

## Outpatients - North Devon District Hospital - Friends and Family Test - Feb-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 %
Feb-19	217	95.4	2.8	1.8

### Qualitative feedback - Feb-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1	Audiology (NDDH Outpatients)	Extremely Likely			Do not publish
2	Audiology (NDDH Outpatients)	Extremely Likely	Very efficient service available & no need to make an appointment, which is very useful.		
3	Audiology (NDDH Outpatients)	Extremely Likely	The Audiology Department are very good, I have always had good treatment & never waited long for appointments.	No.	
4	Audiology (NDDH Outpatients)	Extremely Likely	Helpful staff, knowledgeable and professional.		
5	Audiology (NDDH Outpatients)	Extremely Likely	Excellent walk-in service, not available in other trusts. We are very fortunate in N. Devon.		
6	Audiology (NDDH Outpatients)	Extremely Likely	I found the staff, both reception and audiologists, extremely helpful in all aspects.		
7	Audiology (NDDH Outpatients)	Extremely Likely			
8	Audiology (NDDH Outpatients)	Extremely Likely	Care in-house. Friendliness. [Illegible] aftercare & service.	Sometimes quicker but extreme pressures due to over-populating this area (bad planning and lack of infrastructure improvement) do not help anybody.	

9	Audiology (NDDH Outpatients)	Extremely Likely	Saw a lovely lady.		
10	Audiology (NDDH Outpatients)	Extremely Likely	I have been given information and treatment that has been applicable to my loss of hearing when attending the clinic.	Move it nearer Bideford.	
11	Audiology (NDDH Outpatients)	Likely	Happy with this service.	Car parking?	
12	Audiology (NDDH Outpatients)	Not entered	Need to have hearing aid repaired quite often. Only place to come.	Use Torrington Hospital or other places for drop-in centres.	
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kindness & professionalism very good.	Improve parking facilities.	
14	Breast Clinic (NDDH Outpatients)	Extremely Likely			
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Wonderful staff, reassuring and kind.		
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Made to feel at ease and reassured.	Would save time to be able to self refer. Also, saves a lot of worry.	
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	Consultant very thorough & reassuring. Ditto radiographer. All staff were friendly.		
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	Excellent service. Lovely staff. Very professional & quick appts.		
19	Breast Clinic (NDDH Outpatients)	Extremely Likely			
20	Breast Clinic (NDDH Outpatients)	Likely	I am receiving good care from NHS. Only negative factor is the difficulty of finding a parking space.		
21	Cardiology (NDDH Outpatients)	Extremely Likely	Clearly informed me of results. Professional, sensitive staff.	An indication of how all consultants are running to time.	
22	Cardiology (NDDH Outpatients)	Extremely Likely			
23	Cardiology (NDDH Outpatients)	Extremely Likely	I've always been treated well as has my wife.	None.	
24	Cardiology (NDDH Outpatients)	Likely			
25	Cardiology (NDDH Outpatients)	Likely	It's always good to keep a check on your health. Friendly staff.	More parking.	

26	Cardiology (NDDH Outpatients)	Unlikely	Lack of organisation between areas. Would give advice to anyone else to check where they should be if left over 1/2hr.	Twice told to sit and wait in two different areas. But should have been in a different area. Wasted 1.5hours.	
27	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	All staff from desk clerk to pacemaker 'checkers' delightful & efficient.	No.	
28	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Arrived for heart monitor appt 1/2hr early but was seen straightaway. 2nd appt in 2hrs brought forward (in another dept.) to help me. What terrific service! Everyone so very pleasant, kind & helpful.		
29	Cardio-respiratory (NDDH Outpatients)	Likely	Friendly staff, good organisation.		
30	Cardio-respiratory (NDDH Outpatients)	Not entered	It's a longer journey to Exeter Hospital. Still a half hour journey. Parking is becoming a nightmare.	Chairs could be improved - if there is a long wait, very uncomfortable.	
31	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful & cheerful staff.		
32	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	A grandson with medical problems and several family members who are older.	This is an excellent outpatient department. I was treated with dignity & respect and everyone was so happy.	
33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I have always had friendly & professional advice & attention at the hospital - over many years.	Car parking is a nightmare at the present - but you know that!	
34	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Seen promptly. Detailed explanation of system.		
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Car park!!	
37	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	On time, friendly, efficient.	Wheelchair access was not available on eye test machine. A more versatile moving machine would be useful.	

38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff are kind, clean, polite, efficient. The hospital is clean & comfortable. We really appreciate having this hospital in North Devon which knocks spots off some of the larger hospitals we have been in nearer London - which left much to be desired with scruffy staff.		
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Mr [name withheld] was more than patient and very understanding of my various conditions.		
40	Clinic / department not entered (NDDH Outpatients)	Likely			
41	Clinic / department not entered (NDDH Outpatients)	Likely	The staff have always been very friendly and looked after me very well.		
42	Clinic / department not entered (NDDH Outpatients)	Likely	Appts system sometime chaotic - appts cancelled, notes lost. Too many staff walking about carrying a piece of paper. This cannot be efficient.	Better planning to keep appts to time. If running late, tell patients.	
43	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly staff.	Timely appts. Less archaic system - become more digitalised.	
44	Clinic / department not entered (NDDH Outpatients)	Unlikely	The department gives a disorganised impression to patients i.e. not knowing the [illegible] of physiotherapists or appoint treat times. This has happened on my last 4 visits.	They to appear more efficient!	
45	Clinic / department not entered (NDDH Outpatients)	Not entered			Do not publish
46	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely		Everything ok.	
47	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Always highly professional, friendly service. Very reassuring. Thank God for the NHS.	I don't like seeing images of the news on screen in waiting room.	
48	Clinic/dept not	Extremely Likely	Staff always pleasant, helpful & friendly.	None.	

	entered–Area A (NDDH Outpatients)				
49	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	No waiting for my appointment times.		
50	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	We think it is excellent service at this hospital.	Car parking!	
51	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
52	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Seen quick, friendly staff, helpful people.		
53	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Extremely efficient.		
54	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Staff polite & helpful.	Sort traffic out on approach to hospital. Queuing for ages & nearly late for appt with consultant.	
55	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Helpful start. Tip top doctors.		
56	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Friendly and considerate staff. Clean and presentable waiting area. All needs were met. Thanks, very good service. I love NHS.		
57	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Staff amazing. Cannot fault nurses I saw. Would get 'Extremely likely' if not for the car park.	Car park is a nightmare! Also, outpatients sign only says A, my letter said B, wasn't sure I was in right place.	
58	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely			Do not publish
59	Clinic/dept not entered–Area A (NDDH Outpatients)	Unlikely			Do not publish
60	Clinic/dept not	Not entered	Waiting time longer than I would have hoped.		

	entered–Area A (NDDH Outpatients)		Knock back on car park?		
61	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	Not a lot of choice.	More parking!	
62	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Do not publish
63	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Kind staff.	No.	
64	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Usually, each member of staff gives you good care within their capabilities.	Reception staff trained in where a patient should be. I missed an appointment because I was told I was in the right place but I was not.	
65	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Do not publish
66	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
67	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Friendly, efficient staff. Understanding medical staff.		
68	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Really helpful and quick response.		
69	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Except for the long wait. Outpatients staff friendly & efficient. A nice place to wait.		
70	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Friendliness and helpful.	Less waiting times.	
71	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Do not publish
72	Clinic/dept not	Likely			Do not publish

	entered–Area C (NDDH Outpatients)			
73	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely		Do not publish
74	Clinic/dept not entered–Area C (NDDH Outpatients)	Unlikely	Receptionists ignored presence of patients, while concentrating on computer. An acknowledgement of presence would have been appropriate even if unable to help right then. Easy to say, 'sorry to keep you waiting' but being ignored feels rude & inappropriate.	Reception at reception desk.
75	Colorectal (NDDH Outpatients)	Extremely Likely	Everyone is so friendly & calm. They don't hurry you and explain everything.	
76	Dietetics (NDDH Outpatients)	Likely	Approachable, quick & efficient.	N/A.
77	EEG / EMG (NDDH Outpatients)	Extremely Likely	My experience was very comfortable and pleasant.	None.
78	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly & efficient staff.	
79	EEG / EMG (NDDH Outpatients)	Extremely Likely		
80	EEG / EMG (NDDH Outpatients)	Extremely Likely	Excellent service.	
81	EEG / EMG (NDDH Outpatients)	Extremely Likely	Short waiting time, friendly staff.	
82	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very patient.	No.
83	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, informative lady, put me at ease.	
84	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] very professional and efficient.	
85	Endocrinology (NDDH Outpatients)	Likely	Specialist caring, considerate. Discovered I had a UTI.	All very good.
86	ENT (NDDH Outpatients)	Extremely Likely		Do not publish
87	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly, helpful, good timekeeping.	



	Outpatients)				
88	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Lovely welcome at reception. Seen promptly. Looked after so well. Great department to come to.		
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	Emergency from A&E, seen promptly and scheduled for urgent, same-day treatment.		
90	Eye Clinic (NDDH Outpatients)	Extremely Likely	I am absolutely overwhelmed by the fabulous treatment my [age withheld]-yr old mother has received today. Superb staff, superb all!		
91	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kindness of staff. Promptness of appointment.		
92	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff were kind and everything was explained well. The trainee HCA was very good.		
93	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kindness & caring shown at all times in the Eye Clinic.	No.	
94	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent staff. No waiting beyond appt times. Prompt follow up.	Nothing. Quiet, soothing music in room for injection.	
95	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone is very good at their job. Thank you all.		
96	Eye Clinic (NDDH Outpatients)	Extremely Likely			
97	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent care and communication during our visit.	No, although you need more parking provision.	
98	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always helpful.		
99	Eye Clinic (NDDH Outpatients)	Extremely Likely			
100	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service.	None.	
101	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very quick response, unlike [location omitted] (previous address).	Not at this time.	
102	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very pleased with my treatment & care plan. Friendly staff.		
103	Eye Clinic (NDDH Outpatients)	Extremely Likely	Bideford Medical Centre Dr [name omitted] yesterday booked appointment here immediately. Very happy with prompt		

			appointment at hospital Eye Clinic. Staff very helpful and efficient.		
104	Eye Clinic (NDDH Outpatients)	Extremely Likely			
105	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
106	Eye Clinic (NDDH Outpatients)	Likely	Cataract.		
107	Eye Clinic (NDDH Outpatients)	Likely	Was helpful and friendly, quite a wait tho.	Waiting times need improving.	
108	Eye Clinic (NDDH Outpatients)	Likely	On this occasion, I was only going to the Optometry Clinic but previously I had reason to attend the Eye Clinic over a glaucoma episode. The clinicians and support staff & reception were most efficient & kind.	Disabled parking spaces aren't wide enough & there aren't enough of them! More waiting areas might make it easier to accommodate more people comfortably.	
109	Eye Clinic (NDDH Outpatients)	Likely			
110	Eye Clinic (NDDH Outpatients)	Likely	Perhaps time frames for waiting could be given - it has taken an hour & 1/4. Lovely staff.	Let people have an idea of waiting times.	
111	Eye Clinic (NDDH Outpatients)	Likely	Always professional.	No.	
112	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
113	Eye Clinic (NDDH Outpatients)	Likely	Welcoming staff, pleasant attitude. Friendly & explain everything.	Apart from car parking, all is good.	
114	Eye Clinic (NDDH Outpatients)	Likely	Very pleasant & efficient!		
115	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Cancelled appointments after a long journey are upsetting. Staff very helpful and understanding.	Please do not make an appointment for us and when we arrive tell us that the appointment has been cancelled! This was even after a previous telephone call to remind us of the appointment.	
116	Eye Clinic (NDDH Outpatients)	Not entered	Too far to travel.		
117	Eye Clinic (NDDH Outpatients)	Not entered	This is the second appointment I have had. I found everyone professional. The department	No. I can't think of anything. Possibly a coffee machine!	

			appears to be smooth-running.		
118	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Helpful & everything explained well.		
119	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The staff in each department have always been efficient and helpful. Some go above and beyond like the nurse in A&E who offered me a private room to breastfeed. The staff in Fracture Clinic were kind and professional. Very satisfied.	The room was incredibly hot - so much so that I felt bad for the staff running around. Maybe manage temperature better.	
120	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very quick service. Lovely doctor. xxx	Papers & magazines?	
121	Fracture Clinic (NDDH Outpatients)	Extremely Likely	The doctor sorted out a MRI scan the same day. Very good.		
122	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff.	Vending machine.	
123	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
124	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Staff were brilliant, everyone was very friendly - just parking issues.	Sort out how the cars come in. Perhaps not stopping to get a ticket would help.	
125	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone could not be better. Prompt attention and staff very friendly whilst being efficient. Quick appointments. Jobs done quickly [illegible]. Could not be bettered.	Nothing, everything done to the highest standard.	
126	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Amazing services, X-ray, MRI, cast in less than 1.5 hours. Thank you.		
127	Fracture Clinic (NDDH Outpatients)	Likely	Fracture Clinic staff were all so pleasant and we were seen very promptly. Shame about having to wait so long for return transport home.		
128	Fracture Clinic (NDDH Outpatients)	Unlikely	Return visit. Waited for 50 minutes before any communication. Then told I required X-ray before being seen by consultant.	Better communication with patients.	
129	Gastroenterology (NDDH Outpatients)	Extremely Likely	Efficient reception and clinical staff. Being the only service available within 1.5 hours drive of my home is also key!	Provide vending machines or incorporated cafeteria within the same area. Your recycling facility falls far short of expected measures.	
130	General Surgery (NDDH Outpatients)	Extremely Likely	Polite & caring service.		

131	Gynaecology (NDDH Outpatients)	Extremely Likely	Always had very good treatment & [illegible].		
132	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very professional and dealt with extremely quick.		
133	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Nice staff & atmosphere.		
134	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Totally reassured by all the staff - caring, compassionate & reassuring. Many thanks.		
135	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very efficient in all respects.		
136	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment and advice.	No.	
137	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Care was very good.		
138	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	My painful mouth has been cured.	Telling patients there is a 2-3 month wait from first appt to follow-up if there is a long wait.	
139	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I have been dealt with quickly and very efficiently, excellent service. Great team.		
140	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
141	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Really considerate & helpful.	N/A.	
142	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Caring, kept checking I'm ok.		
143	Maxillofacial and	Extremely Likely	I have received very friendly and professional	No.	

	Orthodontics (NDDH Outpatients)		treatment. Thank you.		
144	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The staff put me at ease as I was very nervous. Thank you.		
145	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Treatment with care & consideration & dignity. Given time for Q&A!	Remove the wooden chairs, uncomfortable for elderly patients.	
146	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very helpful with husband's memory problems and very careful with him.		
147	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Absolutely marvellous, friendly, efficient - highly recommended.	No, excellent.	
148	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Made to feel very relaxed, everything explained and made the experience not so bad as I was very nervous.		
149	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Staff helpful and very friendly, overall good and pain-free.		
150	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Staff very considerate and helpful.		
151	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Felt comfortable, relaxed and everything was explained. Dentist and nurses were fantastic.		
152	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely			
153	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly staff, informative, very efficient.	None.	
154	Maxillofacial and Orthodontics (NDDH Outpatients)	Neither Likely nor Unlikely			
155	Maxillofacial and	Not entered	Great bedside manner! Made us feel so		

	Orthodontics (NDDH Outpatients)		welcome & relaxed!		
156	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	We're still waiting for appointment, so we don't know.		
157	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	Excellent, kind service, very positive experience.	No. Already good.	
158	Nephrology (NDDH Outpatients)	Extremely Likely	Appointment on time, staff polite and professional.		
159	Oncology (NDDH Outpatients)	Extremely Likely	Helpful & professional.	Internally excellent. Car parking problematic.	
160	Orthopaedics (NDDH Outpatients)	Extremely Likely	Never had a consultant spend so much time giving valued feedback/options and he generally did care about how I was feeling. This made me human and a valued patient. Thank you. [Name withheld]		
161	Orthopaedics (NDDH Outpatients)	Not entered	Only second visit.		
162	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Always a very professional service.	No.	
163	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful and, though busy, waiting time very short.		
164	Phlebotomy Clinic (NDDH Outpatients)	Likely	Efficient service, phlebotomy.	No.	
165	Phlebotomy Clinic (NDDH Outpatients)	Not entered	What makes me cross is that a person late for appointment or never turned up. A doctor came out of his consulting room and called for Mr? (he was not there) so Dr said 'I will go back and wait for him'. Disgraceful that doctor is just waiting for patient!! Be firmer doctor. If not there, call next one!!!		
166	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very efficient service.		
167	Physiotherapy (NDDH Outpatients)	Extremely Likely			Do not publish

168	Physiotherapy (NDDH Outpatients)	Extremely Likely	Treated with respect. Listened to & not rushed through appointments.		
169	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff with a clean environment.		
170	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good timekeeping. Always seen quickly.		
171	Physiotherapy (NDDH Outpatients)	Extremely Likely			
172	Physiotherapy (NDDH Outpatients)	Extremely Likely	Helpful. Understanding. Listened to my concerns.		
173	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, welcoming staff and very nice new physio dept.		
174	Physiotherapy (NDDH Outpatients)	Likely	Friendly, knowledgeable, helpful.	Free parking, more parking.	
175	Physiotherapy (NDDH Outpatients)	Likely	Excellent service.	N/A.	
176	Physiotherapy (NDDH Outpatients)	Likely	Friendly, effective physio - usually seen on time.	Better communication when appointments are delayed.	
177	Physiotherapy (NDDH Outpatients)	Likely	Friendly, organised and everyone willing to help. All staff knowledgeable.		
178	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Treated with courtesy and humour and extremely very good exercises.		
179	Radiology - CT scan	Extremely Likely	Staff are very warm and friendly.	You couldn't improve it, it's perfect.	
180	Radiology - CT scan	Extremely Likely	Excellent treatment. Didn't have to wait to long for scan. Many thanks.		
181	Radiology - CT scan	Extremely Likely	Friendly staff.		
182	Radiology - CT scan	Extremely Likely			Do not publish
183	Radiology - CT scan	Extremely Likely	Staff friendly and helpful.	Very good.	
184	Radiology - CT scan	Extremely Likely	A colonoscopy is quite a daunting experience(!) but staff made me feel as relaxed as possible. They were gentle, supportive and friendly, explaining carefully what they were doing. Thank you to all!		
185	Radiology - CT scan	Likely	Efficient service & helpful staff.	Better phone responses.	

186	Radiology - CT scan	Not entered	Very, very good.	No.	
187	Radiology - CT scan	Not entered	All lovely here.	No. All amazing here.	
188	Radiology - MRI scan	Extremely Likely	Staff were informative, friendly, brisk and efficient.		
189	Radiology - MRI scan	Extremely Likely	[Name withheld] thank you, so lovely and calm and professional. Thank you.		
190	Radiology - MRI scan	Extremely Likely	You guys are heroes. Keep up the good work. Thank you.		
191	Radiology - MRI scan	Extremely Likely			Do not publish
192	Radiology - MRI scan	Likely	Very friendly & informative staff.	N/A.	
193	Radiology - MRI scan	Likely	Helpful staff.		
194	Radiology - Ultrasound	Extremely Likely	Efficient, polite and reassuring staff. The cleanliness and general appearance of the hospital at North Devon is very much appreciated. Thank you. Having visited relations at Chichester recently (hospital) we were appalled by the shoddy appearance and lack of care. So, well done North Devon!	Just keep up the standard, it is appreciated.	
195	Radiology - X-ray	Extremely Likely			
196	Radiology - X-ray	Extremely Likely	To support the NHS fully.	It's already very good.	
197	Radiology - X-ray	Extremely Likely		None.	
198	Radiology - X-ray	Extremely Likely			Do not publish
199	Radiology - X-ray	Extremely Likely	My mother's treatment was excellent. Caring and respectful by all staff. Loo & waiting area very clean.		
200	Radiology - X-ray	Extremely Likely	Excellent service, very pleasant people, helpful. Appointment arranged quickly and efficiently.		
201	Radiology - X-ray	Extremely Likely	Welcoming waiting room. Polite, efficient staff. System of preparing for scan i.e. undressing & timings good, don't feel hurried. Calm environment which helps any anxiety you might be feeling.		
202	Radiology - X-ray	Extremely Likely	Very friendly staff and they were very helpful. Comfy chairs to sit on.	No - all excellent.	



203	Radiology - X-ray	Extremely Likely	Friendly service, personable staff, efficient, clean.	Maybe more men's magazines, but this is a minor point (I could have brought a book!)	
204	Radiology - X-ray	Likely	Was able to get an X-ray done there & then - not have to wait.		
205	Radiology - X-ray	Likely			Do not publish
206	Radiology - X-ray	Likely	Great service, busy at times but aim to sort you out as fast as possible.	Water machine in waiting room.	
207	Radiology - X-ray	Likely			
208	Radiology - X-ray	Neither Likely nor Unlikely	Waiting so long.		
209	Radiology - X-ray	Unlikely			
210	Radiology - X-ray	Not entered	Likelihood is that you do not have a choice of departments. Therefore, captive audience. Staff were pleasant and helpful.	Reconsider making feedback form more specific and appropriate to gain better data.	
211	Radiology - X-ray	Not entered	The NHS is a most valued service and needs to be protected from privatisation!	Reduce parking charges.	
212	Radiology (NDDH Outpatients)	Likely		Café needs to speed up & some healthy food!	
213	Respiratory (NDDH Outpatients)	Extremely Likely	Staff were very helpful and answered all my queries with cheerful smile.	No comment.	
214	Respiratory (NDDH Outpatients)	Extremely Likely	Staff and signage excellent.		
215	Respiratory (NDDH Outpatients)	Likely	Breathing issues, hoping for a response to [illegible].		
216	Respiratory (NDDH Outpatients)	Not entered	Not something we talk about.	Keep to appointment time!	
217	Respiratory Nurse (NDDH Outpatients)	Extremely Likely	Have always received good service. You have to arrive early to hopefully park so you make allowances but you still have to wait for your allotted appointment time even if it appears you could be seen earlier.		
218	Rheumatology (NDDH Outpatients)	Extremely Likely	I have found the whole experience very helpful.		
219	Rheumatology (NDDH Outpatients)	Not entered	Lack of knowledge of how it all operates.	Car parking. Indicate how late appointments are running.	

220	Stroke Clinic (NDDH Outpatients)	Extremely Likely	Good service, pleasant and attentive.		
221	Stroke Clinic (NDDH Outpatients)	Likely	No problems encountered. Friendly staff.	No. It was v. good.	
222	Urology (NDDH Outpatients)	Extremely Likely	Everyone I saw today was helpful, friendly & respectful. Excellent service.	No. It was very good.	
223	Urology (NDDH Outpatients)	Extremely Likely	V. organised, friendly, efficient.		
224	Vascular (NDDH Outpatients)	Extremely Likely	Pleasant staff. Efficient.		

### Qualitative feedback - Feb-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	Fabulous staff.	Could park.		
2	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The staff are professional and friendly and really kind with the kids! Thanks!!	Quick & really warm welcome.		

3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes		Friendly staff. Appointment on time.		
4	EEG / EMG (NDDH Outpatients)	Patient	Yes	Very friendly and they help you. Explains well what is going on.	It didn't hurt. Lady was very nice and she very kind and helpful.	No.	
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Lovely, kind staff.	Talking & explaining what was going to happen.		
6	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Quick & efficient!	The lady that we saw was amazing!	Nothing!	
7	ENT (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Good child play area - keep little ones occupied.	Polite members of staff.		
8	Fracture Clinic (NDDH Outpatients)	Patient	Maybe	It takes long.	Lots of toys.	Less waiting time.	
9	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Not entered	Very boring. Long waiting time.	Lots of toys.	Less waiting time.	
10	Radiology - CT scan	Parent/Guardian/ Carer	Yes	Very pleasant, helpful staff, especially child-friendly.	Kept in contact with what was happening [name withheld] - the nurse explain things very well and listen to us.	Unfortunately, there was a long delay of 2hrs, maybe could have been called before appoint - or have a standby consultant as was called off.	
11	Radiology - X-ray	Parent/Guardian/ Carer	Yes	Very friendly & professional staff.	Wait not too long. Kind, patient staff.		