

Outpatients - North Devon District Hospital - Friends and Family Test - Mar-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 %
Mar-19	261	95.8	1.9	2.3

Qualitative feedback - Mar-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	Service is very good. I'm very pleased with it!	No, wonderful service as always.	
2	Audiology (NDDH Outpatients)	Extremely Likely	To mend my right side hearing aid.	I believe Audiology Department works very well.	
3	Audiology (NDDH Outpatients)	Extremely Likely	The ability to drop in without the need for a specific appointment.	I live in Porlock, so Barnstaple is a long way to come. A drop in centre in Minehead would be very useful.	
4	Audiology (NDDH Outpatients)	Extremely Likely	Service very helpful & efficient.	No, I was very happy with my outpatient service.	
5	Audiology (NDDH Outpatients)	Extremely Likely	Staff were helpful and friendly. Options were explained clearly.		
6	Audiology (NDDH Outpatients)	Extremely Likely	Good service, very informative.		
7	Audiology (NDDH Outpatients)	Extremely Likely	I have always received good clinically-based care - not profit-driven care available on the high street.	Possibly offer appointments alongside drop-in.	
8	Audiology (NDDH Outpatients)	Extremely Likely			
9	Audiology (NDDH	Extremely Likely	Very quick & friendly service!	No, none needed.	

	Outpatients)				
10	Audiology (NDDH Outpatients)	Extremely Likely	Fast, friendly, always pleasant!		
11	Audiology (NDDH Outpatients)	Extremely Likely			
12	Audiology (NDDH Outpatients)	Extremely Likely	Always pleased with care and attention given.		
13	Audiology (NDDH Outpatients)	Extremely Likely	As we live a long way from the hospital, it would be helpful to have a longer period of hours. 9-11 is not good if we have to use public transport. Our bus just will not get us here before 11am.		
14	Audiology (NDDH Outpatients)	Likely	Worn ear aids.		
15	Audiology (NDDH Outpatients)	Likely	Friendly, helpful staff.	A drop in clinic at Bideford.	
16	Audiology (NDDH Outpatients)	Likely	Staff have been kind and helpful but waiting times for appointments to long. Cancellations of 3 appointments very frustrating.		
17	Audiology (NDDH Outpatients)	Likely			Do not publish
18	Audiology (NDDH Outpatients)	Likely	Always helpful and friendly. Work efficiently considering how busy they are.	A visual screen with names of patient required. I always get anxious in case I don't hear my name.	
19	Breast Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
20	Breast Clinic (NDDH Outpatients)	Extremely Likely	Was seen quickly - as we arrived before my appointment time, I was seen before the appointment & other tests performed quickly, & staff friendly & reassuring.		
21	Breast Clinic (NDDH Outpatients)	Extremely Likely	It was easy to find the check in desk. All staff were very friendly and helpful. The clinic was running on time. When I needed to be seen for further investigations, this was organised immediately and there was a very short waiting time.	No. I was very impressed by the service.	

22	Breast Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
23	Breast Clinic (NDDH Outpatients)	Extremely Likely	The patient care is exemplary. The downside is the parking!	Just the car park.	
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff excellent - kind & reassuring at all times.		
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	Doctor was reassuring and had a lovely mannerism.		
26	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			
27	Breast Clinic (NDDH Outpatients)	Not entered			Do not publish
28	Breast Clinic (NDDH Outpatients)	Not entered	All the staff was very caring & professional and put me at ease. Very impressed with hospital & staff overall. Keep up the good work.	No, it's very good as it is.	
29	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The help and reassurance given by staff is excellent and very helpful and able to help in any way possible.	No, none.	
30	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	The [illegible] been very beneficial and I feel much fitter since I started.	No suggestions. All very well organised. Thank you.	
31	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Well-run, professional rehab in safe and supportive environment.	More staff. More classes. Changing facility. Provide it closer to cardiac event to aid mental health & early recovery.	
32	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Nice, relaxed and fun.	No.	
33	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Given me a new lease of life. Very beneficial.		
34	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Built up my confidence & my care & heart strength. Very enjoyable.	More funding to provide additional staff & amenities for those who've had a heart attack and / or not coping so well.	
35	Cardiology (NDDH Outpatients)	Extremely Likely	Expected outcomes were very good.	Appoint timing need to improve.	
36	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent service as always from cardiology outpatients. Staff extremely helpful and		

			professional at all times.		
37	Cardiology (NDDH Outpatients)	Extremely Likely	I have always found the care very professional and caring.	None.	
38	Cardiology (NDDH Outpatients)	Extremely Likely	Very well looked after.		
39	Cardiology (NDDH Outpatients)	Extremely Likely	Staff are so caring, put you at ease, make any anxiety go away and polite always.	100 per cent happy.	
40	Cardiology (NDDH Outpatients)	Extremely Likely	Very good, efficient service and a friendly team.	Text message for appointment reminder or e-mail.	
41	Cardiology (NDDH Outpatients)	Extremely Likely			
42	Cardiology (NDDH Outpatients)	Extremely Likely	Have always been well looked after.		
43	Cardiology (NDDH Outpatients)	Likely	Waiting times have been acceptable / reasonable in the past.	Space for wheelchair in waiting area - but realise if not being used at any time, it reduces seats!!	
44	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Staff are pleasant & reassuring.		
45	Cardio-respiratory (NDDH Outpatients)	Extremely Likely		Larger waiting area, very tight with a pram, not enough room for passing each other.	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	[Illegible]. Thank you.	Fine as is.	
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good with us.		
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always had very good service at this hospital. Pleasant staff in all departments.		
50	Clinic / department not entered (NDDH Outpatients)	Likely	The time. Waiting was not too long. Staff very friendly.		

51	Clinic / department not entered (NDDH Outpatients)	Likely	To improve services. Better response when receptionist greeting patients. I was worrying about my appointment. I seen them first.		
52	Clinic / department not entered (NDDH Outpatients)	Likely	Consultation clear. Queries addressed appropriately.	Waiting times!	
53	Clinic / department not entered (NDDH Outpatients)	Likely		Traffic easing & better parking. More chairs in waiting room.	
54	Clinic / department not entered (NDDH Outpatients)	Extremely Unlikely			Do not publish
55	Clinic / department not entered (NDDH Outpatients)	Not entered	In hospital recently.		
56	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Hospital clean and staff very helpful & friendly.		
57	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Staff very friendly. Quick and efficient when seen.		
58	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	I like NHS.	No.	
59	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	People very kind, caring and helpful.		
60	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Everything was fast. They were all friendly and made me feel comfortable.		
61	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Staff helpful and procedure simple.		
62	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Friendly staff, I'll helpful with all enquiry.	Update waiting area delay.	

63	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Lovely nurse, very helpful & kind.		
64	Clinic/dept not entered–Area A (NDDH Outpatients)	Neither Likely nor Unlikely	Was forgotten - 2hr wait.		
65	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered		Wonderful as is.	
66	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	My appointment was on time. The staff were very friendly and explained everything well.		
67	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	I have been seen by 3 or 4 different staff today & a great doctor & everyone I have met have all been so lovely & helpful. We are so lucky to have such nice people looking after our hospital. Thank you.		
68	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	I have always been treated by all of the staff with kindness and thoughtfulness. 'The best'.	I cannot think of any changes, very satisfied.	
69	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	My experience has always been good but reception and attitude has much improved over the years.	None.	
70	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Excellent service throughout my care.		
71	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Staff are always friendly & courteous.		
72	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	The staff are helpful and kind.	Get the government to pay what is deserved to you.	
73	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Do not publish
74	Clinic/dept not	Likely		See patients quicker.	

	entered–Area C (NDDH Outpatients)				
75	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Unlikely	The appointment was 10.40. I asked on arrival if on time and told yes. After 30mins I enquired, no one seemed aware of the delay. 50 minutes and still waiting.	Keep the delay chart up to date. Waiting area a bit small.	
76	Clinic/dept not entered–Area C (NDDH Outpatients)	Don't Know			Do not publish
77	Diabetes (NDDH Outpatients)	Extremely Likely	[Name withheld] always gives you excellent care. And very understanding.		
78	Dietetics (NDDH Outpatients)	Extremely Likely	Very friendly & helpful dietician who listened & gave some good advice.		
79	Dietetics (NDDH Outpatients)	Likely	Dietary advice.	More disabled parking.	
80	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, talked through whole procedure. Quick and made me feel very comfortable.	No.	
81	EEG / EMG (NDDH Outpatients)	Extremely Likely	Quick appointment, staff friendly & helpful.	No.	
82	EEG / EMG (NDDH Outpatients)	Extremely Likely			
83	EEG / EMG (NDDH Outpatients)	Extremely Likely	A lovely member of staff did my test. Made it very clam, relaxed and I didn't feel worried or scared at all.	Not really - great service.	
84	EEG / EMG (NDDH Outpatients)	Extremely Likely	Swift, efficient, friendly service!	None spring to mind.	
85	EEG / EMG (NDDH Outpatients)	Extremely Likely	Always friendly staff, helpful & devoted to their job & to helping & saving others.	Water bucket.	
86	EEG / EMG (NDDH Outpatients)	Extremely Likely	Given plenty of information on procedure. Made to feel at ease.	One of the worries coming to outpatients is the parking, but that appears to be being addressed. Also seems efficient here.	
87	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very quick to be seen - no waiting. Nurse very polite and efficient & answered all my questions.		
88	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very helpful / friendly lady.		

89	ENT (NDDH Outpatients)	Extremely Likely	Kind, courteous staff who take the time to explain things.		
90	ENT (NDDH Outpatients)	Extremely Likely	Good information, polite, courteous, punctual.		
91	ENT (NDDH Outpatients)	Extremely Likely	Well treated, everything explained clearly. Didn't have to wait too long for appointment.		
92	ENT (NDDH Outpatients)	Extremely Likely			
93	ENT (NDDH Outpatients)	Extremely Likely	Very friendly nurse, excellent doctor and very thorough appointment.		
94	ENT (NDDH Outpatients)	Extremely Likely	I have received excellent care from the North Devon Hospital.	In audiology waiting area, there could be a board with patients names on, because people are hard of hearing.	
95	ENT (NDDH Outpatients)	Extremely Likely	Because all staff do the best they can. Poor govt. resources make waits inevitable to tolerable!		
96	ENT (NDDH Outpatients)	Likely	N/A.	No.	
97	Exmoor Unit (NDDH Outpatients)	Extremely Likely	My 95-year old mother has received fabulous treatment. 2nd laser today - the last one was amazing. She could read a book without any blurring problem! Thank you.		
98	Eye Clinic (NDDH Outpatients)	Extremely Likely	Nice people. Understanding. Good information.		
99	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone is so very kind and helpful.		
100	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly, professional staff. Nothing too much trouble.		
101	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent teams for the six injections I have had so far. Very warm welcome & friendly throughout the process. Cannot recommend highly enough.	Don't change what you already provide (5* plus, plus) treatment!	
102	Eye Clinic (NDDH Outpatients)	Extremely Likely	Efficient & pleasant staff, excellent & well looked after. A great hospital in all departments.	More staff. Less waiting time.	
103	Eye Clinic (NDDH Outpatients)	Extremely Likely	Care.	Water.	

	Outpatients)				
104	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.		
105	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very accommodating, thorough examinations. Time given following discussions. Staff friendly and kind.	N/A.	
106	Eye Clinic (NDDH Outpatients)	Extremely Likely			
107	Eye Clinic (NDDH Outpatients)	Extremely Likely	First class service.	Keep up the good work.	
108	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always friendly and no long waits.	No. It's good.	
109	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful, friendly staff who are good at explaining through things.		
110	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quite to [illegible] consultant. Staff very nice.	Drink machine.	
111	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good quality of care.		
112	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quick time to be seen. Very friendly staff.		
113	Eye Clinic (NDDH Outpatients)	Extremely Likely	Generally service very good.	Stop delaying/cancelling appointments, especially at short notice. Had 4 appts cancelled in a short space of time and nearly lost sight in one eye as a result.	
114	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good care.	How much wastage is there on DNAs for appointments patients haven't received notification of. The computerised booking system. Since N.D.D. Healthcare Trust switched to a new system, myself, family & friends have experienced not getting appointments when they should, appointments for specialities they haven't been referred to, told they DNA'd for appointments they never received letters for.	
115	Eye Clinic (NDDH Outpatients)	Extremely Likely	Efficient - treated with manners & understanding from start to finish - full	Based on today's service, none, only if you are quietly spoken make sure you shout the	

			explanation of condition - possible further symptoms given - couldn't fault it.	patients name a little louder.	
116	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very prompt, friendly and efficient service.	I have always been impressed with all services at N.D.H. I guess a huge injection of funding for more nursing and medical staff would help!!	
117	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very pleased.		
118	Eye Clinic (NDDH Outpatients)	Extremely Likely	Dr [name withheld] is brilliant.		
119	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite, thorough and professional treatment.		
120	Eye Clinic (NDDH Outpatients)	Extremely Likely	A well-oiled machine, well run.		
121	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service, great staff.		
122	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always treated well and with care.	Arrange next appointment at desk before leaving please.	
123	Eye Clinic (NDDH Outpatients)	Extremely Likely	Have attended Exmoor Unit for several years - this day is an [illegible] appt. Always helpful & kind.	No.	
124	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast, efficient, professional service with very little waiting time.	No.	
125	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very thorough.		
126	Eye Clinic (NDDH Outpatients)	Extremely Likely	Extremely prompt and caring services.		
127	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very thoughtful and very kind.		
128	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very prompt, friendly service.	No.	
129	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quick, efficient service, very happy with everyone.		
130	Eye Clinic (NDDH Outpatients)	Extremely Likely	Courteous and very efficient.		
131	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish

	Outpatients)			
132	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very informative, kind and caring. Excellent service.	
133	Eye Clinic (NDDH Outpatients)	Likely	Bit of a wait first but when you get in it runs good.	
134	Eye Clinic (NDDH Outpatients)	Likely	Good service.	Appointments should be more readily available and more frequent.
135	Eye Clinic (NDDH Outpatients)	Likely	Staff welcoming & helpful.	Continuity of doctor visits. 5 visits = 4 doctors, not all seem to be singing from the same sheet.
136	Eye Clinic (NDDH Outpatients)	Likely	Slightly long waiting time, but understandable. Good response by doctors/nurses. Reception staff very good.	
137	Eye Clinic (NDDH Outpatients)	Likely		Waiting time too long.
138	Eye Clinic (NDDH Outpatients)	Likely	Great staff, comfortable waiting room but appointment wait can be long. But understand that is the way things are in NHS at the moment. Underfunded & high demand!!	No, all good.
139	Eye Clinic (NDDH Outpatients)	Likely	Honest assessment & friendly staff.	
140	Eye Clinic (NDDH Outpatients)	Likely	Because of the good experience. If something was going to take long, they would let you know and try their best to help you.	Everything is as it should be.
141	Eye Clinic (NDDH Outpatients)	Likely	My previous appointment was bad, Dr not realising I had laser treatment, not cataracts, and then saying I had one eye done instead of the two and the drops nearly drowned me. This time, from all of the staff, everything was great.	
142	Eye Clinic (NDDH Outpatients)	Likely	We live in Plymouth - this is too far for us to travel.	Don't perform procedures in the waiting room. Embarrassing & unhygienic.
143	Eye Clinic (NDDH Outpatients)	Likely	Handled me well, no complaints.	
144	Eye Clinic (NDDH Outpatients)	Likely		Do not publish

145	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely			
146	Eye Clinic (NDDH Outpatients)	Extremely Unlikely	Very poor. Waited 12 months for an appointment. After my GP telephoned to complain.		
147	Eye Clinic (NDDH Outpatients)	Not entered	Really good service.	No.	
148	Fracture Clinic (NDDH Outpatients)	Extremely Likely	An effective and efficient department. A smooth process, with no hiccups. A quiet and pleasant seating area, with plenty to watch on TV.		
149	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very good service. Friendly staff and helpful advice. Completely put at ease.		
150	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Speed of service.		
151	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have always been given very good care both as an inpatient after surgery on both knees, ankle and in outpatients.		
152	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Everyone very good and helpful.		
153	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Friendly & helpful.	No.	
154	Fracture Clinic (NDDH Outpatients)	Likely			Do not publish
155	Fracture Clinic (NDDH Outpatients)	Likely	Staff at clinic were excellent. I was disappointed for such a long wait for my appointment for the scan.	Reduce waiting time.	
156	Fracture Clinic (NDDH Outpatients)	Not entered	Tore ligaments in leg and more X-rays on feet.	Turn the heating down. To hear members of staff having a go at each other is not good.	
157	Fracture Clinic (NDDH Outpatients)	Not entered	Alternative is a long journey away.	Don't charge staff for parking. Need to keep them happy.	
158	Gastroenterology (NDDH Outpatients)	Extremely Likely	I was happy with the treatment I had.	No.	
159	Gynaecology (NDDH Outpatients)	Extremely Likely	Very quick, very efficient.		
160	Gynaecology (NDDH Outpatients)	Likely	I think it's important that women get them self		

	Outpatients)		checked out if they have an issue.		
161	Gynaecology (NDDH Outpatients)	Neither Likely nor Unlikely	The delay in waiting for appointments.	Offer more dates.	
162	Gynaecology (NDDH Outpatients)	Unlikely	If we could afford to go private we would.	Have more appointments available - 3 month wait, which was cancelled and made at a later date. English speaking consultants very difficult to understand.	
163	Gynaecology (NDDH Outpatients)	Not entered	My appointment is hardly ever on time and, when I come to my appointment, at times feels like he can't get me out quick enough and is a waste of time.	Strict appointment times or allow more time for patients – bigger time slots.	
164	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely			
165	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very quick, painless.		
166	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent service. Great staff.		
167	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very professional, keen to help and resolve the issues.		
168	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Brilliant service and staff. Will definitely recommend to others. Thank you.		
169	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone was very friendly, professional and made a traumatic a relaxing experience.	No.	
170	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I have received ongoing treatment for the past 18 months, not just maxfax but other depts. within N.D.D.H. I could not ask for better care.	No. Have had no problems with any outpatient appts.	
171	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone made me feel completely at ease. They talked me through thoroughly what was going to happen and during the procedure they were giving me updates & what was happening which made me feel comfortable & calm.	None. Fantastic service / team.	

			Friendly banter also helped my nerves! Lovely team. [Name withheld]		
172	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment & care.		
173	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone was lovely to deal with and took great care of me!	Nope, was great!	
174	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly and explained everything. Great service.	Everything was great.	
175	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
176	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Prompt, kind, important service.		
177	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly staff. Talk you through procedures and make you feel at ease.	No.	
178	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All staff very helpful. Explained facts clearly - given note to remind me of further appointments. Arrived early as car parking can be difficult. But also seen earlier than appt.		
179	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
180	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Put at ease. Lots of explanation. Friendly staff.		
181	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone was professional and caring.		
182	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very good.		

183	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I think we have such great care at the N.D.D.H. - in all departments & wards. We should count ourselves very lucky to have such a hospital.		
184	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Nice clinic with friendly staff. Glad to see car park extended!		
185	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
186	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Seen very promptly, pleasant staff. Good explanation of problem.		
187	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone very friendly and informative. Thank you.		
188	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Medical staff all made me feel relaxed & comfortable. Very kind, caring & informative.	Parking for disabled near to main entrance doesn't really give enough time for appointment. Only one hour.	
189	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Very polite staff. Happy with the work but was hard to get in. Contact over the phone, struggled to get through.	Better phone service.	
190	Maxillofacial and Orthodontics (NDDH Outpatients)	Neither Likely nor Unlikely	The waiting room was small and too hot. Staff friendly and efficient.		
191	Nephrology (NDDH Outpatients)	Extremely Likely	The staff are always friendly and helpful. N.D.D.H. have been superb, as always.	None.	
192	Occupational Therapy (NDDH Outpatients)	Extremely Likely			
193	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Very helpful and informative.		
194	Orthopaedics (NDDH Outpatients)	Extremely Likely	Cannot fault the service I have been given.		
195	Orthopaedics (NDDH Outpatients)	Extremely Likely	Friendly staff, helpful with all enquiries. Nothing is ever too much. Keep up the good work N.D.D.H.	Update waiting area delay.	

196	Orthopaedics (NDDH Outpatients)	Extremely Likely	Highly competent doctor. Friendly, smiley staff.		
197	Orthopaedics (NDDH Outpatients)	Likely		Parking!	
198	Pain Management Service (NDDH Outpatients)	Extremely Likely	Good consultation which was very informative. I felt like I was listened to.	None.	
199	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Short wait for giving bloods. Polite staff.		
200	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	My appointment was on time. The nurse that took my blood was polite & informative. All other members of staff I came into contact with were also very pleasant.		
201	Phlebotomy Clinic (NDDH Outpatients)	Likely	Always good and very nice staff.		
202	Physiotherapy (NDDH Outpatients)	Extremely Likely	All staff very helpful and nothing is too much trouble.		
203	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent first visit. Physio very understanding.		
204	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly staff, quick service.		
205	Physiotherapy (NDDH Outpatients)	Extremely Likely	Helpful and informative.		
206	Physiotherapy (NDDH Outpatients)	Extremely Likely			
207	Physiotherapy (NDDH Outpatients)	Likely	Excellent treatment.	No.	
208	Radiology - CT scan	Extremely Likely	Very good service all round.	I think the service is top of the range / also the staff are very friendly.	
209	Radiology - CT scan	Extremely Likely	I felt heard & cared for & my individual needs were taken into account. I dealt with [name withheld] & with radiologist [name withheld] & both were warm & caring & instilled confidence & made my experience less scary. [Name withheld] on reception / phone was also wonderful & kind.		

210	Radiology - CT scan	Extremely Likely	All staff have been professional and kind / caring.		
211	Radiology - CT scan	Extremely Likely	Friendly, helpful staff, knowledgeable, experienced.	Sent an extra appointment by mistake. Departments not talking to each other.	
212	Radiology - CT scan	Extremely Likely	Very friendly and efficient staff, helpful.	No.	
213	Radiology - CT scan	Extremely Likely	All the staff are very willing to help.	Location of fracture clinic would be better nearer to A&E - too far to walk.	
214	Radiology - CT scan	Extremely Likely	Staff friendly and helpful.		
215	Radiology - CT scan	Likely	My appt was 9am. I did arrive early due to ensuring I could park. I was seen early and efficiently, x-ray & cast.		
216	Radiology - CT scan	Likely	Helpful staff.		
217	Radiology - CT scan	Unlikely	Waiting in dept. unattended for 1.5hours, despite querying delay with receptionist (very helpful). I am a patient on chemo & had explained that nausea made drinking contrast difficult. Cannulation was not done well & again left to wait in empty room. No info was given until 2hours after appt. time. Left after scan without staying advised 30mins as I had been there 2.5hrs.	Check your patients regularly. Give clear info about expected wait. Chemo patients & (others) may be unwell & need careful invasive treatments - immunosuppressed. More staff needed & another scanner.	
218	Radiology - MRI scan	Extremely Likely	Have been handled with extreme professionalism by all staff. Well done!!	Leave it alone!!	
219	Radiology - MRI scan	Extremely Likely	Very pleasant staff, friendly & efficient.	No!	
220	Radiology - MRI scan	Extremely Likely	Pleasant, efficient staff	Bigger seating area, if possible.	
221	Radiology - MRI scan	Extremely Likely	Very happy.		
222	Radiology - MRI scan	Likely	Had first class treatment for bowel cancer. The surgeon was [name withheld].	Extra car parking.	
223	Radiology - X-ray	Extremely Likely	Simple, quick, easy.		
224	Radiology - X-ray	Extremely Likely	Our nearest hospital. Friendly staff.		
225	Radiology - X-ray	Extremely Likely	Good service.		
226	Radiology - X-ray	Extremely Likely	First impressions: the receptionist was friendly & welcoming. Also, the medical staff took time to explain the procedure - patient care first		

			class.		
227	Radiology - X-ray	Extremely Likely	I have visited here many times and have always been treated with respect. People are always friendly and listen to what you have to say.	No.	
228	Radiology - X-ray	Extremely Likely	Staff put me at ease.		
229	Radiology - X-ray	Extremely Likely	Have always been given good care in North Devon Hospital.	None.	
230	Radiology - X-ray	Extremely Likely			
231	Radiology - X-ray	Extremely Likely	Friendly and you don't wait a long time!	More reading material.	
232	Radiology - X-ray	Extremely Likely	Friendly, helpful staff.		
233	Radiology - X-ray	Extremely Likely	Always here when needed.		
234	Radiology - X-ray	Likely	Very good & friendly staff.		
235	Radiology - X-ray	Likely	Never had to wait past my appointment time by more than five minutes.	Car parking is a problem at times.	
236	Radiology - X-ray	Likely	Friendly staff.	Free cake & tea.	
237	Radiology - X-ray	Likely	Service was very good!		
238	Radiology - X-ray	Likely	Helpful & polite.	No.	
239	Radiology - X-ray	Likely			
240	Radiology - X-ray	Likely	Kind and considerate staff.		
241	Radiology - X-ray	Not entered	As the only hospital within a reasonable distance from home.		
242	Radiology - X-ray	Not entered	Call in for an X-ray. The response was very good.		
243	Respiratory (NDDH Outpatients)	Extremely Likely	The excellent staff, care received.	No.	
244	Respiratory (NDDH Outpatients)	Extremely Likely	Kind, helpful examination and full explanation given.		
245	Respiratory (NDDH Outpatients)	Extremely Likely	Good staff, no waiting.		
246	Rheumatology (NDDH Outpatients)	Extremely Likely			
247	Rheumatology (NDDH Outpatients)	Extremely Likely	Clam & relaxing atmosphere, professionalism at all levels. Kindness & very friendly.		

248	Rheumatology (NDDH Outpatients)	Extremely Likely	Friendly reception and dealt with promptly.	No.	
249	Rheumatology (NDDH Outpatients)	Extremely Likely	Very efficient service.		
250	Rheumatology (NDDH Outpatients)	Likely	Pleasant & prompt treatment.	No.	
251	Rheumatology (NDDH Outpatients)	Likely	Good, friendly service.	More nurses.	
252	Stroke Clinic (NDDH Outpatients)	Likely	If you are recommended to attend you do so far your own good.		
253	Stroke Clinic (NDDH Outpatients)	Likely			Do not publish
254	Urology (NDDH Outpatients)	Extremely Likely	Prompt, courteous & pleasant care form all staff encountered. Thank you.		
255	Urology (NDDH Outpatients)	Extremely Likely	Excellent.		
256	Urology (NDDH Outpatients)	Extremely Likely	I have always received excellent care.	No, never had a problem.	
257	Urology (NDDH Outpatients)	Extremely Likely			
258	Vascular (NDDH Outpatients)	Extremely Likely	No problems to recommend service - everyone was so good & caring.	None required.	
259	Vascular (NDDH Outpatients)	Extremely Likely	The staff were absolutely wonderful, efficient & professional. Have never felt so much lovely and care from a group of strangers.		
260	Vascular (NDDH Outpatients)	Extremely Likely	There is and never has been any reason to complain about. The only comment is very efficient in structure.		
261	Vascular (NDDH Outpatients)	Extremely Likely	Quick appointments & good investigations & advice.	N/A.	

Qualitative feedback - Mar-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	Friendly staff, staff give help and advice in a way you can understand. Always happy to help.	Patient with young children and families and understanding.	N/A.	
2	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Plenty to amuse children and polite staff.	Polite staff members, good play area for child.		
3	Cardiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes				
4	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Relatively quick. Appointment was on time. Well done!	Very short waiting time.	Cup of tea would have been lovely.	
5	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff are friendly. Waiting is boring.			
6	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly reception.			

7	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	[Name withheld] gave an extremely thorough examination, reassurance given and clear prompts aimed at my daughter (age specific).		None.	
8	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very friendly at reception & the orthoptist was very friendly & patient.	Not long wait. Orthoptist very nice.	Nothing.	
9	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Polite, helpful staff. A play area for children.	The atmosphere was calm and relaxing with very helpful staff.	In the hospital nothing. Parking, though, is difficult at times and expensive.	
10	General Surgery (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly, kind, prompt & efficient. All staff.	Very good timekeeping and communication.		