

## Outpatients - North Devon District Hospital - Friends and Family Test - Jan-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:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'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 %
Jan-19	331	96.4	2.4	1.2

### Qualitative feedback - Jan-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	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Quiet, listening, pleasant and efficient. Good advice and given opportunity to be in contact, if necessary. Thank you.		
2	Audiology (NDDH Outpatients)	Extremely Likely	The service was A1.		
3	Audiology (NDDH Outpatients)	Extremely Likely	Faulty hearing aid.		
4	Audiology (NDDH Outpatients)	Extremely Likely	Very efficient and friendly service.	Improve access to hospital, maybe a multistorey car park or revised road layout.	
5	Audiology (NDDH Outpatients)	Extremely Likely	Very good, attentive service.	None.	
6	Audiology (NDDH Outpatients)	Extremely Likely	Yes.		
7	Audiology (NDDH Outpatients)	Extremely Likely		Increase car parking!	
8	Audiology (NDDH Outpatients)	Extremely Likely	A very warm welcome at the reception desk, also in the ear clinic.		
9	Audiology (NDDH Outpatients)	Extremely Likely	Helpful and caring. Made me feel very comfortable as I'm not good and very	No.	

			uncomfortable when in hospitals.		
10	Audiology (NDDH Outpatients)	Extremely Likely	Extremely helpful and patient, excellent department.	Parking!	
11	Audiology (NDDH Outpatients)	Extremely Likely	Very pleasant & helpful.	Car parking awful.	
12	Audiology (NDDH Outpatients)	Extremely Likely	Staff are very friendly and attentive. The consultant listened to me which was refreshing. Thank you.	You do a really good job. Thank you.	
13	Audiology (NDDH Outpatients)	Extremely Likely	Always a smiley welcome and patient care above average!		
14	Audiology (NDDH Outpatients)	Likely	I was seen quite quick and was helpful.		
15	Audiology (NDDH Outpatients)	Likely	It was my first experience at the drop-in clinic so nothing to compare it to but I didn't expect to wait 1hour and 30mins. Handy drop-in.		
16	Audiology (NDDH Outpatients)	Extremely Unlikely	Too long a wait to be seen.		
17	Audiology (NDDH Outpatients)	Not entered	Considerate attention and help.		
18	Breast Clinic (NDDH Outpatients)	Extremely Likely	I had the same treatment at Exeter Hospital (2018) and, in comparison, Barnstaple comes out tops! Well done to all of the staff at the breast clinic for making my journey a nice experience with dignity.	Exeter breast dept. may need to look at improvement.	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely	Breast lump.		
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	More comfortable than expected, feel relieved now.		
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	Amazing in every way. Polite, caring, professional, thorough, human. You should all be v. proud!		
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very friendly and professional.		
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	Have had a positive experience of this service.		

24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Since my diagnosis in Sept 2016 I have received fantastic care from all staff, Yes, I may have had to wait & my appts haven't always run on time, that's life!! Things happen outside of everyone's control, we all need to be patient & more understanding with regard to the pressure staff are under. Not once have I felt that my service & care given was less than 100%. A very big thank you to all.	I always feel that if there are delays or problems occur which can cause patients to be waiting indefinitely, communicating the issue always helps as people always deal & understand with situations when in the know.	
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Always lovely staff, sometimes late but can't be helped.		
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	It is important to feel reassured or to know where you stand by a professional.		
27	Breast Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	Quick response to concerns and friendly, professional care given.		
29	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Confidence.		
30	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The confidence given by the staff helps immensely.		
31	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The cardio rehab has been fantastic for me, probably life changing.		
32	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Help to move forward and know your limits. Very happy with how it went. Very good.		
33	Cardiology (NDDH Outpatients)	Extremely Likely	Very polite and informative.		
34	Cardiology (NDDH Outpatients)	Extremely Likely	Efficient, friendly service. Only available in North Devon.	No.	
35	Cardiology (NDDH Outpatients)	Extremely Likely	Very efficient and prompt treatment.		
36	Cardiology (NDDH Outpatients)	Likely	I was able to talk about my concerns and was	No.	

	Outpatients)		reassured and told I could ring at any time I had a problem.		
37	Cardiology (NDDH Outpatients)	Not entered	Good, [illegible], helpful.	Nothing. All ok.	
38	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Have always been very happy with my treatment.	Just the parking!!	
39	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff are excellent.	Easier parking please. Full up at 10.30am.	
40	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Car parking is horrendous. Getting out of the car park is harder than getting in!	See over - car park.	
41	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Pacemaker check.		
42	Cardio-respiratory (NDDH Outpatients)	Extremely Likely		Road traffic diabolic since new roundabout. Not thought out.	
43	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Do not publish
44	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			Do not publish
45	Cardio-respiratory (NDDH Outpatients)	Likely	Very helpful staff, smiley & welcoming. Was seen quickly and staff added a positive atmosphere through comedy.	N/A.	
46	Cardio-respiratory (NDDH Outpatients)	Likely			
47	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely			Do not publish
48	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely	Due to wait for car park. Staff excellent.	More car park space!!	
49	Cardio-respiratory (NDDH Outpatients)	Extremely Unlikely	Parking is horrendous - feel extremely sorry for staff!	Parking.	
50	Cardio-respiratory (NDDH Outpatients)	Not entered	Car park needs sorting!		
51	Cardio-respiratory (NDDH Outpatients)	Not entered	Car parking - it took us longer to get in the car park than it did to get from Appledore. Something has to be done!!	Stop non-hospital users parking in car park.	
52	Cardio-respiratory (NDDH Outpatients)	Not entered	Cardiology appointments.	The car park is a nightmare - need to have parking urgently.	

53	Cardio-respiratory (NDDH Outpatients)	Not entered	Although having left plenty of time to get to my appointment, I was late due to the car park being full and causing a traffic backlog.	More car parking!!	
54	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very helpful, caring staff. Nothing too much trouble.	Have more [illegible].	
55	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, quick to be seen.		
56	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because I've been very satisfied with the service I've received.		
57	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service following my stroke.	Speed up medicines from pharmacy.	
58	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Satisfactory. Quite a long time waiting but acceptable.		
59	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always treated well. Thank you.		
60	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	So friendly, yet professional.		
61	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly. Efficient. Good communication.	Improve parking and access.	
62	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because of a great problem parking on a very busy day at NDDH we were 10 minutes late for appointment. Staff took this in their stride and treated us with wonderful kindness and understanding treatment. Thank you.		
63	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff who were able to reassure me about my procedure.	As we have to wait half an hour before leaving department & an hour before leaving the building, a vending machine with tea & coffee would be appreciated.	

64	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I was treated with great care & compassion.		
65	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because they have been very good.		
66	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very nice, kind, helpful person.		
67	Clinic / department not entered (NDDH Outpatients)	Likely			
68	Clinic / department not entered (NDDH Outpatients)	Likely	Very friendly and helpful.		
69	Clinic / department not entered (NDDH Outpatients)	Likely	Not too much time waiting for appointment time that was given.	No, just the parking in the car park. The outpatients are quicker.	
70	Clinic / department not entered (NDDH Outpatients)	Likely	The service is generally timely and is provided by caring people.	More ease of car parking for wheelchair-bound patients and their carers.	
71	Clinic / department not entered (NDDH Outpatients)	Likely	Staff are professional and efficient and very polite.	Car parking is a nightmare.	
72	Clinic / department not entered (NDDH Outpatients)	Likely			Do not publish
73	Clinic / department not entered (NDDH Outpatients)	Likely	Need more seating.	Make more parking and stop paying 3 people wages to park cars.	
74	Clinic / department not entered (NDDH Outpatients)	Likely	Have been well dealt with but have had to wait a long time.	Appointments booking system could be better.	
75	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Seemed disorganised, car park queues, had to walk too far with disabled patient.	Appointment = car park spaces.	

76	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely	Car parking is a joke. We live 40 miles away & have to use private car to get here as we are not on a bus route.	Redevelop the car park & build multistorey car parks similar to [illegible] & Winchester Hospitals.	
77	Clinic / department not entered (NDDH Outpatients)	Not entered	Pul. function test.	None.	
78	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Friendly, professional. Excellent service.		
79	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Do not publish
80	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Very friendly & welcoming staff. Lovely nurses, very helpful.	Service is brilliant. Parking could be improved.	
81	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Do not publish
82	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	24-hour response / service / appointment to medical concern.	Screen on wall showing order of appointments and where you are on the list.	
83	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I have first class treatment for a knee replacement. Teamwork on the ward, kindness, efficiency.	The access to N.D.D.H. is terrible. Could you run a shuttle service with a small electric trolley service (cf National Trust properties) from the town centre car parks. Even the regular buses cannot get through. The 'golf buggy' type could travel [illegible].	
84	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Do not publish
85	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	All staff have been so polite, kind and helpful. Waiting room conditions excellent too, nice to see a water cooler too.	None in the outpatients. Car parking costs much to be desired though.	
86	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Although the parking is terrible. It took me 20mins driving around before I was able to find a space.		

87	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Staff very welcoming, quite a wait for my appointment, but good care once seen.	The parking problem would help to reduce wait times.	
88	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Good care and follow-up treatment.		
89	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely			Do not publish
90	Clinic/dept not entered–Area A (NDDH Outpatients)	Unlikely			Do not publish
91	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	I wouldn't advise anyone about where to go.		
92	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	Where else would they go?	Water dispenser working. Turn heating down.	
93	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	The staff are brilliant, they go out of their way to put you at ease and explain everything so you understand fully.		
94	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
95	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Found service extremely good. However, access to hospital entrance due to insufficient parking. Poor and stressful causing lateness.	Improve parking access.	
96	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Pleasant efficiency.		
97	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	I have always found the staff most helpful & patient.		
98	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Excellent staff - always happy and helpful.		

99	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	The team here at Barnstaple and South Molton are first class and all very helpful. [Name withheld]	No.	
100	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Friendly, caring service tho' running late.		
101	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely		Car parking a joke!!!	
102	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			
103	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Traffic up to hospital really heavy - had to walk last 1/2 mile to make appointment.		
104	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Outpatient dept. have always been very caring & helpful.	No improvement required to the service. However, parking is a great disappointment.	
105	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			
106	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Do not publish
107	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Car parking needs looking at. A lot of areas in the car park could be removed to make more spaces.	Improve car park.	
108	Clinic/dept not entered–Area C (NDDH Outpatients)	Unlikely	Because of the traffic, I had to walk quite a way to make my appointment and I'm asthmatic. [Name withheld]		
109	Colorectal (NDDH Outpatients)	Extremely Likely	Having attended several appointments over the last year we have always been treated with the highest quality.	Better, more comfortable seating.	
110	Colorectal (NDDH Outpatients)	Likely	Very helpful & informative.	Please sort the car park out.	
111	EEG / EMG (NDDH)	Extremely Likely			Do not publish

	Outpatients)				
112	EEG / EMG (NDDH Outpatients)	Extremely Likely	Everything was explained to me of what was going to happen. Felt very at ease the whole way through the test.		
113	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very helpful in explaining what they are going to do.		
114	EEG / EMG (NDDH Outpatients)	Extremely Likely			Do not publish
115	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly - relaxing atmosphere.		
116	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very polite and helpful. Seemed to actually want to know you as a person rather than the patient number.		
117	ENT (NDDH Outpatients)	Extremely Likely	Great service, seen early, very professional staff. Thank you!	No, excellent service today! Was even seen early.	
118	ENT (NDDH Outpatients)	Extremely Likely	Staff & Dr very helpful.	No. Better car parking.	
119	ENT (NDDH Outpatients)	Extremely Likely	Very friendly staff - no complaints at all!!		
120	ENT (NDDH Outpatients)	Extremely Likely	Appointment very quick & Dr very clear & pleasant & friendly. Feel so much better after appointment.		
121	ENT (NDDH Outpatients)	Extremely Likely			
122	ENT (NDDH Outpatients)	Extremely Likely	Excellent service, prompt timing.		
123	ENT (NDDH Outpatients)	Extremely Likely	Understanding, nice, helpful, personal, friendly.		
124	ENT (NDDH Outpatients)	Likely	This service at drop-in ENT is very convenient.		
125	ENT (NDDH Outpatients)	Likely	Seen on time and efficient.		
126	ENT (NDDH Outpatients)	Likely			
127	ENT (NDDH Outpatients)	Likely	Good service.	Outpatient service fine. Car parking is a hassle.	

128	ENT (NDDH Outpatients)	Not entered	Improve on disabled facilities parking & places with room & hoist to change adults who cannot use your disgusting toilet facilities provided.	Speak to disabled people who need more than raised toilet with bars hoists in room/toilet like Asda have. Come into my world for one day!	
129	ENT (NDDH Outpatients)	Not entered		None. Very happy.	
130	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Caring & friendly staff. Very attentive and thoroughly explained everything to us.	No. Couldn't ask for anything more.	
131	Exmoor Unit (NDDH Outpatients)	Extremely Likely			
132	Exmoor Unit (NDDH Outpatients)	Extremely Likely	The consultant went above and beyond to help my dad who came in for a [illegible] pre-op but found that he had a retina bleed and was booked in the same day to start injection to save his sight.	Oh gosh. Everyone will write this but it's so important - bigger car park and DCC bring back the traffic light.	
133	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service, very friendly & efficient staff. Highly recommend N.D.D.H. Ophthalmology Department.		
134	Eye Clinic (NDDH Outpatients)	Extremely Likely	Cannot fault the support & help we have been given. Staff are always smiley, welcoming & prompt in this department.	Nope. Your Brill!	
135	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fantastic service.		
136	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone was so helpful & the treatment excellent.	No.	
137	Eye Clinic (NDDH Outpatients)	Extremely Likely	My experience has been good - efficient, friendly staff at all levels, with obvious competence in their field. And I had a happy outcome.		
138	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have had very good care.	None.	
139	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
140	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good service. Friendly staff. Good communication.	No.	
141	Eye Clinic (NDDH Outpatients)	Extremely Likely	The staff are always efficient and inform you if		

	Outpatients)		there is an unexpected delay in the appointment.		
142	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because this is a superb hospital with professional and friendly and informative staff.		
143	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
144	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff have been friendly & efficient.	Not needed.	
145	Eye Clinic (NDDH Outpatients)	Extremely Likely	Being able to phone for advice and make an appointment to see a doctor, if deemed necessary, for a recurrence of eye infection.	Perhaps more use of alternative eye clinics (i.e. Bideford and South Molton hospitals) to ease burden on Barnstaple.	
146	Eye Clinic (NDDH Outpatients)	Extremely Likely			
147	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service from the word go.	None.	
148	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast appointment time from referral. Ease of contacting the department. Caring, knowledgeable staff.		
149	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
150	Eye Clinic (NDDH Outpatients)	Extremely Likely	On time staff, very polite.		
151	Eye Clinic (NDDH Outpatients)	Extremely Likely	Didn't have to wait and was treated well. Things were explained thoroughly.	None.	
152	Eye Clinic (NDDH Outpatients)	Extremely Likely	Didn't have to wait long.		
153	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
154	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because they are all very good & very friendly.	None.	
155	Eye Clinic (NDDH Outpatients)	Extremely Likely	On time appointment, seen straightaway & pleasant staff & nurses.		
156	Eye Clinic (NDDH Outpatients)	Extremely Likely	Professional, knowledgeable staff.	Water, coffee maker.	
157	Eye Clinic (NDDH Outpatients)	Extremely Likely	Wonderful staff in all areas. I was kept well informed about the procedures I was	Wonderful service from staff, but more room needed to cope with the number of patients!	

			undergoing.		
158	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are very friendly and efficient.	It would be nice if I could talk to a person rather than an answering machine.	
159	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff.	None.	
160	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very thorough examination & explanation of problems found & possible future developments.	It took several separate calls to get through to reception on 3 occasions.	
161	Eye Clinic (NDDH Outpatients)	Extremely Likely	A very professional service. All the staff I saw were knowledgeable, considerate and informative.	No.	
162	Eye Clinic (NDDH Outpatients)	Extremely Likely	We cannot fault the service in the Eye Clinic today - 22/1/19. All the staff were friendly & efficient. We were seen within very reasonable time scale. We have to come frequently & have nothing but praise & thanks for the staff & system. Thank you.		
163	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treated promptly and with respect by all personnel.		
164	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful.	Roundabout very bad.	
165	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fitted in at short notice as an emergency. Excellent, caring service.		
166	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff.		
167	Eye Clinic (NDDH Outpatients)	Likely	On the whole, all staff are courteous & helpful. Doctors take the time to explain situation & answer any questions.	Not being able to make a follow-up appointment when leaving the clinic and having to wait for a phone call or letter is unhelpful as usually that appointment needs to be altered and then when you ring to change it all you get is a machine & have to leave messages etc. The waiting continues...	
168	Eye Clinic (NDDH Outpatients)	Likely	Waiting times are too long. Staff rude and don't know how to talk to children.	Polite, better trained staff.	
169	Eye Clinic (NDDH Outpatients)	Likely	Treated respectfully & informed of processes along the way. Very friendly staff.		

170	Eye Clinic (NDDH Outpatients)	Likely	Very good.	No, very good.	
171	Eye Clinic (NDDH Outpatients)	Likely	Thorough examination.	Very poor access to parking - shambles.	
172	Eye Clinic (NDDH Outpatients)	Likely	Have always had good treatment.		
173	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
174	Eye Clinic (NDDH Outpatients)	Likely			
175	Eye Clinic (NDDH Outpatients)	Likely	Visit Eye Clinic.	Need more car parking.	
176	Eye Clinic (NDDH Outpatients)	Likely	I can encourage people who need to use the Eye Clinic - that it isn't frightening and that the staff are delightful and kind.	Well, obviously the waiting times, but there is no [illegible].	
177	Eye Clinic (NDDH Outpatients)	Likely		When the consultant asks for May, a 1 month return that should mean 1 month and not re-booked for a far later date. Also, after certain eye operations, the consultant calls for a specific number of appointments. These should be arranged at the time of the op and not rearranged by the appointments office.	
178	Eye Clinic (NDDH Outpatients)	Likely	We have an excellent hospital - just too many chiefs, not enough Indians!	Enlarge car park and improve access road into hospital.	
179	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Not sure if dept. operating as efficiently as it could.	Improve parking, it is a nightmare!	
180	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Waiting times are annoying. Parking & traffic are horrendous.	More doctors. More parking - stop building more houses!	
181	Fracture Clinic (NDDH Outpatients)	Extremely Likely	So caring, supportive & professional. Thanks. A lovely team spirit.	Sort the car parking out.	
182	Fracture Clinic (NDDH Outpatients)	Extremely Likely			
183	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Appointment on time. Good advice given with clear explanation.		
184	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have always been given first class treatment and find the staff very friendly & efficient.		

185	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Helpful, informative & friendly.		
186	Fracture Clinic (NDDH Outpatients)	Extremely Likely			
187	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Helpful, kind, friendly nurses and doctors.	More car parking please.	
188	Fracture Clinic (NDDH Outpatients)	Extremely Likely	First class staff, very helpful.		
189	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very courteous, knowledgeable, nothing too much trouble, very pleased and always have been.		
190	Fracture Clinic (NDDH Outpatients)	Likely	Nice hospital and we are lucky to have it.		
191	Fracture Clinic (NDDH Outpatients)	Likely	Nice waiting room, easy to find.	Earlier appt times for working people. Member of staff was rude on arrival.	
192	Gastroenterology (NDDH Outpatients)	Extremely Likely	Very friendly and helpful, lovely care. Would recommend to everyone. Thank you.		
193	General Surgery (NDDH Outpatients)	Extremely Likely	Seen on time & doctor very informative.		
194	General Surgery (NDDH Outpatients)	Not entered	People do not choose to be here. Therefore, not a place one would recommend. Also, no choice to come here as no other hospital nearby.		
195	Gynaecology (NDDH Outpatients)	Extremely Likely			
196	Gynaecology (NDDH Outpatients)	Extremely Likely	Caring doctor, very thorough and brilliant nurse.	Have a separate car parking area.	
197	Gynaecology (NDDH Outpatients)	Extremely Likely	Everyone was very kind & helpful.		
198	Gynaecology (NDDH Outpatients)	Extremely Likely	Staff always friendly and efficient.	None.	
199	Gynaecology (NDDH Outpatients)	Not entered	Smoking issue outside main hospital.		
200	Haematology (NDDH Outpatients)	Extremely Likely	Regular visitor every 8 weeks. Short wait today but always positive.	Car park needs some love!	
201	Haematology (NDDH Outpatients)	Extremely Likely	All staff very pleasant & helpful.	Signs and directions to different departments.	

	Outpatients)				
202	Haematology (NDDH Outpatients)	Extremely Likely	Staff friendly & supportive. Details given on what to do were clear. Training being given which was asked about & shortened time in appointment.	Clear instruction on main door of where to go, though reception staff available.	
203	Haematology (NDDH Outpatients)	Extremely Likely	Friendly staff. Walk in without time schedule. Not a long wait.	None.	
204	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Friendly, informative nurse, time to talk through things.		
205	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	A very friendly and helpful appointment with all my questions answered.		
206	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very helpful & friendly.		
207	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The treatment was excellent and everyone was very kind to me.		
208	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Quality, friendly service, made me feel extremely comfortable with the procedure.		
209	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very understanding and careful procedure, felt very comfortable.		
210	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I have had good treatment and helpful staff.		
211	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Much better than expected.	N/A.	
212	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Caring & courteous staff procedure explained very well.	Nothing comes to mind!	
213	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] made me feel very calm, he talked through the whole procedure.		

214	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Appointments were always on time. The doctors & nurses were friendly, efficient and explained everything.		
215	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
216	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Careful, considerate & patient.		
217	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Surgery was great and painless. Didn't receive confirmation letter for appointment.		
218	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Good service. Good staff.	Would like dentists in Braunton to be able to take the teeth out.	
219	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very helpful staff.		
220	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All three professionals were very, friendly and reassuring.		
221	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I have been very pleased with the expertise that has improved my teeth and made them look much better.	Letters for appointments do not always arrive on time - text messages would be good!	
222	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Professional and efficient treatment.	Bigger car park.	
223	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The service given was impeccable and compassionate.	Pre-op hypnosis.	
224	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	What absolutely lovely people!		
225	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Kindly & efficient service.		

226	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
227	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Nice staff. Everything explained really well. Felt reassured.	No.	
228	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
229	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Staff are all wonderful & friendly & put you at ease.		
230	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	100% to [name withheld] & the two women who supported me through my appointment. Highly recommend. Thank you very much. [Name withheld] x		
231	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Quick service. Clear and concise.		
232	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly, put at ease, caring.	No.	
233	Neuro Physiotherapy (NDDH Outpatients)	Extremely Likely	Through the process of having support and encouragement from my physio it has helped to improve my motivation, physical and mental strength and, as a result of this, I have grown in confidence and it has given me the drive to participate in other physical activities including exercise, and it has improved my sense of achievement and well being. Thank you for believing in me.		
234	Neurology (NDDH Outpatients)	Extremely Likely	Very efficient and sympathetic service.		
235	Oncology (NDDH Outpatients)	Extremely Likely	All appointments I've attended have been prompt & efficient.		
236	Oncology (NDDH)	Extremely Likely	Friendly and punctual treatment.	None.	

	Outpatients)				
237	Oncology (NDDH Outpatients)	Extremely Likely	Excellent, friendly, competent staff.	No.	
238	Oncology (NDDH Outpatients)	Extremely Likely	Professional & efficient, friendly service.		
239	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	[Name withheld] was very knowledgeable and took the time to explain my dad's options with him even though the appointment took considerable time which would have made Mr [name withheld]'s clinic run late. Expert care, patience and vigilance.	No.	
240	Orthopaedics (NDDH Outpatients)	Extremely Likely	Seen on time. [Name withheld] explained everything so well.		
241	Orthopaedics (NDDH Outpatients)	Extremely Likely			
242	Orthopaedics (NDDH Outpatients)	Extremely Likely	Quick, extremely efficient, courteous service. Well done N.D.D.H.	None.	
243	Orthopaedics (NDDH Outpatients)	Extremely Likely			Do not publish
244	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very caring, friendly department. Both nurses, reception staff & doctor could not do enough for me on both my visits for treatment to my fracture.		
245	Orthopaedics (NDDH Outpatients)	Likely	My doctor is good, but waiting lists are awful (12 months to wait for my op).		
246	Orthopaedics (NDDH Outpatients)	Likely	Seen on time. Very professional. Plan in place for treatment.		
247	Orthopaedics (NDDH Outpatients)	Likely	Very happy with information and service I have received.	More parking or park and ride.	
248	Orthopaedics (NDDH Outpatients)	Likely	The staff were very helpful and the journey from the [illegible] to my [illegible] to the aftercare was very good.		
249	Orthopaedics (NDDH Outpatients)	Likely	Very friendly, very helpful.		
250	Orthopaedics (NDDH Outpatients)	Unlikely	Too long to wait for appointments and too long to be called.		

251	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Pray hospital stays.		
252	Phlebotomy Clinic (NDDH Outpatients)	Likely	Road up into parking problem caused by new road should have a direct lane into the hospital entrance, that also should be widened.	Council should sort out the road & traffic problems caused by new roundabout.	
253	Physiotherapy (NDDH Outpatients)	Extremely Likely			
254	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly & polite service, helpful & encouraging tips.	N/A.	
255	Physiotherapy (NDDH Outpatients)	Extremely Likely	Staff are always, friendly, helpful & mostly non-judgemental. Other departments / recent doctors I have seen could learn a lot from you.	Would be nice for the rooms used for counselling services to be warmer / comfier, just a bit more friendly! When I've had counselling before I've found this to make a big difference in helping me feel relaxed and more comfortable. Also, the chairs are quite uncomfortable to sit in for an hour when you have chronic pain.	
256	Physiotherapy (NDDH Outpatients)	Extremely Likely	I saw a good physio and glad to see dept. has improved 100% since I was here 6 years ago.	None.	
257	Physiotherapy (NDDH Outpatients)	Extremely Likely	Shoulder pain.	No - excellent experience.	
258	Physiotherapy (NDDH Outpatients)	Extremely Likely	Realistic & achievable, goals and path to recovery. Friendly care-givers.		
259	Physiotherapy (NDDH Outpatients)	Extremely Likely	The service is 100%. Care, attention extremely good. Before and after surgery the physio dept. has been very helpful.		
260	Physiotherapy (NDDH Outpatients)	Extremely Likely	Advice excellent. Lovely, clean surroundings, supportive staff.		
261	Physiotherapy (NDDH Outpatients)	Likely	Felt as if the physio really cared.		
262	Physiotherapy (NDDH Outpatients)	Likely			Do not publish
263	Physiotherapy (NDDH Outpatients)	Likely	Very helpful, professional service.	Car parking!	
264	Physiotherapy (NDDH Outpatients)	Likely			Do not publish

265	Physiotherapy (NDDH Outpatients)	Not entered	My daughter has muscular dystrophy, struggles with rising from low seats. A high stool would be useful.	A perch stool in physio dept. would be useful for people who struggle with rising from sitting.	
266	Plastic Surgery (NDDH Outpatients)	Extremely Likely	Everyone has been very caring, despite being very overworked.	Better car parking! A staff car park & constant shuttle service somewhere else?	
267	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			
268	Radiology - CT scan	Extremely Likely	Went in early. Very quick & friendly.		
269	Radiology - CT scan	Extremely Likely	Very prompt and thorough. Wonderful people.		
270	Radiology - CT scan	Extremely Likely	The service I had was very good.	No.	
271	Radiology - CT scan	Extremely Likely	From reception through to completion of the scan, everyone was polite, friendly and very efficient. Everything ran to time with no delays. Thank you.		
272	Radiology - CT scan	Extremely Likely			
273	Radiology - CT scan	Extremely Likely	Everyone was very kind & explained things well.		
274	Radiology - CT scan	Extremely Likely	All staff very supportive & professional.	The coffee was appreciated.	
275	Radiology - CT scan	Extremely Likely	Excellent. Polite. 10/10.	N/A.	
276	Radiology - CT scan	Extremely Likely	Excellent staff - caring & very pro.!		
277	Radiology - CT scan	Extremely Likely	Friendly & helpful staff. Informative & prompt service.		
278	Radiology - CT scan	Extremely Likely	Staff have been great. Friendly & helpful. I was 45mins late because of the shocking car parking situation - everyone coped with my lateness really well.	Build a bigger car park! The car park situation is not acceptable.	
279	Radiology - CT scan	Extremely Likely	Excellent, prompt service - could not be improved.	Better, more parking, although we had no problems on this occasion.	
280	Radiology - CT scan	Extremely Likely	All the staff are very kind & helpful.		
281	Radiology - CT scan	Likely	Nice people.	Less delays.	
282	Radiology - CT scan	Likely	Broken wrist - staff very friendly and caring.		
283	Radiology - CT scan	Likely			Do not publish
284	Radiology - CT scan	Not entered	I am speaking on behalf of a patient. We are		

			very angry about the whole thing. I feel he is being taken for a ride, it's to do with his lungs. Four biopsy, now he is going for a new one, why we are not happy, my phone is [number withheld].		
285	Radiology - CT scan	Not entered	Fast and efficient service.	Sort out the noisy fan above the seat!	
286	Radiology - CT scan	Not entered	Because it's the nearest hospital.	Improve access to car park, had to queue for ½ hour. Nearly missed appointment.	
287	Radiology - MRI scan	Extremely Likely			
288	Radiology - MRI scan	Extremely Likely	Kind, professional staff.		
289	Radiology - MRI scan	Extremely Likely	I have always been treated with courtesy & respect by all hospital staff.		
290	Radiology - MRI scan	Extremely Likely	Prompt, professional & very kind in MRI dept.		
291	Radiology - MRI scan	Extremely Likely	Friendly but efficient staff made me feel at ease.	Well pleased, but the long wait to get an appointment is trying for someone in pain.	
292	Radiology - MRI scan	Extremely Likely	Staff very helpful.	Wait for scan seems long.	
293	Radiology - Ultrasound	Extremely Likely	Prompt service.		
294	Radiology - Ultrasound	Unlikely	Parking! Never any disabled spaces & at 9.30am main car park full. So making everything very stressful. No connecting buses or 'through buses' from Bideford. Actual hospital lovely. Get rid of the small bits of grass to make more parking & less maintenance.		
295	Radiology - Ultrasound	Not entered	[Names withheld] were wonderful. They met us with smiles on their faces. They explained what was going to happen & what we should do next. Well done Ultrasound Dept.	None.	
296	Radiology - X-ray	Extremely Likely	Friendly treatment.		
297	Radiology - X-ray	Extremely Likely			Do not publish
298	Radiology - X-ray	Extremely Likely	Staff are very helpful and polite.		
299	Radiology - X-ray	Extremely Likely	Lovely staff, very good service.		
300	Radiology - X-ray	Extremely Likely	My husband was called extremely quickly and the waiting room was well equipped for myself		

			& 2-year old with books & toys to help entertain whilst waiting.		
301	Radiology - X-ray	Extremely Likely	No problems. Very good to have drop in clinics (X-ray).		
302	Radiology - X-ray	Extremely Likely			
303	Radiology - X-ray	Extremely Likely	Good service.	No.	
304	Radiology - X-ray	Extremely Likely	Choosing own time / day to attend. Speed of service. Convenience.	'What to expect' leaflet.	
305	Radiology - X-ray	Extremely Likely	First class treatment. Well done.	No.	
306	Radiology - X-ray	Extremely Likely	Courteous, friendly staff. Radiographer very nice & explained things.	Better heating in the scan room - it was cold!	
307	Radiology - X-ray	Extremely Likely			Do not publish
308	Radiology - X-ray	Extremely Likely	I've been given constant guidance and information of what's happening.	No.	
309	Radiology - X-ray	Extremely Likely	Fast and professional.		
310	Radiology - X-ray	Extremely Likely	Friendly staff. Seen on time. Could do with a far bigger car park.		
311	Radiology - X-ray	Likely		Waiting time.	
312	Radiology - X-ray	Likely		Sort out parking arrangements, doubled my taxi fare queuing for entrance.	
313	Radiology - X-ray	Not entered	You don't really have a lot of choice. If you are ill, where else can you go?		
314	Radiology (NDDH Outpatients)	Extremely Likely	Quick. Good service, friendly, kind.	None.	
315	Respiratory (NDDH Outpatients)	Extremely Likely	Very helpful staff.		
316	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent healthcare and welcoming nurses & doctors.		
317	Respiratory (NDDH Outpatients)	Likely	Friendly staff. Explained everything they were doing.		
318	Respiratory (NDDH Outpatients)	Not entered	Not something we discuss.	Parking! Parking! Parking!	
319	Rheumatology (NDDH Outpatients)	Extremely Likely	This is my local hospital - the friendly and helpful welcome / service.	Use of staff - there do seem to be numbers of staff (in 3's & 4's) chatting & doing little -	

				frustrating when appointments are delayed - even though it may not be their fault.	
320	Rheumatology (NDDH Outpatients)	Extremely Likely	Usually quick to get in and out but lucky today. My husband dropped me off as it took 30 minutes to park.		
321	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff are friendly & kind a very relaxed atmosphere which is very helpful.		
322	Rheumatology (NDDH Outpatients)	Extremely Likely	Communication excellent, includes letters, being able to phone a Rheumatology nurse and call back excellent and reassurance. Very caring. Great service from whole team.		
323	Rheumatology (NDDH Outpatients)	Extremely Likely			Do not publish
324	Rheumatology (NDDH Outpatients)	Extremely Likely			
325	Rheumatology (NDDH Outpatients)	Extremely Likely	May have to wait but treatment always given sometimes a little longer than wanted or needed but always expertly done.	Get parking facilities sorted asap and people can get here on time and not cause a backlog.	
326	Rheumatology (NDDH Outpatients)	Extremely Likely	Very helpful, explained his logical thinking.		
327	Rheumatology (NDDH Outpatients)	Likely	Very friendly and helpful.		
328	Rheumatology (NDDH Outpatients)	Not entered			Do not publish
329	Urology (NDDH Outpatients)	Extremely Likely	I have always been seen in good time and the staff are polite.		
330	Urology (NDDH Outpatients)	Extremely Likely	NHS wonderful, urology reassuring.		
331	Urology (NDDH Outpatients)	Extremely Likely	Excellent hospital, lovely all round. [Name withheld] excellent.		
332	Urology (NDDH Outpatients)	Extremely Likely	Since my diagnosis, the help and information has been 1st class.	Just improve the parking.	

### Qualitative feedback - Jan-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  Easy read FFT card completed by: Patient or Family member / Carer	Friends and Family Test response	Reason given for the Friends and Family Test response	Children and young people's FFT card: What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Patient request for anonymised comments not to be made public
1	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Nice greeting from the lady behind the desk when we arrived.	Playroom to keep little one busy while we waited.		
2	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly staff, clear feedback about hearing and follow up.	Play area for children.	None.	
3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very fast entry to appointment and polite staff members.	Staff member was brilliant with my son.	Nothing.	
4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes				Do not publish
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Staff are friendly and helpful and make you feel at ease.	The friendly staff and making you feel so comfortable.	Nothing.	
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Lovely lady, good with my daughter as she has autism & was nervous.			
7	EEG / EMG	Patient	Yes		Explained everything in	No, it was great.	

	(NDDH Outpatients)				simple ways for me to understand.		
8	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				Do not publish
9	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Very friendly staff.	Staff very patient with son.		
10	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Because they help children around here and the nurses are good.	I got to know more people.	I don't know.	
11	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Lovely, friendly staff - put children at ease. Good waiting area for children.	Take good care of the children and look after eyes well!	Make not stingy eye drops!!!	
12	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				Do not publish
13	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				Do not publish
14	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Clean, friendly.	Staff were friendly, daughter was happy to be taken seriously.	Nothing. NHS staff are amazing. Thank you.	
15	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes		Very organised and polite.		
16	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly, helpful staff.	Having water available to drink.	Turn the heating down a bit.	
17	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly staff. Good to have a children's waiting area.			
18	Eye Clinic (NDDH Outpatients)	Not entered	Yes	Very good clinic to come to but could improve waiting times sometimes.	Very good.	Waiting times.	
19	Eye Clinic	Not entered	Not entered	It's a hospital, that's what		You should turn up the TV.	

	(NDDH Outpatients)			it's for.			
20	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Not entered	My wife takes my son to his eye appointments but from what I know it has always been positive.	The children's play area to keep them entertained.	Nothing to point out.	
21	Physiotherapy (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly, always been on time, nice & clean department.	Was quick, happy with the appointment.		
22	Radiology - X-ray	Parent/Guardian/Carer	Yes	On time, friendly & efficient.	See over.	Nothing.	