

Outpatients - North Devon District Hospital - Friends and Family Test - Jun-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 %
Jun-19	237	96.6	1.3	2.1

Qualitative feedback - Jun-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			
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Friendly, informative. Reassuring. Thank you!		
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Had good service from both [illegible] and Echo.		
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	I think the treatment is excellent & all doctors and nurses are very helpful. As I have mentioned overleaf, the only improvement would be a nearer outpatient department for people who are older & don't have their own transport like myself. [Name withheld]	The only thing that improve own service in Bude is if we could have an outpatients service a bit nearer like Holsworthy or Stratton, as if you don't have your own transport it is a little difficult.	
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The efficiency with the cardiac team was excellent. Also Echo & ECG. Thank you all for helping my condition to be resolved so promptly.	I was very happy with the service, little things like a text to remind you, echo squeezing me in at the end of the day.	
6	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Barnstaple hospital is local to our home. The staff are all very good, very helpful - give us the time and help we need. We owe a big thank		

			you to everyone there.		
7	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very satisfied with the service.	None.	
8	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Excellent, friendly service.		
9	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very informative and reassuring.		
10	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Do not publish
11	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Do not publish
12	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very friendly and informative. She was A1.		
13	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Staff put you at ease, very pleasant and efficient. Give you confidence.		
14	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Common sense talked. Understood. Pleasant.	Ok as it is.	
15	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			Do not publish
16	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Everything is explained in a way that each patient can understand. Waits are not too long. The hospital communicates well with own GP. And parking has improved.		
17	Arrhythmia Service (NDDH Outpatients)	Likely	Very good.	None.	
18	Audiology (NDDH Outpatients)	Extremely Likely	Very short waiting time. My problem was swiftly and professionally dealt with.		
19	Audiology (NDDH Outpatients)	Extremely Likely			
20	Audiology (NDDH Outpatients)	Extremely Likely	Everyone polite and friendly and very good hospital. Doctors very good.	None.	
21	Audiology (NDDH Outpatients)	Don't Know	Mould for right ear not fitting properly, making ear sore.	No, excellent service always.	
22	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff very caring & explaining things clearly. Many thanks.		

23	Breast Clinic (NDDH Outpatients)	Extremely Likely			
24	Breast Clinic (NDDH Outpatients)	Extremely Likely	Always friendly, helpful care at N.D.D.H.		
25	Breast Clinic (NDDH Outpatients)	Extremely Likely	It's a very caring service, helpful, friendly, good advice in helping, good results.	Very good service.	
26	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very good experience. A one-stop shop Breast Clinic. Friendly, efficient staff.		
27	Breast Clinic (NDDH Outpatients)	Extremely Likely	Everyone was extremely nice and polite.		
28	Breast Clinic (NDDH Outpatients)	Extremely Likely	The doctor & the nurse have been very friendly & made me feel relaxed.	None.	
29	Breast Clinic (NDDH Outpatients)	Extremely Likely	On arrival for app, I only waited a few minutes then called in. Waiting time very good, nurses & doctors very caring & pleasant.		
30	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The course was excellent in all aspects.	No, it is excellent.	
31	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Great support from the team. Being part of a group.		
32	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Improved confidence, feel stronger, improved level of exercise.	None - excellent.	
33	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Giving confidence to do more exercise.	No.	
34	Cardiology (NDDH Outpatients)	Extremely Likely	I personally have been looked after extremely well. Cardiology for test etc. on pacemaker. Very friendly staff.	No, all very good.	
35	Cardiology (NDDH Outpatients)	Extremely Likely	Much needed service in North Devon.	Continue with the good work so vitally needed.	
36	Cardiology (NDDH Outpatients)	Extremely Unlikely	Feedback.	No.	
37	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Helpful & understanding staff.		

38	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I've been treated well during all my visits and stays.		
39	Care of the Elderly (NDDH Outpatients)	Extremely Likely			Do not publish
40	Care of the Elderly (NDDH Outpatients)	Neither Likely nor Unlikely	I wouldn't wish this problem on anyone. However, the Stroke Unit have been marvellous throughout.		
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have had several stays in this hospital for several reasons and the treatment has always been excellent. The care and compassion when I had two strokes was very caring. I can only say you deserve many thanks. A happy Cornishman.	Make your appointments when you have had a look at distance for some of your patients have to travel. For myself, after 10am is much easier. Thank you.	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Drop off patient.	Drop off door near to clinic.	
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Thank you very much 2 nurses and Dr who look after me & my son on the 27 May evening. You are amazing, wish you best. [Name withheld] & mum.		
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	People and advice very good.		
46	Clinic / department not entered (NDDH Outpatients)	Not entered	When you need a hospital, N.D.D.H. is the nearest hospital to visit.		
47	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Very little waiting. Treated as a person not a number. I live on Lundy & that was taken into account with X-rays / bloods.	Can't think of one.	
48	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Everywhere clean & tidy. Helpful, polite staff. All very efficient & organised. Great café nearby.		
49	Clinic/dept not	Extremely Likely	The NHS providing a wonderful service, it's		

	entered–Area A (NDDH Outpatients)		much appreciated all their hard work. The hospitals staff are helpful & comfortable waiting facilities.		
50	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Very friendly & helpful staff. Spotless facilities - first class all round, what a wonderful NHS! Easy parking now - fantastic.	No. I think you are doing a wonderful job, many thanks.	
51	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Prompt, friendly service. Excellent NHS.		
52	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Everybody was so helpful and friendly. I quite enjoyed my visit. Thank you.		
53	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Efficient & friendly staff help to make appointment comfortable. Improved car parking space is also excellent. Thank you.		
54	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	No complaints whatsoever, mostly satisfied with all my visits.		
55	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Prompt, polite.		
56	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely			Do not publish
57	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Arrived 1.5 hours early, still waiting.		
58	Clinic/dept not entered–Area A (NDDH Outpatients)	Neither Likely nor Unlikely		Turn the heating down.	
59	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
60	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Everybody is so lovely and helpful.	No.	

61	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	First class service, being friendly & explained in full.	No comments at present, pleased with visit.	
62	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
63	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Good service.		
64	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	No problems or complaints, only too grateful.	Not really - all very efficient and friendly.	
65	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Fabulous care and compassion when my father passed away last year. Much better than Bath RUH!		
66	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Punctual, good doctor response.		
67	Colorectal (NDDH Outpatients)	Extremely Likely	Comprehensive consultation with a forward plan.		
68	Colorectal (NDDH Outpatients)	Likely	Due to the NHS being vastly under-resourced & overused the waiting time, being taken in late for the appointment, can be rather long.		
69	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very kind, considerate and professional evaluation.		
70	EEG / EMG (NDDH Outpatients)	Extremely Likely	Nice staff, friendly.		
71	EEG / EMG (NDDH Outpatients)	Extremely Likely	The lady that saw me was very lovely, really friendly & professional. The unit could do with some TLC as very dated and not looking very good.	Give the unit a lick of paint and make it look a bit nicer.	
72	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very helpful and friendly with what had to be done - A1.		
73	EEG / EMG (NDDH Outpatients)	Extremely Likely			
74	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very kind & helpful.	Brighten up the surroundings, very dreary &	

	Outpatients)			depressing.	
75	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, happy experience.	Signage on the way in! I couldn't find it!!	
76	EEG / EMG (NDDH Outpatients)	Extremely Likely	Throughout the experience & contact has been friendly whilst still professional.	No.	
77	EEG / EMG (NDDH Outpatients)	Extremely Likely	Smooth & efficient service.		
78	ENT (NDDH Outpatients)	Extremely Likely	Friendly, helpful staff, efficient throughout x.		
79	ENT (NDDH Outpatients)	Extremely Likely	After a negative experience with my doctor about an ongoing issue with hearing, I now come to the hospital for the treatment of ear cleaning. Lovely staff. Listening & adapting to other needs (anxiety) and treatment is good.		
80	ENT (NDDH Outpatients)	Extremely Likely	Excellent clinical care. Good reception staff and accommodating with appointment dates and times. Friendly and helpful attitudes.	Be able to communicate by email. Phone during lunchtimes for working people.	
81	ENT (NDDH Outpatients)	Extremely Likely	Staff very professional, helpful, make you feel reassured.	More water coolers.	
82	ENT (NDDH Outpatients)	Extremely Likely	Always had good treatment at N.D.D.H.		
83	ENT (NDDH Outpatients)	Likely			Do not publish
84	ENT (NDDH Outpatients)	Likely	Staff very professional. Waiting room comfortable.		
85	ENT (NDDH Outpatients)	Unlikely	Had ENT OPA booked for 4:10pm, contacted and asked if could attend at 3:40pm instead. Arranged to leave work earlier. However, wasn't called in until gone 4:10pm - total waste of time!!	Ensure if calling in and changing pts. apt, that they are seen on time - wasted 40mins.	
86	Exmoor Unit (NDDH Outpatients)	Extremely Likely	First class care & treatment. Friendly, reassuring staff. Very caring.	Exmoor Unit badly in need of more ventilation. Very uncomfortable & stuffy in warm weather.	
87	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Quite a bit of waiting but all staff very good & understanding. Mr [name withheld] was excellent at explaining my condition with great		

			'bedside' manner.		
88	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Staff very kind and efficient.		
89	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Always had good treatment at N.D.D.H. over the years. Wonderful staff in all departments. Thank you very much.		
90	Exmoor Unit (NDDH Outpatients)	Likely			
91	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are always very pleasant and amazing.		
92	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff. On time with appointments. Text message reminder. Separate child's play area.		
93	Eye Clinic (NDDH Outpatients)	Extremely Likely	Eye inflammation - ongoing issue.	All seems efficient and friendly, so nothing to improve.	
94	Eye Clinic (NDDH Outpatients)	Extremely Likely	It helps to think what patients want.		
95	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very kind & helpful.		
96	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone 100% efficient & friendly.		
97	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have found that throughout my treatment here (over 3 years) the staff and doctors have been most friendly & helpful. They put you at your ease & make each visit a very pleasant experience.		
98	Eye Clinic (NDDH Outpatients)	Extremely Likely			
99	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very pleased with the prompt response to my eye problem. All staff are very polite and professional. The unit seems to be well organised.	No further suggestions for improvement.	
100	Eye Clinic (NDDH Outpatients)	Extremely Likely	I use the NHS on a regular basis. It is wonderful, nowhere like it on the planet, so don't knock it!		
101	Eye Clinic (NDDH Outpatients)	Extremely Likely	North Devon Hospital is very good, staff very helpful.		

102	Eye Clinic (NDDH Outpatients)	Extremely Likely	Treatment received has been thorough. Explanations have been clear.	No.	
103	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast & friendly reception staff. Excellent medical treatment. Good, short waiting times in clinics as a rule.	Get a coffee machine?	
104	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
105	Eye Clinic (NDDH Outpatients)	Likely	Pleasant manner, answered all questions. Saw Dr [name withheld]. Concerned that the Dr had long sleeves, wore a watch and didn't wash his hands before or after touching my eye which was concerning.	Follow basic hand hygiene to prevent spreading infection.	
106	Eye Clinic (NDDH Outpatients)	Likely	Needed expert advice and this was close at hand. Waiting time was ok. Staff very pleasant & helpful.	No.	
107	Eye Clinic (NDDH Outpatients)	Likely	Reception good. Refreshment trolley. Efficient staff.	Reduce waiting times.	
108	Eye Clinic (NDDH Outpatients)	Likely	I have received great care and they always try to help.		
109	Eye Clinic (NDDH Outpatients)	Likely	A positive visit, friendly staff and the waiting time wasn't long.	N/A.	
110	Eye Clinic (NDDH Outpatients)	Likely	Staff very good.		
111	Eye Clinic (NDDH Outpatients)	Likely		Outpatient app. system erratic. Consultants unable to advise adequately or recommend remedies etc. Left feeling very frustrated.	
112	Fracture Clinic (NDDH Outpatients)	Extremely Likely			
113	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Great, friendly service.		
114	Fracture Clinic (NDDH Outpatients)	Likely	Would have ticked top box but usually only give recommendations when someone asks how I got on at hospital. If asked about my operation I do definitely say how pleased I was with the treatment and friendliness of staff.		
115	General Surgery	Not entered	Only come to hospital because I have to!		

	(NDDH Outpatients)				
116	Gynaecology (NDDH Outpatients)	Extremely Likely	All staff I encountered were polite, professional & pleasant. Excellent!		
117	Gynaecology (NDDH Outpatients)	Likely			
118	Gynaecology (NDDH Outpatients)	Not entered	I would not recommend the service. I would only say that I had received good / poor care & would be happy to return for further care.		
119	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Helpful & always feel better after check up to find that everything okay.		
120	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Amazing care.	No.	
121	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Nice, helpful people.		
122	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Really friendly and helpful, look after me as I was one of their own.		
123	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Because I cannot fault the care given to me.	No.	
124	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	Lovely team.		
125	Heart Failure Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] is an exceptional nurse. I felt very comfortable with her competence.	More parking.	
126	Heart Failure Clinic (NDDH Outpatients)	Not entered	Wonderful team of nurses, so helpful.	No!	
127	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely		N/A.	
128	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly. Very professional.		
129	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly staff and good care.	Message people when there are delays to eliminate the need to wait.	
130	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			

131	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Made to feel relaxed.		
132	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very professional and friendly service by all staff. Everything very well explained.		
133	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very good service, on time & efficient.		
134	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Polite, friendly, not rushed.		
135	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Talk to me through all my treatment.		
136	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very professional staff & extremely reassuring. Young dentist who undoubtedly has a very good attitude & will go far in his career.		
137	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The dentist, Dr [name withheld], and nurses were so lovely and helpful. I did not feel anything at all.		
138	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Brilliant care & polite & brilliant, good service.	Nope.	
139	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly & informative staff.		
140	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Quick, efficient, friendly.		
141	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	V. good, efficient staff and appointments on time.		
142	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Such lovely staff - care was wonderful - thank you.		

143	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly, warm, every process explained. Excellent atmosphere of 'strive for excellence'.	Hard to improve.	
144	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly staff / service quick & efficient.		
145	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All the staff were very friendly.		
146	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very gentle - excellent dental experience and very caring staff who talked through & reassured me as I was very nervous. Thank you! You are all amazing!!		
147	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very kind, informative staff.		
148	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Procedure painless. Staff very pleasant & helpful.	None.	
149	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone very kind and caring.	Just carry on as you are.	
150	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	A friendly and informative approach. Felt reassured by knowing the step-by-step guide to my treatment. Felt relaxed and not stressed.		
151	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Did a good job. Well organised.		
152	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Brilliant care through all my treatment with lovely staff who made me feel at ease. Thank you x.		
153	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
154	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly and informative, made to feel very at ease.		

	Outpatients)				
155	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Really friendly, considerate staff.		
156	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Amazing experience, didn't feel a thing & staff so friendly.	No.	
157	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Best treatment ever.		
158	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Quick, efficient service.		
159	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment. Hospitality. [Name withheld] was very good and nurses [names withheld] very kind.	Already organised.	
160	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
161	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Professional care, most patience I have ever experienced. A very good team.		
162	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
163	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Very helpful.		
164	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Experience was pleasant and everything went well.	Not really.	
165	Neurology (NDDH Outpatients)	Extremely Likely	The warm, friendly advice and the obvious apparent interest Dr [name withheld] was taking in my problems was very, very much appreciated and valued.		

166	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Very good service.	No.	
167	Oncology (NDDH Outpatients)	Extremely Likely	I always received good quality of care while I'm here.		
168	Oncology (NDDH Outpatients)	Extremely Likely	I cannot praise this department or the hospital enough. Lovely people, courteous and [name withheld] is so kind and a great chap.	Yes, tell the 'moaners' that they are lucky to have a wonderful NHS!!	
169	Oncology (NDDH Outpatients)	Extremely Likely	Excellent care, doctors, support staff. Even though can be short-staffed.	Communications between departments could be improved.	
170	Oncology (NDDH Outpatients)	Extremely Likely	Lovely people, great treatment.	No - everything fine.	
171	Orthopaedic Interface Service (NDDH Outpatients)	Likely	Excellent consultation.	No.	
172	Orthopaedics (NDDH Outpatients)	Extremely Likely	Orthopaedic consultant clinic - listed for surgery on knees, good outcome of appointment.	None.	
173	Orthopaedics (NDDH Outpatients)	Extremely Likely	Friendly, clean, professional environment.	No.	
174	Orthopaedics (NDDH Outpatients)	Extremely Likely	Service always exceptional.		
175	Orthopaedics (NDDH Outpatients)	Extremely Likely	I've always had excellent healthcare service from both orthopaedics & pulmonary departments.		
176	Orthopaedics (NDDH Outpatients)	Likely			Do not publish
177	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Very quick and very helpful.		
178	Physio (NDDH Outpatients)	Extremely Likely	Shoulder problem ongoing.	None!	
179	Physio (NDDH Outpatients)	Extremely Likely	Have received excellent and courteous service, good advice given for home exercises.		
180	Physio (NDDH Outpatients)	Extremely Likely	Extremely caring, thoughtful and determined to help with patient progress. If there are any problems they offer advice on the phone if needed. All staff work to a high standard under	Having been here for physio treatment, very happy with the service. Comfortable surroundings and cold water available if needed. Brilliant.	

			extreme pressure.		
181	Physio (NDDH Outpatients)	Extremely Likely	Very helpful, good exercises.	No.	
182	Physio (NDDH Outpatients)	Extremely Likely	Very friendly, personable! Just brilliant.		
183	Physio (NDDH Outpatients)	Likely	Friendly staff.	Cut down time to wait.	
184	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Because of the help and time I have been given.		
185	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Very pleasant staff who make a necessary treatment an enjoyable experience.		
186	Radiology - CT scan	Extremely Likely	Treatment given prompt to appointment time, staff friendly & courteous, procedure explained clearly.	Reduce long waiting time for appointment.	
187	Radiology - CT scan	Extremely Likely	Very efficient, helpful and friendly staff.		
188	Radiology - CT scan	Extremely Likely	Good care from radiologist particularly helpful.		
189	Radiology - CT scan	Extremely Likely	Thank you [name withheld] for looking after me today, your kindness and compassion much appreciated. [Name withheld]		
190	Radiology - CT scan	Extremely Likely	Staff & care was very good. Excellent service all round.	No.	
191	Radiology - CT scan	Extremely Likely	Always pleasant & helpful.		
192	Radiology - CT scan	Extremely Likely	Very helpful, very caring.		
193	Radiology - CT scan	Extremely Likely			Do not publish
194	Radiology - CT scan	Extremely Likely	Very helpful, know what there doing, kind staff.	Less waiting time, quicker appointments.	
195	Radiology - CT scan	Likely	Everything so far has been very good. Long wait in A&E and lost notes in day surgery so marked down 1 point. Thank you.	All good.	
196	Radiology - CT scan	Likely		Water cooler for patients and families waiting please.	
197	Radiology - CT scan	Likely	A helpful and communicative staff.	None!	
198	Radiology - CT scan	Likely	Good transport to and from hospital and good		

			treatment at hospital. Staff very friendly.		
199	Radiology - CT scan	Neither Likely nor Unlikely	My family & friends will go to the NHS hospital where they live.	From initial GP apt and a referral for suspected cancer to a scan has taken 3.5 months - too long.	
200	Radiology - CT scan	Not entered	Everything explained about the scan at every stage. Accommodating of my needs.	The waiting area is bleak and has nothing to focus on! A TV or radio needed.	
201	Radiology - MRI scan	Extremely Likely	Kind staff, not much waiting.		
202	Radiology - MRI scan	Extremely Likely	Lovely staff, nice quiet area, nice & cool.	Nope, keep up the good work.	
203	Radiology - X-ray	Extremely Likely	Always helpful and friendly staff.		
204	Radiology - X-ray	Extremely Likely	Flexibility of when one can turn up for an appointment.		
205	Radiology - X-ray	Extremely Likely	Quick waiting time. Very pleasantly-mannered radiographer.		
206	Radiology - X-ray	Extremely Likely	Nice waiting area.		
207	Radiology - X-ray	Extremely Likely	All very good. All on time.		
208	Radiology - X-ray	Extremely Likely	I was scanned on time (MRI), then referred to CT with little delay. Staff excellent, kept me informed.		
209	Radiology - X-ray	Extremely Likely	Fast, good service.		
210	Radiology - X-ray	Extremely Likely	Kind, friendly, efficient.		
211	Radiology - X-ray	Extremely Likely			
212	Radiology - X-ray	Likely	Quick & simple when I attended.		
213	Radiology - X-ray	Likely	Friendly, short wait times.		
214	Radiology - X-ray	Likely	Pleasant & happy experience.	No.	
215	Radiology - X-ray	Likely	Lovely staff. I feel me always welcome.	All good, just sometimes long waiting time.	
216	Radiology - X-ray	Likely	I had to speak to a staff member to and ask why my appointment was so late. The staff member working in ultrasound by the mammogram department was excellent.	Keep patients informed on waiting times.	
217	Radiology - X-ray	Unlikely	Waited over 3/4hr for appointment.	Be on time!	
218	Respiratory (NDDH Outpatients)	Extremely Likely	I think the NHS is amazing and we are so lucky to have it.	No, none at all.	

219	Respiratory (NDDH Outpatients)	Extremely Likely	Appointment was made quickly & inducted on time.		
220	Respiratory (NDDH Outpatients)	Extremely Likely	Because of the staff and how thorough the care is.	No.	
221	Respiratory (NDDH Outpatients)	Likely			
222	Respiratory (NDDH Outpatients)	Not entered			Do not publish
223	Rheumatology (NDDH Outpatients)	Extremely Likely	Professional & friendly staff.		
224	Rheumatology (NDDH Outpatients)	Extremely Likely	Since I have attended this clinic since July 2018 I have always found everyone connected with this clinic extremely kind & helpful.		
225	Rheumatology (NDDH Outpatients)	Extremely Likely			
226	Rheumatology (NDDH Outpatients)	Likely			
227	Urology (NDDH Outpatients)	Extremely Likely	Because of the speed of appointments.		
228	Urology (NDDH Outpatients)	Extremely Likely	Good welcome, on time, friendly, efficient staff.	It's fine.	
229	Urology (NDDH Outpatients)	Likely	The only comment I can make is that one of the consultants was particularly rough when inserting a scope into my urethra. That was April of this year and I still suffer discomfort when I pass urine. I certainly don't want to see him again.		
230	Vascular (NDDH Outpatients)	Extremely Likely			Do not publish

Qualitative feedback - Jun-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	EEG / EMG (NDDH Outpatients)	Not entered	Yes				
2	EEG / EMG (NDDH Outpatients)	Not entered	Yes	The lady was lovely and we didn't have to wait, even though we were early.			
3	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Friendly & reassuring, explained everything well.			
4	EEG / EMG (NDDH Outpatients)	Not entered	Yes				
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Quiet & on time.	Very quiet, very few people around, which is very important to our daughter. A stress-free environment.		
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes				Do not publish

7	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Efficient, friendly, on time (in fact early). Great communication. Made the experience as pleasant as possible for our son.	As on previous page.	The 4-week wait for appointment (I don't find that completely unreasonable though).	
8	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Daughter has autism and the use of sensory equipment made whole process at the clinic a real pleasure. Thank you so much.			
9	Eye Clinic (NDDH Outpatients)	Patient	Yes	Because I was seen quite quickly and everyone is very kind.	Seen quickly, kind staff.	Some teen reading (magazines) e.g. Aquila.	
10	Eye Clinic (NDDH Outpatients)	Patient	Yes	Lots of nice toys.	Friendly staff.	Music in waiting room.	
11	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Yes	Friendly staff made me feel relaxed.	Fully explained each step and were very calm.		
12	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Yes	Kind, made me feel calm and safe.			
13	Radiology - X-ray	Parent/Guardian/ Carer	Maybe	The children's waiting area could do with a few more things for slightly older children (aged 7).	The staff were very friendly and made my child feel at ease.	Maybe a TV in the children's area.	