

Outpatients - North Devon District Hospital - Friends and Family Test - Dec-19

Adult FFT card question: We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Easy read FFT card question: Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, Don't know.

Children and young people's FFT card question: We would like you to think about your visit with us here today and tell us how you feel about it by answering just a few simple questions. The answers you give will help us to improve the care we offer to everyone who comes here. Would you tell your friends that this is a good outpatients department to come to? Response options: Yes, Maybe, No, Don't know.

Quantitative results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Dec-19	129	97.7	0.0	2.3

Qualitative feedback - Dec-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	[Name withheld] was extremely pleasant and professional. Everything was explained lovely. Thank you!		
2	Audiology (NDDH Outpatients)	Extremely Likely	Very helpful explaining all about my hearing & new hearing aids.		
3	Audiology (NDDH Outpatients)	Extremely Likely	Prompt & efficient service.	More staff.	
4	Audiology (NDDH Outpatients)	Extremely Likely	A pleasant, efficient and informative service.		
5	Breast Clinic (NDDH Outpatients)	Extremely Likely	Because the nurse was friendly and reassuring and I would rather friends / family get checked ASAP.		
6	Breast Clinic (NDDH Outpatients)	Extremely Likely	Professional, compassionate and thorough care.		
7	Cardiac Rehab Clinic (NDDH Outpatients)		Happy with the treatment.		
8	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	A group of staff that have been so helpful, patient, aware and v. professional at a time when I needed to rebuild my confidence,	No - I cannot fault the gentle & relaxed sessions.	

			physically & mentally.		
9	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	The people who take the classes are brilliant at what they do. Well informed and always available to talk to with any concerns you may have.	Your service is brilliant. Don't charge anything.	
10	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			
11	Cardiac Rehab Exercise Class (NDDH Outpatients)	Likely			
12	Cardiology (NDDH Outpatients)	Extremely Likely	Considering how busy this hospital is the treatment and general helpfulness of the staff is first class.	Keep it up. Great.	
13	Cardiology (NDDH Outpatients)	Extremely Likely	The service has been first class during my year of illness.	Not at this time.	
14	Cardiology (NDDH Outpatients)		Very good care, staff are very kind, did wait past appointment time, but not too long. I was in no hurry.	No.	
15	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I am completely happy with my recent experience.		
16	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everybody so helpful and friendly.	More disabled parking spaces.	
17	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Excellent service.	No.	
18	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	So far it's good.	Tea & coffee.	
19	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Because the care and treatment I have had was very good.		
20	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The doctor was very nice and helpful.	No.	

	Outpatients)				
21	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish
22	Clinic / department not entered (NDDH Outpatients)	Extremely Likely		Very friendly, excellent service - A-plus.	
23	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very caring staff.	No.	
24	Clinic / department not entered (NDDH Outpatients)	Likely	The staff are friendly.		
25	Diabetes (NDDH Outpatients)	Extremely Likely	Good service.	Nothing.	
26	Diabetes (NDDH Outpatients)	Likely	Well supported when first diagnosed.	Diabetes technology needs to be available to more people.	
27	EEG / EMG (NDDH Outpatients)	Extremely Likely			Do not publish
28	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly, comfortable, relaxing.		
29	EEG / EMG (NDDH Outpatients)	Extremely Likely	Wonderful technicians / staff. Very warm welcome and professional. 10/10.		
30	Endocrinology (NDDH Outpatients)	Extremely Likely	Very friendly & well-organised department.	I think everything is just about right.	
31	Exmoor Unit (NDDH Outpatients)	Extremely Likely	All members of staff have been extremely helpful & friendly each time we have attended.		
32	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Pleasant and helpful nature of all staff.	No.	
33	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Staff are very friendly and professional.		
34	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Have had excellent treatment & follow-ups have always been made convenient for me.	No.	
35	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Friendly & helpful.	Tea & coffee machine.	

36	Eye Clinic (NDDH Outpatients)	Extremely Likely		No, service very good.	
37	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have been v. well looked after!	Yes - don't have a clinic when the surf is really good!	
38	Eye Clinic (NDDH Outpatients)	Extremely Likely	6 years of service above and beyond what I've expected.		
39	Eye Clinic (NDDH Outpatients)	Extremely Likely	Rang as an emergency to Eye Clinic, people on phone very friendly & helpful, had an appointment within the hour.	No.	
40	Eye Clinic (NDDH Outpatients)	Extremely Likely	Eye Clinic squeezed me in as an emergency - everyone I met from the reception staff, microbiology team, phlebotomists were helpful and caring despite the hospital being very busy. Thank you.		
41	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly & prompt service in a very busy clinic.		
42	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service.		
43	Eye Clinic (NDDH Outpatients)	Likely	Staff always friendly & helpful. Sometimes a long wait for appointment but that can't be helped.		
44	Eye Clinic (NDDH Outpatients)	Likely			
45	Gastroenterology (NDDH Outpatients)	Extremely Likely			
46	Gastroenterology (NDDH Outpatients)	Likely	I've received extremely prompt treatment, it couldn't have been better!	Have a regular selling tea - trolley come round about 30-45mins per circuit?	
47	General Surgery (NDDH Outpatients)	Extremely Likely	Prompt & efficient booking staff with a cheerful disposition. Appointment time was spot on. Cheerful, efficient, informative consultant. Most impressed.	Actually, none. We consider ourselves very lucky to have such an amazing hospital on our doorstep.	
48	Gynaecology (NDDH Outpatients)	Extremely Likely	The best outpatient appt. I have ever been to, such amazing people.	None. Keep the same.	
49	Gynaecology (NDDH Outpatients)	Extremely Likely			
50	Gynaecology (NDDH Outpatients)	Extremely Likely	[Name withheld] was so kind and helped me in		

	Outpatients)		so many ways. All the staff are brilliant.		
51	Gynaecology (NDDH Outpatients)	Extremely Likely	Friendly staff.		
52	Gynaecology (NDDH Outpatients)	Extremely Likely			Do not publish
53	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Having not had any work on my teeth before I was very uneasy about having my wisdom tooth removed but Mr [name withheld] and his team were very professional and reassuring. Done a fantastic job. Thank you!		
54	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	3 visits for extractions, everyone so kind & caring.		
55	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Awesome, great team.		
56	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very good, know what their doing, very satisfied.	N/A. Very well looked after, didn't have to wait too long either.	
57	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Professional. Cheerful. Smooth experience.	N/A.	
58	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Such friendly and supportive care, great team together.	Brilliant already.	
59	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
60	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very good with injections, considerate and very professional. Explained things very well and what would happen next.	No. Found the service & communication to be excellent.	
61	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Tongue tie. Professional & caring team. Kept us informed and managed expectations beautifully!	Nope - all ace.	
62	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	They were fantastic.		

	Outpatients)				
63	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	My treatment was superb. I was given all the information and treated with kindness and respect. Can't praise the staff enough. Thank you.		
64	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly staff, clear with all info and checked on after well.		
65	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] was superb, very caring and explained operation very well.	Chairs outside as have to get to appointment early as unsure of parking. Would prefer to sit rather than stand as very unsteady on feet after a while.	
66	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent and caring treatment Mr [name withheld] & nurses brilliant! [Name withheld]	No.	
67	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Comforting and kind.	None.	
68	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly, informative & efficient staff. Put my mind at rest. Cannot recommend them highly enough!		
69	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone made what would have been a very difficult experience easy and pleasant.		
70	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I was more than happy with my treatment and staff were first class.	Fine as it is.	
71	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Easy appt. system. Seen promptly. Friendly and welcoming staff. Good aftercare information given. Thanks.	No. All ran as expected.	
72	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great service, quick, friendly, good info given. Thank you.	No.	
73	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very patient & very considerate & done a brilliant job. Thank you.		

74	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very quick and very good.		
75	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Warm and welcoming! Made me feel at ease!		
76	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Made feel relaxed and comfy before. Staff talked me through it all.		
77	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
78	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly / chatty.		
79	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Helpful.	No.	
80	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Kind, efficient service.	Sound-proofing poor.	
81	Maxillofacial and Orthodontics (NDDH Outpatients)	Neither Likely nor Unlikely	I am a former non-executive of the NHS please see my comments at the back. (I was referred here).	Change the periodical magazines!! They are all 2.5 years old, filthy and harbour bacteria.	
82	Maxillofacial and Orthodontics (NDDH Outpatients)		All good.		
83	Maxillofacial and Orthodontics (NDDH Outpatients)		Very friendly & excellent treatment.		
84	Maxillofacial and Orthodontics (NDDH Outpatients)		I wouldn't want any of my friends or family to come here. I want them to be healthy.	A clock in the waiting room.	
85	Neurology (NDDH Outpatients)	Extremely Likely	All staff members are polite & welcoming. Dr was good - checked everything and very reassured.		

86	Neurology (NDDH Outpatients)	Extremely Likely	Excellent care & prompt attention.	Still unclear where & if I book in for Urology Clinic. They say main desk, main desk says Urology?!	
87	Oncology (NDDH Outpatients)	Extremely Likely	Friendly, welcoming staff. Appointments on time. Pleasant waiting areas.		
88	Orthopaedics (NDDH Outpatients)	Extremely Likely	Usually pretty quick.		
89	Orthopaedics (NDDH Outpatients)	Extremely Likely	Excellent examination to clear understanding of what consultant was saying.	Wheelchairs accessible for less-abled individuals experiencing hip pain who needs to go from appointment to X-ray dept.	
90	Orthopaedics (NDDH Outpatients)	Extremely Likely	Always excellent service.	No.	
91	Orthopaedics (NDDH Outpatients)	Extremely Likely	Was given an appointment quite quickly.		
92	Orthopaedics (NDDH Outpatients)	Extremely Likely	Prompt & efficient.		
93	Orthopaedics (NDDH Outpatients)	Extremely Likely	A great service.	No. Keep doing what your doing.	
94	Orthotics (NDDH Outpatients)	Extremely Likely	Unbelievable. The orthotist that I saw was so understanding and genuinely interested in helping me. Very refreshing experience to prior meetings. Thank you. [Name withheld]	Sometimes it would be helpful to be able to speak over the phone to the orthotist. Timely responses - difficult when only 2 pairs of shoes.	
95	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Short waiting time, friendly staff.	No.	
96	Physio (NDDH Outpatients)	Extremely Likely	Superlative service.		
97	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Friendly, thorough, professional approach by both nurses.		
98	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Very friendly & helpful.		
99	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Amazed at thoroughness of pre-op visit. Thank you.	None.	
100	Pre-operative	Extremely Likely	Because the staff make you feel at ease and I	No - it is perfect.	

	assessment (NDDH Outpatients)		have every confidence in this hospital and all its staff. Bless you all.		
101	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Because everything was done professionally and sympathetically by outstanding staff!		
102	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	All staff were very patient and lovely and explained everything thoroughly.		
103	Pre-operative assessment (NDDH Outpatients)	Likely			Do not publish
104	Pre-operative assessment (NDDH Outpatients)	Likely	Very helpful staff. The appointment came very quickly after referral.		
105	Radiology - CT scan	Extremely Likely	Everyone is so kind, helpful & amazing.		
106	Radiology - CT scan	Extremely Likely	Very pleased with all aspects of my visit.		
107	Radiology - CT scan	Extremely Likely	I can state that I was treated with excellent service by the whole department. Everyone very polite and all the procedure explained fully. Any questions I had answered to my entire satisfaction. [Name withheld]		
108	Radiology - CT scan	Extremely Likely	As always at the N.D.D.H. I have received extreme courtesy from all staff, clear instructions as to what is going to happen during the procedure and a hospital to be fully recommended. [Name withheld]		
109	Radiology - CT scan	Extremely Likely	I liked the care & kindness shown throughout the procedure.	No, I can't. Everything was explained every step of the way.	
110	Radiology - CT scan	Extremely Likely	Very caring and reassuring.	Found waiting time difficult with full bladder.	
111	Radiology - CT scan	Likely	You can't usually recommend a CT Scan that's done by health professionals. However, the staff are kind & thoughtful and up for a giggle - always good!	No.	
112	Radiology - Ultrasound	Extremely Likely	Thank you very much for managing my problem so efficiently & considerately.	None.	

113	Radiology - Ultrasound	Neither Likely nor Unlikely	Time delay of over 1.5hrs from appointment time of 3.20pm.	Anti-smoking policy not enforced. Not a nice experience having smokers outside the main entrance doors.	
114	Radiology - X-ray	Extremely Likely	Polite, informative staff.		
115	Radiology - X-ray	Extremely Likely	Nothing is too much trouble. The staff all so efficient and friendly.	Absolutely none.	
116	Radiology - X-ray	Extremely Likely	Reception - lovely. [Name withheld] (radiographer) explained everything with kindness, warmth & clarity. The atmosphere here is warm & healing. [Name withheld]	None.	
117	Radiology - X-ray	Extremely Likely	I got a cancellation which I was very happy about, friendly staff.		
118	Radiology - X-ray	Likely	Friendly and efficient.		
119	Radiology - X-ray	Likely	Helpful, could smile a bit more.	Some background music.	
120	Radiology - X-ray	Neither Likely nor Unlikely	Slow movement.		
121	Respiratory (NDDH Outpatients)	Extremely Likely	Since my first admission, I have received nothing but professional and friendly service.	Make me world leader!	
122	Rheumatology (NDDH Outpatients)	Extremely Likely	Service very good. Nurse very caring and felt at easy.		

Qualitative feedback - Dec-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	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

		Easy read FFT card completed by: Patient or Family member / Carer					
1	Audiology (NDDH Outpatients)	Not entered	Yes				Do not publish
2	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very lovely lady made my son very relaxed. Very prompt. So helpful and kind.	Relaxed and easy as my son is autistic so can become worried and frightened.	Nothing at all!	
3	EEG / EMG (NDDH Outpatients)	Patient	Yes	Doctor was very good.	Good service.	N/A.	
4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very helpful & understanding. Made myself and daughter feel at ease and explained the procedure to us.	We got seen on time and here very comfortable.		
5	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very good with our little one.	Staff v. good, polite, helpful.		
6	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very efficient & friendly.	Explained everything & was patient.	All good.	
7	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Amazing staff!	Nurse was lovely.	Nothing.	
8	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	All the staff were lovely with my son and made him relaxed and comfortable.	Friendliness with the children.	N/A.	
9	Maxillofacial	Parent/Guardian/Carer	Yes	They looked after me			

	and Orthodontics (NDDH Outpatients)	Carer		really well & I got a teddy.			
10	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Yes	It's so amazing, gentle, kind to the teeth and helpful and motive towards me.		Timings.	
11	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Yes	Really great at putting my 5 year-old at ease. Thank you so much.			
12	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Yes	Kind, easy-going and stress-free.			