

Outpatients - North Devon District Hospital - Friends and Family Test - May-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:

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

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

'Would not recommend' percentage is calculated as follows:

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

(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 %
May-19	236	95.3	2.1	2.5

Qualitative feedback - May-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	The unit is efficient and well organised. Staff are polite and professional. Information given was clear and easily understood.	No.	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	[Name withheld] was very helpful & reassuring.	No. Very good and on time.	
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Doctor was very helpful and informative.		
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very professional & helpful.		
5	Audiology (NDDH Outpatients)	Extremely Likely	Proper attention given this time for my long-standing ear wax issue.		
6	Audiology (NDDH Outpatients)	Extremely Likely			
7	Audiology (NDDH Outpatients)	Extremely Likely	Very efficient service.		
8	Audiology (NDDH Outpatients)	Extremely Likely	We have always had amazing service, especially the wonderful [name withheld].	Clone [name withheld] ASAP, reception staff are fab.	
9	Audiology (NDDH Outpatients)	Extremely Likely	Very warm welcome from the nurse, put you at ease immediately. Brilliant nurse, so kind & did		

			a very good job. Thank you.		
10	Audiology (NDDH Outpatients)	Extremely Likely	Since my first appointment I have been impressed by the wonderful service I have had from efficient and caring staff. I think a great service is offered here.	I cannot find any faults!	
11	Audiology (NDDH Outpatients)	Extremely Likely	Extremely friendly, professional team & on time. Couldn't have asked for more.		
12	Audiology (NDDH Outpatients)	Extremely Likely	Efficient & useful service, particularly the availability of a walk-in clinic.		
13	Audiology (NDDH Outpatients)	Likely			
14	Audiology (NDDH Outpatients)	Neither Likely nor Unlikely			
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Staff have been extremely friendly and put me at ease.		
16	Breast Clinic (NDDH Outpatients)	Extremely Likely	Since autumn 2016 when breast cancer was first discovered the surgical and nursing staff have all been friendly and helpful to me and to my husband. Thanks to them I know much more about the trouble and the treatment and if I had not known about something my questions have been answered patiently. N.D.D.H. is the right size - not too big.	We live 40 miles away and appreciate the way that most of our appointments give us a reasonable allowance of time for travel. However, arriving at 7.30 for an operation at 3.45ish was no joke - NBM (Nil By Mouth) since 10:00pm the previous evening was [illegible].	
17	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Friendly & well organised, creating a feeling of confidence.	(Ice cream van). No, all good really.	
18	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	This was a totally positive experience both from the help and support given by the instructors to the confidence the exercising gave me to continue a normal lifestyle.	It would be nice to continue with such a class and, if required, pay for such a service, even if this was on a less regular basis. The encouragement this would give to the people taking part would, I think, be very positive.	
19	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	The treatment and care at this hospital and the staff is excellent. [Name withheld]		
20	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent care throughout cardio-respiratory! Staff very helpful.		

21	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Always great service and everyone should be thankful to have an NHS like ours.		
22	Cardio-respiratory (NDDH Outpatients)	Likely	Satisfaction.	No.	
23	Cardio-respiratory (NDDH Outpatients)	Likely		Unable to get wheelchairs through the door into the room.	
24	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Brilliant staff in all aspects of care.		
25	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All the nurses and doctors were so nice very professional but friendly, lovely atmosphere, very clean - all staff were helpful x.	N/A.	
26	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	All good so far.		
27	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly, efficient staff. Clean.		
28	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I rang my doctor this morning, explained how I was and he sent me here, fantastic. Well done NHS.		
29	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent care and service. Everyone very kind.		
30	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
31	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Dr [name withheld] wasn't very approachable or very friendly at our last visit. I felt as a patient I was entitled to ask any questions. Whereas this visit I saw Dr [name withheld] who was complete opposite, very helpful & informative.	Dr [name withheld] could have a better bedside manner which [illegible].	
32	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because [illegible].		

33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always a good, friendly, helpful service with good results.		
34	Clinic / department not entered (NDDH Outpatients)	Likely	Care and consideration, understanding.	N/A.	
35	Clinic / department not entered (NDDH Outpatients)	Likely	Clean waiting area and friendly staff.		
36	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Service has always been very good, very helpful.	Just keep these standards and we will be happy.	
37	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
38	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Organised & excellent people. Short waiting times / list.	Informed if running on time with consultants.	
39	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
40	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Everyone is very kind.		
41	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	They are all so friendly.	Nope.	
42	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Pleasant area, efficient & friendly receptionist. Comfortable, clean & airy. Pleasant staff. Kids area too!	A simple remedy to cut the queues outside the car park in the street is to reverse the entrance and exit. That way cars would queue within the hospital compound causing less congestion in the roads around the hospital!	
43	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	The car park is much better.	Give them more money.	
44	Clinic/dept not	Extremely Likely	Service excellent although more staff all round		

	entered–Area A (NDDH Outpatients)		required.		
45	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Efficient appointment time. Helpful, friendly staff. Calm, orderly environment.	Give estimate of waiting time between one consultation & the next i.e. shouldn't be too long is not specific enough.	
46	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Dealt with efficient, kind & considerate by all staff. Pleasant waiting area.		
47	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Impartial / polite, friendly.		
48	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	High quality of care & treatment.		
49	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Always given prompt care and attention.	Make available in Bideford Hospital.	
50	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Excellent treatment always. Many thanks.		
51	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	There is no alternative to attending outpatient department.	It serves its purpose.	
52	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Very friendly staff, very helpful & professional.		
53	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
54	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
55	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	All staff very professional & friendly. Puts you at ease.		
56	Clinic/dept not	Extremely Likely	Friendly, professional and helpful staff.		

	entered–Area A (NDDH Outpatients)				
57	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	The service by staff is outstanding. Thank you.	None needed.	
58	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	All ran like clockwork.	Louder calling.	
59	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Throughout this morning. I have been treated with courtesy, efficiency and sensitivity in the breast clinic, mammogram & ultrasound department. My questions were answered, I was given time, my concerns were addressed. I have been extremely impressed by all staff, their attitude, helpfulness, making me feel at ease.	No, I have found it an excellent service. My various tests, examinations and consultation were all within 2.5 hours. Thank you.	
60	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Airy / informative / friendly.		
61	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Always been very impressed with NHS, only criticism would be waiting times for outpatient appointments.	Quicker appointments times.	
62	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	My husband & I use the service in our old age.	No.	
63	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Gratitude to the NHS.	Be more helpful with advice on resigning in after X-ray. Appointment ended up being 1.5 hours late.	
64	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	All went according to schedule.		
65	Clinic/dept not entered–Area A (NDDH Outpatients)	Neither Likely nor Unlikely	Waited over 46 minutes. Perhaps the 'state of the art' TV should inform patients of delays?	As above.	
66	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered			Do not publish

	Outpatients)				
67	Clinic/dept not entered–Area A (NDDH Outpatients)	Not entered	What other options are there?		
68	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			Do not publish
69	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Very good service.	Nothing.	
70	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Didn't wait long.		
71	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Everyone is very good, kind & patient. 30th May 2019.		
72	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	We have always been treated so well with the staff helping us in every way. We are so lucky to live in North Devon and have this hospital so near. Full marks & thanks.		
73	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Everyone very helpful.	None.	
74	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Very good.	Very helpful.	
75	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	NDH is good. Most helpful.	Coat hangers in departments (hooks).	
76	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Very caring and helpful.		
77	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Patient car park layout is much improved. Staff are friendly & welcoming.		

78	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
79	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
80	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
81	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Excellent service.		
82	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Caring & thorough.		
83	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
84	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Nice friendly staff and very helpful.		
85	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
86	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Friendly and very helpful and understanding. Always get answers when you ask questions.		
87	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	First time here since we've moved to the area.	Free car parking. Time indication for appointments.	
88	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	People were being seen quickly, plenty of seats.	N/A.	
89	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			

90	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Pleasant staff. Only a small amount of waiting time. However, this isn't always the case. I think people should be given a realistic waiting time on arrival.	Inform people of waiting times.	
91	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			
92	Clinic/dept not entered–Area C (NDDH Outpatients)	Neither Likely nor Unlikely			
93	Clinic/dept not entered–Area C (NDDH Outpatients)	Unlikely	My gynaecologist consultant requested a blood test related to my pregnancy. The sample was collected on 3rd May but results were not provided until 24th May putting pregnancy at risk. The reason for the delay was a fault in the equipment which was not notified to my consultant until she followed up on 21st May.	Better communication between different services.	
94	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Unlikely	Waiting time for a simple blood test is ridiculous! I begrudge paying £1.80 for parking just to have this done!!	More organisation!	
95	Clinic/dept not entered–Area C (NDDH Outpatients)	Not entered	It depends on who I am advising.	More pictures in reception room.	
96	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly, quick and easy treatment.		
97	EEG / EMG (NDDH Outpatients)	Extremely Likely	The complete professionalism of the very competent staff.		
98	EEG / EMG (NDDH Outpatients)	Extremely Likely		No.	
99	EEG / EMG (NDDH Outpatients)	Extremely Likely			
100	EEG / EMG (NDDH Outpatients)	Extremely Likely	Ease of use.		
101	EEG / EMG (NDDH Outpatients)	Extremely Likely	Promptly seen, procedure clearly explained. Very good manner with patient.		
102	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very relaxing experience, made very	No.	

	Outpatients)		comfortable.		
103	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very friendly and explained everything in detail about the procedure to make sure I understood.	Cool water machine.	
104	EEG / EMG (NDDH Outpatients)	Extremely Likely			
105	EEG / EMG (NDDH Outpatients)	Extremely Likely	Wonderful person, put you really at ease.		
106	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very polite and lovely people. Took care of me well.		
107	Endocrinology (NDDH Outpatients)	Extremely Likely	Very happy with the treatment and quick response time.	No.	
108	ENT (NDDH Outpatients)	Extremely Likely	Fantastic service! Explained I was going on my honeymoon & needed a custom ear plug made. I'd missed the cut off but [name withheld] saved my honeymoon by getting me in quickly with [name withheld] who made me feel comfortable & at ease even googling 'swimming [illegible]' for me & telling me to ring up if don't hear anything few days before we leave. Thank you so much!! [Name withheld].		
109	ENT (NDDH Outpatients)	Extremely Likely	Very pleasant staff. Extremely thorough with explanations of examinations.		
110	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Eye problems - macular clinic.	The nursing / medical staff rarely repeat names when calling for the next patient & can be quietly spoken so it is quite easy for patients to miss their call. Please repeat names & be a little louder, especially for those hard of hearing.	
111	Exmoor Unit (NDDH Outpatients)	Extremely Likely	I should like to thank [name withheld] for her kindness. Her explanation of my condition was very helpful. [Name withheld] had a wonderful, calming manner. Thank you, you deserve a shout out.		
112	Exmoor Unit (NDDH	Extremely Likely	Good service - within 24hrs of experiencing		

	Outpatients)		symptoms of a retinal tear I had seen 2 nurses & 4 doctors - all very pleasant & helpful & had laser treatment performed.		
113	Exmoor Unit (NDDH Outpatients)	Extremely Likely	If you have some problem then here is the best place to come! Everyone is so lovely & you get the best care. Waiting is always a thing but it can't be helped as there are many people who are in need.	So much better now than in 2011 when I had retina problems. Thank you for streamlining the care.	
114	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient, friendly and helpful.	None.	
115	Eye Clinic (NDDH Outpatients)	Extremely Likely	Hospital have supported me and cared for me for the last 2yrs and have made a great difference to my eyes & kept me informed always.	Not really.	
116	Eye Clinic (NDDH Outpatients)	Extremely Likely	Contact lens.		
117	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been visiting the Eye Clinic for around 10 years and enjoy seeing the staff here. I'm well looked after.		
118	Eye Clinic (NDDH Outpatients)	Extremely Likely	I am grateful for the wonderful care & attention I have received from Mr [name withheld], Mr [name withheld] and all the support staff. Everyone has been so friendly & helpful.		
119	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always pleasant & polite & helpful.		
120	Eye Clinic (NDDH Outpatients)	Extremely Likely		Keep to appointment times.	
121	Eye Clinic (NDDH Outpatients)	Extremely Likely	Brilliant care.		
122	Eye Clinic (NDDH Outpatients)	Extremely Likely	Eye Clinic provides good, efficient care for my eye problem. They always show me great consideration when I come in or contact them.	For some clinics the wait is very long, even for a scheduled appointment.	
123	Eye Clinic (NDDH Outpatients)	Extremely Likely	Sight in right eye very bad, having various treatments.	Shorter waiting time!	
124	Eye Clinic (NDDH Outpatients)	Extremely Likely	Ease of the appointment.	No.	

	Outpatients)				
125	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff very friendly & efficient.	More of the armchairs as, although I am not disabled, I have arthritis in my hips & after 5mins on the bench seating I was in quite a lot of pain!	
126	Eye Clinic (NDDH Outpatients)	Extremely Likely	Waiting time was not too bad. Obviously, have to wait for drops to work but, all in all, good experience & helpful staff.		
127	Eye Clinic (NDDH Outpatients)	Extremely Likely	You're all marvellous.	Get more funding from the government. Good luck with that!	
128	Eye Clinic (NDDH Outpatients)	Likely	Friendly staff.		
129	Eye Clinic (NDDH Outpatients)	Likely	Seen quickly. Identified what was wrong same day. Staff kind & helpful.		
130	Eye Clinic (NDDH Outpatients)	Likely	Fast to be seen. Happy to see you on the desk. Relaxing music played.	Nothing needed.	
131	Eye Clinic (NDDH Outpatients)	Likely			
132	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
133	Eye Clinic (NDDH Outpatients)	Likely			Do not publish
134	Eye Clinic (NDDH Outpatients)	Likely	Great, on time. Really lovely, friendly staff.		
135	Eye Clinic (NDDH Outpatients)	Likely	Staff friendly & reassuring. Doctors excellent - good communication. P.S. why was I called in for a £160.00 appointment when the blood results were not through. It seems a waste of my time & yours!!!	Make sure all results are through so time's not wasted needing a second appointment!	
136	Eye Clinic (NDDH Outpatients)	Not entered	Delay in glaucoma appointment is very concerning.		
137	Eye Clinic (NDDH Outpatients)	Not entered	Very caring and kind. Nurse very patient.		
138	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Every staff member polite. Areas clean. Consultant explained everything v. well. Thank you.		

139	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very efficient, caring & friendly. Well done everyone.	None.	
140	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Very long waiting times in clinic on several of my visits. My plaster cast needed altering but I had to see a doctor first. So this took a whole day, then 10 minutes help from plaster team!	Improve appointment system - waiting times are too long. Allow direct access to plaster technicians.	
141	Fracture Clinic (NDDH Outpatients)	Extremely Unlikely	Terribly organised, arrived for a booked MRI to be told my name isn't down for one! Sat waiting for an explanation. 36 weeks pregnant, on crutches in absolute agony. This isn't good enough.	Better communication!	
142	Gastroenterology (NDDH Outpatients)	Likely	Each appointment has been ok. Sometimes a longer wait than you would like.	More doctors.	
143	Gynaecology (NDDH Outpatients)	Extremely Likely	On time. Good service.		
144	Gynaecology (NDDH Outpatients)	Extremely Likely	Always very efficient and friendly service.	The service should be better funded which I know is the responsibility of the government!	
145	Hepatology (NDDH Outpatients)	Extremely Likely	Good all-round service.	No.	
146	Hepatology (NDDH Outpatients)	Extremely Likely	Pleasant receptionist. Seen on time. Everyone friendly. Waiting room - clean, airy, spacious.		
147	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	This was the best dental treatment I have experienced.		
148	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Well-explained procedure. Felt relaxed at all time and kept calm by the staff attitude.		
149	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I am a very nervous dental patient, but the consultants here are fantastic. I am so grateful for the consideration and care that was afforded to me.	None, all amazing.	
150	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All fine, very reassuring. Many thanks.	None.	
151	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Dr & nurses very good. Dr explained everything to make you feel at ease.		

	Outpatients)				
152	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very quick & responsive to my pain.		
153	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Wonderful staff & service.		
154	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly, informative, pain-free.		
155	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very efficient, very reassuring.		
156	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Because the staff were excellent and very kind.	Perhaps a shorter time on the waiting list.	
157	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very helpful.		
158	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] treatment was second to none. Never had such painless injections. He as very informative while giving treatment, put me at ease, and even made me laugh. Wish I could see him as a regular dentist [name withheld].	No.	
159	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Easy, simple, nice doctors. [Name withheld]	N/A.	
160	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Lovely, friendly staff, everything was explained fully.		
161	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Considerate and thorough.		
162	Maxillofacial and Orthodontics (NDDH	Extremely Likely			

	Outpatients)				
163	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment and aftercare. Good, clear instructions for care at home.	None.	
164	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly, calm and very efficient.		
165	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	They were really sensitive to my concerns and I was treated with respect.		
166	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
167	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent treatment and staff.		
168	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	From the first appointment to this treatment today it's been a very quick time frame, well informed throughout. Good drill.		
169	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The staff made me feel relaxed. Enabled me to move forward towards my bypass surgery. Thanks to all. [Name withheld]		
170	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Helpful, friendly, efficient.		
171	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very helpful & caring.		
172	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	It was actually fun. Looking forward to seeing the cross stitch!	N/A.	
173	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Relaxing, understanding, caring staff. Very patient.		
174	Maxillofacial and Orthodontics (NDDH	Extremely Likely	Very friendly & efficient treatment.		

	Outpatients)				
175	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very kind staff. Quick procedure. No problems, felt at ease.		
176	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Procedure quick and well explained.	Better timekeeping.	
177	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly & reassuring.		
178	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Have been very good and put you at ease.	No.	
179	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly. Amazing service. Informative. Quick - thank you.	No.	
180	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Brilliant service, very friendly & caring.		
181	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent care.		
182	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Caring, gentle & good at distracting from procedure!		
183	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
184	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Explained clearly, went really well.		
185	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Wonderful, professional, friendly people. Thank you.		
186	Maxillofacial and Orthodontics (NDDH	Extremely Likely			

	Outpatients)				
187	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everything was really well explained and I felt reassured and left to make a decision which felt right. After I was offered support and help.		
188	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Good service. Letter notifications received in ample time.	More car parking spaces, free parking, tarmac.	
189	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Good service, even if appointments never run on time.	N/A.	
190	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Efficient & kept well informed. Procedure went smoothly.		
191	Maxillofacial and Orthodontics (NDDH Outpatients)	Neither Likely nor Unlikely	I don't think I have ever had an appointment that is on time. They need to work on scheduling. Lovely otherwise.		
192	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Very happy with treatment. Excellent! Thank you very much. [Name withheld].		
193	Orthopaedics (NDDH Outpatients)	Extremely Likely	Consultant very friendly.		
194	Orthopaedics (NDDH Outpatients)	Likely			Do not publish
195	Phlebotomy Clinic (NDDH Outpatients)	Extremely Unlikely	Waiting too long for blood test. Only one nurse on and the waiting list is too long. One person waiting over an hour.	More nurses to do blood tests.	
196	Phlebotomy Clinic (NDDH Outpatients)	Extremely Unlikely	Extremely slow & very unfriendly [illegible] already stressed.	[Illegible] no of people taking blood Be more efficient.	
197	Phlebotomy Clinic (NDDH Outpatients)	Not entered	Recommending hospitals isn't a common conversation topic but, if it did come up, I would probably recommend the hospital.		
198	Physio (NDDH Outpatients)	Extremely Likely			
199	Physio (NDDH Outpatients)	Extremely Likely	Good treatment & advice.		

200	Physio (NDDH Outpatients)	Likely	Physio appointment following knee injury. Waiting 7 weeks for an appointment.		
201	Physio (NDDH Outpatients)	Not entered	I'd have to know someone with [illegible].		
202	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	In & out within the appointment time. [Name withheld] and pre-op assessment. Everyone quick & efficient.		
203	Radiology - CT scan	Extremely Likely	Very good staff who explained everything very clearly. My appointment was on time.		
204	Radiology - CT scan	Extremely Likely	Staff very helpful & polite.	No, it seems to be working well.	
205	Radiology - CT scan	Extremely Likely	The staff were very friendly and did an excellent job as always.		
206	Radiology - CT scan	Extremely Likely	A very professional service from start to finish, everything explained so well. Thank you.	How to find the service, as always.	
207	Radiology - CT scan	Extremely Likely	Extremely helpful, caring & friendly staff. They made me feel relaxed.	No, thought the department was well run & everyone cheerful & helpful!	
208	Radiology - CT scan	Extremely Likely	Handled very efficiently and within the timescales set out.	I don't think any improvement is required.	
209	Radiology - CT scan	Extremely Likely	I am very nervous by nature but I found the whole procedure very reassuring.		
210	Radiology - CT scan	Extremely Likely	Very well cared for by staff in the Radiology Department today.		
211	Radiology - CT scan	Extremely Likely			Do not publish
212	Radiology - CT scan	Extremely Likely	This is the third CT Scan I have had in a year - but the first at N.D.D.H. Cannot speak to highly of the staff here in Barnstaple. Very kind, caring radiographer [name withheld]. Most significant thing was communication - I knew what was happening all the time. What a difference that made - thank you. (Other hospital also in same CCG).	More money for NHS. Your wonderful staff are overworked - they are coping brilliantly but need support (MAU Clinic).	
213	Radiology - CT scan	Extremely Likely	Very informative. Friendly staff. Professional.	It's so hot in the waiting area, not ideal when you feel panicky / nervous.	
214	Radiology - CT scan	Extremely Likely	Staff very good & efficient.		
215	Radiology - CT scan	Extremely Likely	Courteous staff. Detailed briefing of the		

			procedure, effects, side effects of the medication used properly explained.		
216	Radiology - CT scan	Extremely Likely	Efficient, courteous, relaxed atmosphere, on time which is great considering the NHS is so stretched.		
217	Radiology - CT scan	Likely	Prompt service. Professional staff.		
218	Radiology - CT scan	Not entered	Everything went fine, on time, staff very helpful. No problems at all. Thanks to the staff.	No.	
219	Radiology - MRI scan	Extremely Likely	They have been very good in all they did. I would trust them with my life.	A very hard thing to do, they were so good in all they did.	
220	Radiology - MRI scan	Extremely Likely	Friendly, cleanish, made to feel welcome.		
221	Radiology - Ultrasound	Extremely Likely			Do not publish
222	Radiology - Ultrasound	Extremely Likely	Seen on time, nice staff.		
223	Radiology - X-ray	Extremely Likely	Staff were friendly, helpful and professional. I was seen on time.	No.	
224	Radiology - X-ray	Extremely Likely	Kindness / efficiency.		
225	Radiology - X-ray	Extremely Likely	[Name withheld] on reception excellent! Whole thing from GP to X-ray was brilliant! Quick, friendly and I was so impressed!!		
226	Radiology - X-ray	Extremely Likely	Very friendly allowed time for the patient with dementia. Very understanding.		
227	Radiology - X-ray	Likely			
228	Radiology - X-ray	Likely	Very quick waiting times, though busy, spaces for seats were limited.	More flow to allow all visitors / patients to sit down.	
229	Radiology - X-ray	Likely	Communication good - pleasant staff.		
230	Radiology - X-ray	Likely			Do not publish
231	Radiology - X-ray	Likely	Did not have to wait for ages to be seen!		
232	Radiology - X-ray	Likely			
233	Radiology - X-ray	Don't Know			Do not publish
234	Radiology - X-ray	Not entered	Proximity – too far to travel to others.	More seating.	
235	Radiology (NDDH Outpatients)	Likely		Better waiting times.	
236	Respiratory (NDDH)	Extremely Likely	Dr [name withheld] listened to what I had to		

	Outpatients)		say - she is polite, friendly and very professional. A credit to herself & the NHS.		
237	Respiratory (NDDH Outpatients)	Extremely Likely	No waiting. Calm environment.		
238	Respiratory (NDDH Outpatients)	Likely	Previously great service but 1st O/P letter said we would be contacted before 2nd appointment - no contact made. Reception also told us we would be contacted to cancel appointment if needed. We had no contact & no telephone contact to confirm attendance. As [illegible] was being discounted (& we were going away for Bank Hol w/e) we were on tenterhooks & had to phone ourselves to check day before.	Outpatient B area has no signage until you get to A/B reception. We turned away as we saw out pt. A!	
239	Urology (NDDH Outpatients)	Likely	Everyone very helpful and kind but waiting times rather long.		

Qualitative feedback - May-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	Parent/Guardian/	Yes	Very patient with my 2yr	Very friendly.	Nothing.	

	(NDDH Outpatients)	Carer		old and friendly.			
2	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly and welcoming.	Relaxed.		
3	EEG / EMG (NDDH Outpatients)	Not entered	Yes	There was a video playing so the test could be carried out.	The lady was very gentle and talk to [name withheld].		
4	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Easy to find, well signposted, nice toy area although busy and bit small.	Friendly staff.	Toy area little bigger as very busy, caused arguments among kids.	
5	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Really helpful getting two appointments together.			
6	Eye Clinic (NDDH Outpatients)	Not entered	Not entered	Staff [illegible]. Very friendly.		Nothing.	
7	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Yes	Very happy with the quick procedure carried out by [name withheld] and team. Very caring and professional.			
8	Physio (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Always friendly. Clean & tidy.	Friendly staff.		