	Courteous and kind nurse & doctor. Thorough examination and discussion.		
64	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Excellent staff members made me feel very comfortable and welcome and put me at ease - thank you.	The eye drop room is so small and too compact - maybe a bigger room would help both clients & staff.	
65	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Despite great care given during procedures, a follow-up appointment was not given in time which meant another round of treatment was needed causing unnecessary pain & deterioration of condition.	Make sure follow-up appointments are booked on day of procedure.	
66	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Excellent, very friendly staff.		
67	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Courtesy & efficiency of staff & comfortable waiting area.		
68	Exmoor Unit (NDDH Outpatients)	Likely	Because I would not know anywhere else to suggest.	No.	
69	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always called on time. Can't fault Eye Clinic at all. Staff lovely.	Can't think of anything from my experience.	
70	Eye Clinic (NDDH Outpatients)	Extremely Likely	Lovely staff, efficient service.		
71	Eye Clinic (NDDH Outpatients)	Extremely Likely	I come here as an emergency appointment out of my local area, treatment was professional & quick.	The room that tested my sight seemed more like a cupboard but staff were friendly and professional so fine anyway.	
72	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always marvellous at N.D.D.H. except for food when inpatient.	None.	
73	Eye Clinic (NDDH Outpatients)	Extremely Likely	The staff in the Eye Clinic have been fantastic, really helpful, friendly and they care about their patients.		
74	Eye Clinic (NDDH Outpatients)	Extremely Likely	Eye test.	Keep doing what you do so well.	
75	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent, caring service.		
76	Eye Clinic (NDDH Outpatients)	Extremely Likely	My daughter is having eye treatment and doing very well, staff are very friendly and helpful.		

77	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt and effective care, professional & friendly staff.	Coffee and biscuits!	
78	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
79	Eye Clinic (NDDH Outpatients)	Likely			
80	Eye Clinic (NDDH Outpatients)	Likely	Very efficient and friendly staff, kept informed throughout the process.		
81	Eye Clinic (NDDH Outpatients)	Likely	Been coming to this clinic since 1996 - always good!		
82	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
83	Eye Clinic (NDDH Outpatients)	Don't Know	Better car park! Care is good in ear & eye.		
84	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Great staff - patient, kind, helpful. Plenty of information given by consultant. Consultant very easy to talk to & this builds confidence in patient.		
85	Fracture Clinic (NDDH Outpatients)	Extremely Likely	First class service all round.	No.	
86	Fracture Clinic (NDDH Outpatients)	Extremely Likely			
87	Fracture Clinic (NDDH Outpatients)	Likely	First appointment after initial break. Doctor gave full information. Second app - after 2 weeks - doctor very brief and I left feeling very vulnerable. I had to seek further info from GP.	Shame the Fracture Clinic is so far away from entrance!!	
88	Fracture Clinic (NDDH Outpatients)	Likely			
89	Gynaecology (NDDH Outpatients)	Extremely Likely	Everyone has been so helpful and supportive.		
90	Gynaecology (NDDH Outpatients)	Extremely Likely	Friendly, helpful.	All good.	
91	Gynaecology (NDDH Outpatients)	Extremely Likely	I was treated with such kindness & understanding.		
92	Gynaecology (NDDH Outpatients)	Likely	Lovely staff.		

93	Gynaecology (NDDH Outpatients)	Likely		Waiting room could be cooler!	
94	Gynaecology (NDDH Outpatients)	Not entered	The smoking which is allowed around the hospital is totally unacceptable. How can you call yourself a smoke-free zone when it is not policed! Disgraceful.		
95	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
96	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very nice staff - job well done.	Keep your X-ray working.	
97	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
98	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly doctor. Pain-free procedure.	No.	
99	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment, explaining fully the whole process & aftercare.		
100	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly and informative with regards to treatment.	No.	
101	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Totally professional, calm and friendly team involved in the removal of a wisdom tooth. Every procedure explained in advance, very reassuring for a nervous patient! Thank you.		
102	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Really nice people.	No.	
103	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Team is very good, kind, lovely.	Service is a long way from Bude.	
104	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The nurses & doctor were all so kind, helpful & informative.	No - my experiences was excellent.	

	Outpatients)				
105	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly staff.		
106	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
107	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent care.		
108	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Lovely team. Seen very quickly. Decisive on treatment and great aftercare & support. Thank you.	Dept. needs baby change facilities please!	
109	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	So lovely. Thank you to everyone for looking after me so well. Mr [name withheld] is so kind.		
110	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Efficiency, thorough in giving details of condition and investigation.	No.	
111	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent staff.	Seems ok to me.	
112	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
113	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
114	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Helpful, direct.	In the letter, make a reference to the fact that you will enter the hospital on L3 so downstairs to level1.	
115	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly, informative & positive experience.		
116	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Fractured eye socket.	No, it was extremely quick.	

	Outpatients)				
117	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	I think it unlikely I would get the chance to recommend you to F or F. They would be advised by their dentist as I was. If they were to ask me I would recommend you but I don't think they would ask.	No. Really good service. I will try to get my dentist to refer me here more often?!	
118	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered			Do not publish
119	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Very good service. [Name withheld]		
120	Occupational Therapy (NDDH Outpatients)	Extremely Likely	One-to-one, really informative, helpful care.		
121	Oncology (NDDH Outpatients)	Extremely Likely	Everyone very caring & friendly.		
122	Oncology (NDDH Outpatients)	Extremely Likely	Always very well looked after and staff always very kind.		
123	Oncology (NDDH Outpatients)	Extremely Likely	Staff very helpful, friendly & professional.		
124	Oncology (NDDH Outpatients)	Likely			
125	Oncology (NDDH Outpatients)	Likely	Always pleasant staff.	None - satisfactory.	
126	Oncology (NDDH Outpatients)	Likely			
127	Orthopaedics (NDDH Outpatients)	Extremely Likely	Great service. Made sure all my questions were answered.	N/A.	
128	Orthopaedics (NDDH Outpatients)	Extremely Likely	Unfortunately, I have attended quite a lot of appointments in the last few years, and without exception, have received excellent care and attention.	Not really, I've never had any issues.	
129	Orthopaedics (NDDH Outpatients)	Extremely Likely	Easy to find, seen in good time and helpful & friendly.	No.	
130	Orthopaedics (NDDH Outpatients)	Unlikely	X-ray, told to be 30mins before x-ray, form not signed. Do to delay missed slot at 08.50.		

			Appointment - other patients in front.		
131	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Amazing staff.	Keep up the good work, your all amazing.	
132	Phlebotomy Clinic (NDDH Outpatients)	Likely	Hospital is without needing an appointment - doctors surgery can take up to 3 weeks! Usually fairly quick at the hospital.		
133	Phlebotomy Clinic (NDDH Outpatients)	Likely	Easy to access.		
134	Physiotherapy (NDDH Outpatients)	Extremely Likely	I've always found the care given and the knowledge of the staff to be excellent.		
135	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very competent & friendly.		
136	Physiotherapy (NDDH Outpatients)	Extremely Likely	Efficiency & politeness.		
137	Physiotherapy (NDDH Outpatients)	Extremely Likely			Do not publish
138	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent, very good.		
139	Physiotherapy (NDDH Outpatients)	Likely			
140	Physiotherapy (NDDH Outpatients)	Likely	Because I find them really good for my situation.	No.	
141	Physiotherapy (NDDH Outpatients)	Not entered	Obviously, yes I would recommend but it's the only option available unless you go private. It's quite a defunct question.	Privacy giving details as the whole reception hears name, age, DOB, address.	
142	Radiology - CT scan	Extremely Likely	Prompt and efficient. Staff are friendly while doing their job to a high standard. Reassuring & keeping you fully appraised of what is going on.	Nothing I can think of.	
143	Radiology - CT scan	Extremely Likely	Very friendly / helpful, explained everything.		
144	Radiology - CT scan	Extremely Likely	The kind care and consideration by the wonderful staff in this unit put me at ease and helped me through this experience - respect / dignity / care.		
145	Radiology - CT scan	Extremely Likely	I always find NDH very good.		
146	Radiology - CT scan	Extremely Likely	Right from the start of this process everybody	Spoken to [name withheld]!!	

			has been wonderful.		
147	Radiology - CT scan	Extremely Likely	Kind, caring, efficient staff. Thanks.		
148	Radiology - CT scan	Unlikely	Arrived at 8.50am for a 9am appointment, no other patients in clinic - waited until 9.30 for X-ray and a further 30mins to see Mr [name withheld].	Start clinics on time.	
149	Radiology - MRI scan	Extremely Likely	Proficient, friendly, welcoming. All staff tried to make it easy for me.	None.	
150	Radiology - MRI scan	Likely	People are very friendly & helpful. Unfortunately traffic jams & parking can be awful. The newly qualified [illegible] nurse was wonderful. And the man was very funny.	Roundabout / traffic lights & parking.	
151	Radiology - MRI scan	Not entered	MRI scan.	Inform patient during scans e.g. how long this one will take, the bed is about to move. Has been better before.	
152	Radiology - X-ray	Extremely Likely	Very pleasant staff. Area very clean.		
153	Radiology - X-ray	Extremely Likely	All well done!		
154	Radiology - X-ray	Extremely Likely	Good prompt service. Friendly. Informative - explained procedure.		
155	Radiology - X-ray	Extremely Likely	I was so impressed with the new system, having been referred for an X-ray by my GP. I was able to attend at my own convenience on the same day for prompt, courteous and professional service. What a great innovation. Many thanks.	No.	
156	Radiology - X-ray	Extremely Likely	Good service. Lovely hospital, pleasant staff.		
157	Radiology - X-ray	Extremely Likely			
158	Radiology - X-ray	Extremely Likely	Preventative medicine should always be accepted. Charming staff!		
159	Radiology - X-ray	Extremely Likely	Fantastic service, very happy.	N/A.	
160	Radiology - X-ray	Likely	I don't visit the hospital all that much but found they (staff) worked very speedily and didn't keep me waiting long - and explained what they were doing so that I understood.		
161	Radiology - X-ray	Likely	X-ray.		

162	Radiology - X-ray	Unlikely	The second time we been here for my knees and been messed about with X-rays (forms not signed). Last time 2 hours waiting, this time 1 hour waiting before seeing surgeon.	Communications.	
163	Radiology - X-ray	Not entered			
164	Radiology - X-ray	Not entered	I work as a housekeeper on a ward here and see how everyone works and cares.	Signage in some places could be better.	
165	Radiology (NDDH Outpatients)	Unlikely	[Name withheld] receptionist was efficient, marvellous and welcoming. The rest of the staff need better communication - didn't know what was going on despite my relative being in the ward for 1.5hrs.	Yes, better communication - a pleasant word from the designated staff if events are delayed etc. from their 'designated' nurse or carer.	
166	Respiratory (NDDH Outpatients)	Extremely Likely			
167	Respiratory (NDDH Outpatients)	Extremely Likely	Always very kind & understanding, lovely lady who is happy & helpful in every way.	No, because I'm happy as it is!	
168	Respiratory (NDDH Outpatients)	Extremely Likely	The general caring attitude of the staff.	No.	
169	Rheumatology (NDDH Outpatients)	Extremely Likely			Do not publish
170	Rheumatology (NDDH Outpatients)	Extremely Likely	Thoroughly efficient. Listened to and responsive.		
171	Stroke Clinic (NDDH Outpatients)	Extremely Likely	Dr [name withheld] was a joy to visit. He was so attentive and reassuring to my mother-in-law and also very informative and respectful.		
172	Urology (NDDH Outpatients)	Extremely Likely			
173	Urology (NDDH Outpatients)	Extremely Likely	Good care in every way.		
174	Urology (NDDH Outpatients)	Extremely Likely	Very short waiting times. Friendly staff.	No.	
175	Urology (NDDH Outpatients)	Extremely Likely	Having attended this hospital a number of times over the past 20 years, each time I have found a genuine, pleasant reception. Both helpful & demonstrating a level of care by the willingness to help.	Sometimes the communication between departments is a little ragged. It seems to need a greater level of simplicity rather than the complex process of interdepartmental communication.	

176	Urology (NDDH Outpatients)	Extremely Likely			Do not publish
177	Urology (NDDH Outpatients)	Likely			
178	Urology (NDDH Outpatients)	Not entered	I wouldn't wish any ailments upon anyone at all. The NHS is a fantastic service for all for free. It is unique to the world and my vocabulary cannot stretch to praise the service enough. Sadly, all now the media reports of its lacking funds or politicians trying to break it up and sell parts of it of. Please keep up the good work.	Less amount of managers, more workers.	

Qualitative feedback - Apr-19 - 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	Patient request for anonymised comments not to be made public
		Easy read FFT card completed by: Patient or Family member / Carer					
1	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes				
2	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	No long wait. Staff very kind and friendly. Really supportive.	Toys in waiting room entertained son.		

3	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	[Name withheld] has been coming here every 3 months for the past few years and is happy after every visit.	Always answers every question she asked and is always super-friendly with her.	Nothing.	
4	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly and made us feel comfortable. Thank you x.			
5	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	[Name withheld] was amazing with my son. We went in earlier than expected which was good too.	Mrs [name withheld] was very professional and brilliant with my son - very understanding, calm and clear.	Nothing - all great.	
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly and good explanation of the test.		Nothing.	
7	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly staff. Making sure patients are ok.	Lovely staff.		
8	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Made to feel at ease. Everything explained well. Friendly staff.	Friendly staff.	N/A.	
9	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly and helpful.			
10	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Friendly.	Efficient.	Nothing.	
11	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very friendly, efficient & welcoming, put our little boy at ease.	EEG specialist who administered was lovely & explained everything clearly.	N/A.	
12	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Prompt, friendly.	Good timekeeping, quiet & calm, informative.	N/A.	
13	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	All okay.	Doctor was very nice.	Time was late.	

14	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Nice allocated children's waiting area. Timely app.	Waiting time minimal.		
15	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Everyone was nice & helpful.	The children's waiting room, with lots of toys!		
16	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff always friendly & polite and good, timely appointments.	Friendly & efficient.	Nothing.	
17	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Maybe	The staff are lovely, it is just the waiting times.	The orthoptist was very friendly and informative.	The clinic never runs on time. We always have long waits which can be particularly hard when children are young.	
18	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	My daughter every time doesn't want to go for finger dressing change, but after change she comes out all happy. Today is hers (3) time.	Staff is very good. Looks after children well.		
19	Radiology - CT scan	Parent/Guardian/Carer	Yes	They made it fun.			
20	Radiology - X-ray	Parent/Guardian/Carer	Yes	I have been seen by the team, despite it being after 5pm. The appt is for my 8 year old son. Seen by [names withheld].			
21	Radiology - X-ray	Parent/Guardian/Carer	Maybe				Do not publish