

## Outpatients - North Devon District Hospital - Friends and Family Test - Jul-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 %
Jul-19	325	96.6	0.6	2.8

### Qualitative feedback - Jul-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	People are good with very clear explanations.		
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	No delay at all. Superb, friendly service & approach. Altogether a good experience, professional & helpful.		
3	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Very thorough, peace of mind, friendly staff.		
4	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	Good information - friendly staff. Great treatment.		
5	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			
6	Audiology (NDDH Outpatients)	Extremely Likely	Staff are very friendly and helpful.		
7	Audiology (NDDH Outpatients)	Extremely Likely	Starts well at desk! Receptionist nice.		
8	Audiology (NDDH Outpatients)	Extremely Likely	Always have excellent service.		
9	Audiology (NDDH Outpatients)	Extremely Likely			

10	Audiology (NDDH Outpatients)	Extremely Likely	Hearing checks etc. 2 cataract op's. So caring.	No.	
11	Audiology (NDDH Outpatients)	Extremely Likely	Courteous, efficient & sympathetic.		
12	Audiology (NDDH Outpatients)	Extremely Likely	Friendly, reasonably on time, good service.	Cheaper/free parking.	
13	Audiology (NDDH Outpatients)	Likely	Very helpful today - ongoing resolution for my problem.		
14	Breast Clinic (NDDH Outpatients)	Extremely Likely	It's important people seek help to get themselves better. NHS helps millions of people & commendable healthcare service.	Paper cups, more colour.	
15	Breast Clinic (NDDH Outpatients)	Extremely Likely	Very kind and friendly.	No.	
16	Breast Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
17	Breast Clinic (NDDH Outpatients)	Extremely Likely	On my first visit everyone was so kind & helpful. Only just arrived today.		
18	Breast Clinic (NDDH Outpatients)	Likely	Bright, comfortable waiting area. Relaxed friendly staff.		
19	Breast Clinic (NDDH Outpatients)	Unlikely	The doctor who examined my wife appeared to have no interest in listening to what she was saying. Is that patient care? Seemed like a pre-set agenda. No empathy for situation, disappointing and disgusting response.		
20	Cardiac Rehab Clinic (NDDH Outpatients)	Likely	Everything is working fine.		
21	Cardiology (NDDH Outpatients)	Extremely Likely	Excellent care.		
22	Cardiology (NDDH Outpatients)	Extremely Likely	Usually met with politeness, always seen on time.		
23	Cardiology (NDDH Outpatients)	Extremely Likely	I have always received fast, friendly and very good service.	More comfy chairs.	
24	Cardiology (NDDH Outpatients)	Extremely Likely	Apart from waiting, it is a great service.	Try to avoid as much waiting.	
25	Cardiology (NDDH Outpatients)	Extremely Likely	Heart problem and M.S. Felt extremely unwell, tel: Dr [name withheld] via sec. Echo &		

			appointment arranged in few hrs. over tel. Appointment 3 days later with [name withheld] for Echo as I have M.S. too. Dr [name withheld] & his team so kind & caring. Please feel free to contact/tel. [patient's name withheld]. I'm so lucky to on Drs list.		
26	Cardiology (NDDH Outpatients)	Extremely Likely			Do not publish
27	Cardiology (NDDH Outpatients)	Extremely Likely	Staff friendly, welcoming - feedback from doctors good - well explained.		
28	Cardiology (NDDH Outpatients)	Likely	Everything seemed very smooth. Staff were very friendly and competent and not too long to wait between tests.		
29	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Friendly & helpful.		
30	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Choose appointment time to suit. Rarely have to wait - seems very efficient.	More comfortable seats.	
31	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Quick, efficient & friendly professionals.		
32	Cardio-respiratory (NDDH Outpatients)	Extremely Likely			
33	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Excellent service over 18 years.		
34	Cardio-respiratory (NDDH Outpatients)	Neither Likely nor Unlikely			
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Nothing but good service.	Reduce waiting times.	
37	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always.		
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish

	Outpatients)				
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		No.	
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff kind & helpful.	Reduce waiting times.	
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly & helpful staff.		
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly and efficient staff.		
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful, polite, makes you feel welcome.		
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Slick service, no hanging around, staff professional and approachable, feeling of confidence.		
45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Prompt and friendly. Very efficient. All [illegible]. 'Drop-in' service is very convenient.		
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The staff very helpful & cheerful at all times.		
48	Clinic / department not entered (NDDH Outpatients)	Likely	Always a pleasure to be treated so kindly & well.	Not at present.	
49	Clinic / department not entered (NDDH Outpatients)	Likely			
50	Clinic / department not entered (NDDH Outpatients)	Likely			

	Outpatients)				
51	Clinic / department not entered (NDDH Outpatients)	Likely	Overall, a pleasant experience. Staff friendly.		
52	Clinic / department not entered (NDDH Outpatients)	Likely	Requested.		
53	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely		By starting the clinic at the correct time to prevent a back-up of patients.	
54	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	Brought my 5-yr old with me (lack of childcare in holidays). Nothing for this age range to keep her amused!	Water cooler, different age range books.	
55	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Always had a prompt, friendly service from all staff.		
56	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Because every visit I have made to the hospital has been excellent, the service I have had from the NHS has been fantastic. [Name withheld]		
57	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Staff were extremely friendly - I was seen promptly.	Soft music to prevent hearing other patients details.	
58	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Professional & friendly.		
59	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
60	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Pleasant staff & a doctor who made you feel at ease.		
61	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	We have always had a good response from the staff. They are very helpful.		
62	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Staff kind, caring & professional.	No. Seems to be running very smoothly. 11/10!	

	Outpatients)				
63	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	The staff have been very friendly and helpful. There were no delays and everyone was extremely efficient. Car park much better too!		
64	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Bright open space - pleasant reception staff. If you have to attend hosp all the little things help.	No.	
65	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Helpful and efficient service - a long way to Exeter - keep services local.		
66	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			Do not publish
67	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely			
68	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Only 'Likely' as had to wait 40mins past appointment time but, once in, Dr [name withheld] was brilliant, explained everything.	Update patients of waiting time (board said 15m delays).	
69	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely			
70	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely			Do not publish
71	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Welcoming & approachable staff.		
72	Clinic/dept not entered–Area B (NDDH Outpatients)	Extremely Likely	Because we have always had a very friendly and helpful encounter with staff on every visit.	Not at present, you have already made some seating improvements. The parking is very much improved.	
73	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Staff & doctors always friendly, never too busy.		
74	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Very friendly, professional, kept me happy whilst I waited.		

	Outpatients)				
75	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	This hospital has saved a life, always been helpful and always there for help.		
76	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely			
77	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	As we age we are more likely to meet someone who is facing medical attention and so I would advise to go ahead with confidence as the North Devon Hospital can be relied on in most cases.	Only to just offer, where possible, the time to visit for tests and seeing the specialist if they live in outlying areas - if reliant on public bus services instead of 8.30am say offer 10am etc. Suggest the hospital first asks the patient if proposed time is ok for using buses etc. and offer the chance [illegible] feedback.	
78	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely	Friendly, not had a bad experience here.		
79	Colorectal (NDDH Outpatients)	Extremely Likely	Excellent treatment. No waiting and very friendly & kind staff.		
80	EEG / EMG (NDDH Outpatients)	Extremely Likely	The test procedure was clearly explained and conducted in a very pleasant manner.	No.	
81	EEG / EMG (NDDH Outpatients)	Extremely Likely	Efficient service, friendly.		
82	EEG / EMG (NDDH Outpatients)	Extremely Likely			Do not publish
83	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] was extremely helpful kind & supportive through the procedure. Checking I was ok. A1! Organised & on time.		
84	ENT (NDDH Outpatients)	Extremely Likely	Was seen and dealt with promptly, follow up was quick.	No.	
85	ENT (NDDH Outpatients)	Extremely Likely	Time allocated was more than adequate. Explanation and treatment very good.		
86	ENT (NDDH Outpatients)	Likely	Friendly staff, good treatment.		
87	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Attended for operation. Eye Clinic - ongoing. Ears Clinic ongoing. Staff always helpful & kind,	The car park is amazing now.	

			& results very good. Thank you.		
88	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Staff always friendly, polite & professional. Patients always treated with respect.		
89	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		
90	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Do not publish
91	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Exmoor Unit always very helpful & friendly.		
92	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very friendly, helpful. Lovely doctors etc.		
93	Exmoor Unit (NDDH Outpatients)	Extremely Likely			
94	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Service was brilliant.		
95	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Never had to wait long, staff all very friendly.		
96	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Urgent eye problem dealt with efficiently, professionally and with great consideration. Very caring, kind and sensitive. And very polite.	None, just keep up the good work.	
97	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Everything explained clearly & respectfully, staff were polite, friendly, felt at ease.		
98	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Because it's going to help my partner have sight in his eye.	No. I think you do a really good service and help is good.	
99	Exmoor Unit (NDDH Outpatients)	Likely	Because the hospital does all it can with the staff they have. They are all helpful.	No, very happy with what I receive.	
100	Exmoor Unit (NDDH Outpatients)	Likely			
101	Exmoor Unit (NDDH Outpatients)	Likely	Friendly & helpful staff.	Sometimes over crowded - no windows & no fresh air!	
102	Exmoor Unit (NDDH Outpatients)	Not entered	First time here, staff very nice.		
103	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff courteous & obliging. Have been sent for blood test immediately, results marked urgent and now waiting to see doctor. Parking greatly improved.		

104	Eye Clinic (NDDH Outpatients)	Extremely Likely	Helpful, caring staff throughout my visit.	Water fountains available in more areas.	
105	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
106	Eye Clinic (NDDH Outpatients)	Extremely Likely	Lovely nurse [name withheld]. Staff explained everything well. Lovely & clean.	Yes. Tell patients before they come that they may have drops that affect vision, therefore shouldn't drive.	
107	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fast, friendly, thorough & helpful.		
108	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly staff. Seen promptly.		
109	Eye Clinic (NDDH Outpatients)	Extremely Likely	A very busy morning. The reception staff were very helpful. The nurse was able to get to us after half an hour & did the tests & put drops in my eyes. Good visit to Dr & left with a further appointment booked.		
110	Eye Clinic (NDDH Outpatients)	Extremely Likely	Had excellent care and treatment.		
111	Eye Clinic (NDDH Outpatients)	Extremely Likely	Speed and accuracy of the dept.	No - more disabled parking spaces.	
112	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
113	Eye Clinic (NDDH Outpatients)	Extremely Likely	I've been treated with care & respect & as much as can be done is being done.		
114	Eye Clinic (NDDH Outpatients)	Extremely Likely	Inflammation of eyes (ongoing condition).	Seems efficient, always friendly, nothing obvious to improve.	
115	Eye Clinic (NDDH Outpatients)	Extremely Likely	I was seen in the emergency Eye Clinic today by Dr [name withheld]. He was very kind, reassuring and thorough. He explained clearly why my eye was blood shot and what action I needed to take. Please pass on this info to Dr [name withheld].	Keep being so caring & kind to patients.	
116	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always found the staff at the NHS to be very caring and very efficient.	None whatsoever.	
117	Eye Clinic (NDDH Outpatients)	Extremely Likely	Polite staff. Friendly. Calm.		

118	Eye Clinic (NDDH Outpatients)	Extremely Likely	Great service, lovely staff.		
119	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent ophthalmology team at Barnstaple. Drs, nurses and staff are dedicated, caring professionals. Well done! Many thanks.		
120	Eye Clinic (NDDH Outpatients)	Extremely Likely	Kind staff - helpful when nervous.		
121	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always very helpful staff, very pleasant. Waiting time has come down.		
122	Eye Clinic (NDDH Outpatients)	Extremely Likely	Swift response and care during treatment.	No problems.	
123	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have always been treated well and good results.	No, I think it's good.	
124	Eye Clinic (NDDH Outpatients)	Extremely Likely	All good.		
125	Eye Clinic (NDDH Outpatients)	Extremely Likely	1 really good department with friendly staff and good doctors.	Very good service.	
126	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quick, efficient service.	None - it was excellent.	
127	Eye Clinic (NDDH Outpatients)	Extremely Likely	Prompt, efficient & friendly.		
128	Eye Clinic (NDDH Outpatients)	Extremely Likely	Extremely helpful and kind and no complaints against the Eye Clinic.	None.	
129	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have attended this clinic for a few years now. The attention & care have always been exceptional in person and over the phone.		
130	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent level of care received. I feel I have been kept very well informed of what happens next.		
131	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because of the careful consideration they give you.		
132	Eye Clinic (NDDH Outpatients)	Extremely Likely	Both I and my husband have attended the hospital on many occasions over the past 13 years. We have always been treated promptly, efficiently and with courtesy and friendliness. The outpatients system runs very smoothly and		

			effectively.		
133	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very efficient, pretty much on time. All staff helpful and pleasant. Condition explained in language I could understand.		
134	Eye Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
135	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good treatment always given.	Need more staff.	
136	Eye Clinic (NDDH Outpatients)	Likely	Attendance was satisfactory and reasonably on time.	Automatic sign in on arrival like at doctors surgery may help with staffing pressures.	
137	Eye Clinic (NDDH Outpatients)	Likely	Everyone does their best and you are kept informed as to what is happening.	I was told to come back in 8 weeks but the appointment was 12.5 weeks wait, as I had to wait for app to be sent. Would be better to make it on the day.	
138	Eye Clinic (NDDH Outpatients)	Likely	Check up to look into back of eye.		
139	Eye Clinic (NDDH Outpatients)	Likely	Friendly staff. Good results!	No.	
140	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Had good and bad experiences.		
141	Eye Clinic (NDDH Outpatients)	Not entered	Spouse / chauffeur in outpatient. 4th visit in last 4 months. Impressed and grateful for help / services given.	If car park is [illegible] or full it causes significant added stress.	
142	Eye Clinic (NDDH Outpatients)	Not entered	I find the consultant pleasant, knowledgeable and helpful in a caring way.		
143	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Very kind people who give fantastic care.	None.	
144	Fracture Clinic (NDDH Outpatients)	Extremely Likely	All staff pleasant & helpful. Fan on in waiting room. Room for wheelchair.	We thought we had an apt. but discovered that the time we had was the start of the clinic. Several others had the same time as us. This wasn't made clear beforehand.	
145	Fracture Clinic (NDDH Outpatients)	Extremely Likely	6 weeks follow up after fracture.	Air conditioning.	
146	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Seen promptly - very friendly & helpful staff.		

147	Fracture Clinic (NDDH Outpatients)	Extremely Likely	I have always been treated extremely well every time I come here, I think it's well done in all aspects.		
148	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Expert attention & everybody so friendly and pleasant. Many thanks.	Not really, it ran smoothly.	
149	Fracture Clinic (NDDH Outpatients)	Likely	Friendly and caring service. Good communication (other than my appointments being rescheduled without telling me).		
150	Fracture Clinic (NDDH Outpatients)	Likely	Staff very helpful working under extreme pressures, busy clinics.	Not arrange so many patients to be seen.	
151	Gastroenterology (NDDH Outpatients)	Extremely Likely	Made me better.	Keep up the good work.	
152	Gastroenterology (NDDH Outpatients)	Extremely Likely	The staff on arrival were very friendly and took the time to listen to you. My appointment was on time and I was satisfied with my talk & examination with the doctor.	The service seemed under control so no room for improvement, well done to all the staff.	
153	Gastroenterology (NDDH Outpatients)	Extremely Likely	Always happy.	No.	
154	Gastroenterology (NDDH Outpatients)	Extremely Likely	Everyone was very kind & helpful helping to make me feel more relaxed & able to cope with the situation.		
155	Gastrointestinal (NDDH Outpatients)	Extremely Likely	Helpful staff, not long to wait, clean waiting area.	An indication of how late a department is running would be helpful.	
156	General Surgery (NDDH Outpatients)	Neither Likely nor Unlikely			
157	Gynaecology (NDDH Outpatients)	Extremely Likely	Efficient, professional, compassionate staff.		
158	Gynaecology (NDDH Outpatients)	Extremely Likely	Mr [name withheld] the consultant & the nurse both lovely & took time to explain.		
159	Gynaecology (NDDH Outpatients)	Extremely Likely			Do not publish
160	Gynaecology (NDDH Outpatients)	Likely			
161	Gynaecology (NDDH Outpatients)	Likely			
162	Gynaecology (NDDH Outpatients)	Likely			Do not publish

	Outpatients)				
163	Gynaecology (NDDH Outpatients)	Likely	Good experience. Especially last week from the student nurse her name was [name withheld] & she was amazing!	None.	
164	Gynaecology (NDDH Outpatients)	Likely	Very helpful & friendly.		
165	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Efficient.	No, just getting very bored being hassled by volunteer to fill these forms in.	
166	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Nurse very helpful with BF advice, encouraging words gratefully received.	Better signage from lifts.	
167	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Was made to feel really at ease x.		
168	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
169	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly, fast and helpful.		
170	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Nurses and dentist very friendly and very proficient, excellent service.		
171	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Removal of wire from jaw.	Cannot, excellent service.	
172	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Brilliant & caring people.		
173	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Nurse & doctor explained everything really clearly. Really clear pre-treatment & post-treatment information and service. Great service.	All great, no improvement suggestions.	
174	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Quick, friendly, helpful, informative.	No.	

	Outpatients)				
175	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Procedure explained fully & follow up. Great care taken to ensure no discomfort with my sensitive teeth.	No, very good.	
176	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Helpful & friendly, made me feel at ease.		
177	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
178	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] and Maxillofacial Team.		
179	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent injection & good pre-explanation.		
180	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	A very kind and thoughtful team. Thank you. All things explained carefully as one goes along.	No suggestions.	
181	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent staff, friendly & all went well.	Nope.	
182	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Best care.		
183	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Clear advice.		
184	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Relaxed environment. Informative and detailed updates. Advice given afterwards on what to do.	N/A.	
185	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Care could not have been more prompt, thorough, professional and kind.	None at all - brilliant from all the team, working so well together.	
186	Maxillofacial and Orthodontics (NDDH	Extremely Likely	Lots of care, many thanks.		

	Outpatients)				
187	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The staff made my son very comfortable & at ease.		
188	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Procedure was explained clearly and thoroughly. Felt very relaxed and comfortable. Everyone kind and felt relaxed.		
189	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The care & attention to detail by your team has been of the highest standard.		
190	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very attentive and lovely staff. Couldn't asked for more.	None.	
191	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Everyone was very helpful.	No.	
192	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely			Do not publish
193	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Very positive & calm.		
194	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely			Do not publish
195	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely			Do not publish
196	Multiple Sclerosis Nurse (NDDH Outpatients)	Extremely Likely	Always helpful at reception. Usually running on time. Caring staff with my condition.		
197	Neurology (NDDH Outpatients)	Likely	Good.		
198	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Exercises & mindfulness helps.	Some magazines & books to read.	

199	Oncology (NDDH Outpatients)	Extremely Likely	Very helpful.		
200	Oncology (NDDH Outpatients)	Extremely Likely	Everyone was warm & friendly.	Keep up the great work.	
201	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have been given really good care and support.		
202	Orthopaedics (NDDH Outpatients)	Extremely Likely			Do not publish
203	Orthopaedics (NDDH Outpatients)	Extremely Likely	Punctual, efficient and friendly.	Provide water maybe.	
204	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very satisfied with my consultation and explanation.		
205	Orthopaedics (NDDH Outpatients)	Extremely Likely	Seen early!		
206	Orthopaedics (NDDH Outpatients)	Extremely Likely	I have just seen the consultant and it was a very useful appointment.	I had a total knee replacement & was discharged without any information about exercise, needs to be addressed.	
207	Pain Management Service (NDDH Outpatients)	Extremely Likely			Do not publish
208	Phlebotomy Clinic (NDDH Outpatients)	Likely	Friendly, responsive staff.	Long wait - 3/4hr for blood test.	
209	Physiotherapy (NDDH Outpatients)	Extremely Likely	I have received excellent care, through hydrotherapy and then physio with [name withheld]. I feel very grateful to have had such brilliant treatment. Thank you.	No.	
210	Physiotherapy (NDDH Outpatients)	Extremely Likely	The service I have received here has been excellent. Thank you.		
211	Physiotherapy (NDDH Outpatients)	Extremely Likely	Friendly, helpful department.		
212	Physiotherapy (NDDH Outpatients)	Extremely Likely	I have had excellent treatment from the physios over the last 10 months and cannot fault my treatment at all.	No.	
213	Physiotherapy (NDDH Outpatients)	Extremely Likely	Big improvement in car park & layout of department. Well done.		
214	Physiotherapy (NDDH Outpatients)	Extremely Likely	Very helpful & explained everything & good		

	Outpatients)		exercises.		
215	Physiotherapy (NDDH Outpatients)	Extremely Likely	Quick appointment, professional staff.	It was very, very hot and uncomfortable for patient and physiotherapist.	
216	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good & friendly service.		
217	Physiotherapy (NDDH Outpatients)	Extremely Likely	Excellent care from [names withheld].		
218	Physiotherapy (NDDH Outpatients)	Extremely Likely	I've always been treated well.		
219	Physiotherapy (NDDH Outpatients)	Extremely Likely	They have always been very helpful. Appointments always run on time.	No.	
220	Physiotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] has given me great mental & physical support. (I have a bad back). He has given me many ideas to take away & do to help myself.	The physio waiting room is almost unbearably hot. At one point, I felt quite faint. Is it possible to have a fan?	
221	Physiotherapy (NDDH Outpatients)	Extremely Likely	The service and help/support I received has been amazing. I am very happy customer. Thank you all.		
222	Physiotherapy (NDDH Outpatients)	Extremely Likely	Good, effective treatment. Staff always polite. You feel you are working together to help your problem and that you are in control.	Remove check-in machine - very difficult to use. Larger fonts reveal all personal details to anyone behind you.	
223	Physiotherapy (NDDH Outpatients)	Likely	Due to waiting lists.		
224	Physiotherapy (NDDH Outpatients)	Likely	Any help is better than being in pain.	Keeping to time for app. Shorter wait for app.	
225	Physiotherapy (NDDH Outpatients)	Likely	Waiting time for physio apt (initial) always long but service very good.		
226	Physiotherapy (NDDH Outpatients)	Likely	Staff are friendly.	No.	
227	Physiotherapy (NDDH Outpatients)	Don't Know	The self check-in kiosk displays all sorts of personal info (phone number, email, home address, etc.) that can be seen by those around you. This is not good practice.	Please email me to report back [address omitted].	
228	Physiotherapy (NDDH Outpatients)	Not entered			Do not publish

229	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Absolutely brilliant service, helps build faith in the NHS.		
230	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	Excellent hydrotherapy treatment & very professional staff!		
231	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	[Name withheld] made it all seem possible & very helpful.	More sessions.	
232	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Likely	Friendly staff, very helpful.	More refreshments in all departments.	
233	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	I brought my uncle up this morning for a pre-op assessment, the treatment he was given by the team has been nothing but excellent, so kind and caring, fitting in appointments today so he didn't have to return tomorrow.		
234	Radiology - CT scan	Extremely Likely	Very helpful & kind. Explained everything clearly.		
235	Radiology - CT scan	Extremely Likely	They could not do more.	No.	
236	Radiology - CT scan	Extremely Likely	Excellent explanation of procedure & patient answering of all questions.		
237	Radiology - CT scan	Extremely Likely	The actual treatment & the staff are excellent.		
238	Radiology - CT scan	Extremely Likely	Very friendly and made to feel comfortable.		
239	Radiology - CT scan	Extremely Likely	I have been touched by the kindness of the staff especially the care given by the lady who conducted my CT Scan. [Name withheld]	You cannot improve on kindness and care.	
240	Radiology - CT scan	Extremely Likely	Very friendly and professional, could not fault the people or the service.	Carry on doing what your doing.	
241	Radiology - CT scan	Extremely Likely	Cannot fault the service everybody helpful, friendly and efficient.		
242	Radiology - CT scan	Extremely Likely	Mr [name withheld] & all the team have been extremely kind, professional & efficient & I've been treated very well & respectfully at all times. The procedure was very successful.	The only improvement would be appt. waiting times in the fracture clinic but it's a minor suggestion.	

243	Radiology - CT scan	Extremely Likely	From experience you get treated well and the staff appear to be friendly.	If there is a wait let people know how long a delay there is.	
244	Radiology - CT scan	Extremely Likely	My 4th visit, excellent care, medics & admin. Staff very professional and helpful.	No.	
245	Radiology - CT scan	Extremely Likely	All the staff explained the procedure well & made me comfortable.		
246	Radiology - CT scan	Extremely Likely	Thorough consultation. Answered all my questions gave reassurance to my [illegible] mobility.	[Illegible] back the water dispenser.	
247	Radiology - CT scan	Extremely Likely			Do not publish
248	Radiology - CT scan	Likely	I really thought it would have been worse than what it was, the staff are so good, that makes all the difference.	No. I feel the staff are very good, make you feel fine.	
249	Radiology - CT scan	Neither Likely nor Unlikely	Because hospitals are never pleasant experiences - however, this outpatients is quite calm and the waits not too long.	More communication about length of wait time.	
250	Radiology - MRI scan	Extremely Likely	Very polite and caring staff. Also, very clean. Thank you.		
251	Radiology - MRI scan	Extremely Likely	Warm and friendly staff throughout, approachable.		
252	Radiology - MRI scan	Extremely Likely	Clear explanations & friendly staff.		
253	Radiology - MRI scan	Extremely Likely			Do not publish
254	Radiology - Ultrasound	Extremely Likely	The secretary (possibly) [name withheld] went to great lengths to change my appointment date. Thanks.		
255	Radiology - X-ray	Extremely Likely			
256	Radiology - X-ray	Extremely Likely	I only waited 15 minutes today.		
257	Radiology - X-ray	Extremely Likely			Do not publish
258	Radiology - X-ray	Extremely Likely	Friendly. Prompt. Polite. Respectful.		
259	Radiology - X-ray	Extremely Likely	Friendly, caring staff. (Small gripe - 25 minutes delay to my appointment time).		
260	Radiology - X-ray	Extremely Likely	Prompt, polite staff.		
261	Radiology - X-ray	Extremely Likely	Staff always thorough and understanding.		

262	Radiology - X-ray	Extremely Likely	I feel looked after.	No.	
263	Radiology - X-ray	Extremely Likely			Do not publish
264	Radiology - X-ray	Extremely Likely			Do not publish
265	Radiology - X-ray	Extremely Likely	Drop-in was great, only waited 15mins to be seen. Brilliant for people that have limited free time.	More drop-in clinics needed.	
266	Radiology - X-ray	Extremely Likely	Staff extremely friendly & helpful, make you feel reassured.		
267	Radiology - X-ray	Extremely Likely	Have had a great number of treatments and other operations at the hospital over the years and there have never been any mistakes.		
268	Radiology - X-ray	Extremely Likely			
269	Radiology - X-ray	Extremely Likely	Very friendly, helpful staff. Seen very quickly.		
270	Radiology - X-ray	Extremely Likely	I have found that the majority of staff are kind, compassionate, respectful & professional.	If there is a delay could that be stated. Just so you know roughly how long it will be.	
271	Radiology - X-ray	Extremely Likely			Do not publish
272	Radiology - X-ray	Extremely Likely			Do not publish
273	Radiology - X-ray	Extremely Likely	Today has been very efficient, professional service, helpful staff.	Wifi [illegible].	
274	Radiology - X-ray	Extremely Likely	Friendly staff, very helpful, all ok.		
275	Radiology - X-ray	Likely	Staff were very helpful.		
276	Radiology - X-ray	Likely	Excellent service, very helpful staff [name withheld]. Very clean department, relaxing lights great.	No.	
277	Radiology - X-ray	Likely			
278	Radiology - X-ray	Likely			Do not publish
279	Radiology - X-ray	Likely	Seemed like nice people.	More comfortable seats.	
280	Radiology - X-ray	Likely	Service & staff.		
281	Radiology - X-ray	Likely	Usually run on time for booked appts. Friendly & helpful staff.		
282	Radiology - X-ray	Likely	Punctual service.		
283	Radiology - X-ray	Unlikely	Waited for over 1 hour!		

284	Radiology (NDDH Outpatients)	Extremely Likely	Everything went well and everyone was extremely helpful. Fantastic NHS.		
285	Radiology (NDDH Outpatients)	Extremely Likely	Staff are amazing, so helpful & friendly.	No.	
286	Radiology (NDDH Outpatients)	Extremely Likely	I have (and am!) attending many different departments and can only say they are all excellent. We are very lucky to have such a brilliant hospital in our area. Thank you! [Name withheld]		
287	Respiratory (NDDH Outpatients)	Extremely Likely	The friendly, helpful treatment and advice.		
288	Respiratory (NDDH Outpatients)	Likely	Friendly, efficient.		
289	Rheumatology (NDDH Outpatients)	Extremely Likely	This was a first appointment when I attended Rheumatology Clinic, I was very pleased indeed with the helpful professionalism of all the staff, i.e. medical, nursing & reception.		
290	Rheumatology (NDDH Outpatients)	Extremely Likely	Fast and informative service.		
291	Rheumatology (NDDH Outpatients)	Extremely Likely	Dealt with efficiently by reception & clinical staff. Appreciate text reminders of appointments.	I would much prefer being able to book my next appointment at once, [Illegible] my appointment, with reception staff at the clinic. This [illegible] having to try to alter dates sent in the past.	
292	Rheumatology (NDDH Outpatients)	Extremely Likely	Very helpful and listening.		
293	Rheumatology (NDDH Outpatients)	Extremely Likely	I have recently been seeing [name withheld] regarding my recent diagnosis for Rheumatoid Arthritis. She and the team have been excellent in dealing with me. From my first meeting with her she has given me hope and confidence in moving forwards with the condition. I can't thank her enough.	None. Keep doing what you're doing!	
294	Rheumatology (NDDH Outpatients)	Extremely Likely	Rheumatology have always been there for me!! Great service.	N/A.	
295	Rheumatology (NDDH Outpatients)	Extremely Likely	The care has been far beyond expectations.	Make sure it stays in Barnstaple.	

	Outpatients)				
296	Rheumatology (NDDH Outpatients)	Extremely Likely	The care and support I have received from [name withheld] and the team has made a life-changing difference to my condition. After six months, I feel like a new man.	Just make sure they have what they need to do the job.	
297	Rheumatology (NDDH Outpatients)	Extremely Likely	Treated with respect by the specialist nurse, listened to and my views are taken into account. A wonderful holistic approach to help me manage my condition.		
298	Rheumatology (NDDH Outpatients)	Likely			Do not publish
299	Urology (NDDH Outpatients)	Extremely Likely	Well I have been treated with great kindness and dignity over my personal [illegible] problem. The specialist nurses here are sure nice & caring people. Especially [name withheld] who [illegible] looked after me. Also [name withheld] is a very caring person. Thank you so much for your care.	Doubtful if it could be improved, it is v. good - couldn't ask for more.	
300	Urology (NDDH Outpatients)	Extremely Likely	Efficient service & reassuring from all staff concerned.		
301	Urology (NDDH Outpatients)	Likely	The NHS does a sterling job, despite being underfunded.	None.	
302	Urology (NDDH Outpatients)	Likely		Shorten waiting list!	
303	Urology (NDDH Outpatients)	Likely	NHS.		

### Qualitative feedback - Jul-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 & easy to find, good parking.	Nice surroundings, good child-friendly area.	Better time-keeping, appointments running late, update board giving delays would have helped.	
2	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly and informative.	On time and kept our daughter calm.		
3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Everyone was very polite & helpful, and explained every step of the process that my son had to do.			
4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Because [name withheld] was great and was excellent with my little boy.	All of it.	Nothing.	
5	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly staff, appointment was on time. Made my son feel at ease.	All mentioned before.	Nothing.	
6	EEG / EMG (NDDH	Not entered	Yes	Very quick, not waiting around for ages.	Not having to wait for appointments, straight in,	Nothing.	

	Outpatients)				lady very nice and talkative.		
7	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	My son was seen to before appointment. Staff. The nurse in EEG was brilliant with my son who has autism.	The staff are very helpful.	Toys in the waiting room for children.	
8	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Not entered	The lady was very friendly and explained everything well to my daughter who was a bit nervous.	Kind, friendly and knowledgeable staff. Clean, tidy, cool environment.	Not very easy access for wheelchairs.	
9	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff amazing. App on time.	Staff very friendly.	Nothing!	
10	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff are always friendly and helpful. We never wait long.	The staff are really nice.	Nothing.	
11	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff very friendly and helpful.	Nice children's area in the waiting room.	Nothing.	
12	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly staff. Good with kids.	Promptly seen.	Toilets closer!	
13	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes		Nice waiting area for kids, no problems with visit.		
14	Eye Clinic (NDDH Outpatients)	Patient	Yes	Because the staff are so friendly.	We didn't wait very long.	Nothing.	
15	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly staff, good waiting area for the children.	Was seen straight away, when waiting for drops to work there was plenty in the waiting area for my daughter to do.		
16	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff are amazing with my daughter.	Staff are great with my daughter and our concerns.	Nothing.	
17	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly reception, nice children's waiting area.	Books/toys to keep children entertained.	Perhaps integrate spaces for buggies in child's waiting space, can't keep in aisle but difficult to fit in	

						when busy.	
18	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Toy area - really good things like the Lego. Stickers - good stuff all the time. Doctors - happy guys. Ice cream / sweet / rewards for co-operation. [Name withheld] (3 years)	See last question. It's good to see better.	More varied image cards not just fish / house / boot / clock / duck.	
19	Eye Clinic (NDDH Outpatients)	Patient	Maybe	Long wait.	Very friendly.		
20	Eye Clinic (NDDH Outpatients)	Patient	Maybe	They are very friendly!	The people helping.	I'm not sure.	
21	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	The staff are always friendly and welcoming. They made my daughter feel comfortable and relaxed.	Friendly staff. Made to feel comfortable. Explained well.		
22	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Staff in fracture clinic! are always friendly and helpful.	Always plenty of toys for the children to play with.	Offer cold water on hot days.	
23	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly staff, only waited 10mins.	Staff.	Only moan I have, got sent a letter saying I had missed an appointment, when I wasn't even sent the appointment!	
24	Maxillofacial and Orthodontics (NDDH Outpatients)	Patient	Yes	Because the staff were very nice.	They made me feel at ease.	Nothing.	
25	Radiology - CT scan	Parent/Guardian/Carer	Yes	Doctors, nurses and staff were very friendly and helpful with 2-year old daughter.	Child had toys to play with in the waiting area and staff were very friendly with her.		

26	Radiology - CT scan	Parent/Guardian/Carer	Yes	Good selection of toys to keep [name withheld] entertained while waiting.	Friendly staff.	Room gets very warm. Early appointments but long wait.	
27	Radiology - CT scan	Parent/Guardian/Carer	Yes	All the staff were very friendly and helpful.	Well-organised hospital.	Can't think of anything.	