

## Outpatients - North Devon District Hospital - Friends and Family Test - Nov-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 %
Nov-19	266	97.0	0.0	3.0

### Qualitative feedback - Nov-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	I am pleased to recommend the department of Arrhythmia Service. The treatment I have received has always been very efficient and successful and all the staff very competent and friendly.	Quicker appointment.	
2	Arrhythmia Service (NDDH Outpatients)	Extremely Likely			
3	Audiology (NDDH Outpatients)	Extremely Likely	Very efficient and quick. Sorted my aid straightaway. Thank you.		
4	Audiology (NDDH Outpatients)	Extremely Likely	I always have excellent treatment here.	Very satisfied.	
5	Audiology (NDDH Outpatients)	Extremely Likely	I cannot fault the care and treatment that I have received over the four or five appointments I have had over the last couple of years.	No.	
6	Audiology (NDDH Outpatients)	Extremely Likely	Service faultless.		
7	Audiology (NDDH Outpatients)	Extremely Likely	Very helpful advice & sympathetic in solving my problems.		

8	Audiology (NDDH Outpatients)	Likely	Every time been to this hospital have had a very good service. Staff always friendly & helpful.		
9	Audiology (NDDH Outpatients)	Neither Likely nor Unlikely			
10	Breast Clinic (NDDH Outpatients)	Extremely Likely	Absolutely fantastic care at a very stressful time. Staff and Dr's wonderful.	Keep doing what you're doing!	
11	Breast Clinic (NDDH Outpatients)	Extremely Likely	[Name withheld] was lovely! Radiologist Mr [name withheld] lovely. All staff lovely & kind.		
12	Breast Clinic (NDDH Outpatients)	Extremely Likely			
13	Breast Clinic (NDDH Outpatients)	Extremely Likely	I was pleased at the speed with which I moved from one department to another. My appointment took two hours, not four hours.		
14	Breast Clinic (NDDH Outpatients)	Extremely Likely	Every single person that dealt with me had a ready smile, was very chatty and made me feel at ease. They advised me of everything that would happen to me. Very caring & efficient.		
15	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Many topics covered. Very helpful advice linked to problems experienced. Friendly, professional advice given. Understanding and answered questions fully.		
16	Cardiac Rehab Clinic (NDDH Outpatients)	Extremely Likely	Excellent [illegible] friendly approach. Professional expertise, very good.	No.	
17	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Friendly, caring team. Positive atmosphere. Learning & confidence-building experience. Gets people moving who otherwise would not bother. Attendees call share experiences & make new friends.		
18	Cardiac Rehab Exercise Class (NDDH Outpatients)	Likely	A ray of sunshine.	Awareness of it.	
19	Cardiology (NDDH Outpatients)	Extremely Likely	Everyone kind & friendly. Always in appointments on time, no long delays.	Softer seats. Up-to-date mags needed. Receptionist needs to smile more.	
20	Cardiology (NDDH Outpatients)	Likely			Do not publish
21	Cardiology (NDDH Outpatients)	Likely			

	Outpatients)				
22	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I waited less than 2 weeks for my appointment. The staff were polite, friendly and efficient. Small issue with the car park. Very lucky to get a space and people queuing up to use our space when we left.		
23	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	We found the staff to be very caring & considerate, many thanks.		
24	Care of the Elderly (NDDH Outpatients)	Extremely Likely	All staff very helpful. Very clean. Dr [name withheld] is very good at her job, we could not ask for anymore from the NHS.		
25	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Well looked after & all staff friendly & helpful.		
26	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everybody has been most professional & kind.	A coffee machine in the waiting area!	
27	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Pleasant surroundings, very efficient & professional staff at all levels. Very satisfied with service provided.		
28	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Quick and friendly.		
29	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish
30	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Friendly & efficient staff. Professional physios.	Change the videos or turn the sound off.	
31	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Over all the years I've been in and out of hospital they have always given amazing services.		
32	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish

33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Called in on the off chance and reception & physio staff were extremely helpful.		
34	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Helpful, prompt and efficient.		
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Service was outstanding. Happy, pleasant staff in all areas. Dept. was very clean. It was nice to see the obs equip being cleaned after use.		
36	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
37	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Everyone very helpful and always patient. [Name withheld].		
38	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The care, time and full explanations given.		
39	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I have been to this hospital lots of times and never had cause to complain. The staff are lovely.		
40	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Very friendly.		
41	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Good service, very friendly & helpful.	None.	
42	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always found everyone reassuring & kind.		
43	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	No choice.	More clinics.	
44	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	The consultant had read my papers (history), asked me did I [illegible] him not testing me, everything was working [illegible] pain etc.	To ensure the details are accurate e.g. the order of treatment to get to the [illegible] is smooth & logical.	

45	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Fast & efficient.	None.	
46	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff very helpful.		
47	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Staff always react professionally & promptly.		
48	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Efficient, friendly, professional.	No.	
49	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish
50	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	V. good.		
51	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Efficient & professional service.		
52	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	I cannot fault the service of care I have had!		
53	Clinic / department not entered (NDDH Outpatients)	Likely	Warm & comfortable - attentive staff.	Good to be asked.	
54	Clinic / department not entered (NDDH Outpatients)	Likely	Not impressed with hour wait over appointment time.	Better times & less overruns.	
55	Clinic / department not entered (NDDH Outpatients)	Likely			Do not publish
56	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely			Do not publish

57	Clinic / department not entered (NDDH Outpatients)	Neither Likely nor Unlikely	So grateful for a Saturday morning clinic but why slot at 8.30am (I arrived at 8.20am for an 8.30am appointment) if no one is ready to see a patient until 8.50am?	Yes, start clinics at the first appt. time, not over 20 minutes later. Eye Clinic is the best timely of all clinics / outpatient services.	
58	Dietetics (NDDH Outpatients)	Extremely Likely	I spend a lot of time in the hospital with the clinics & the wards & get treated with care & respect.	None.	
59	EEG / EMG (NDDH Outpatients)	Extremely Likely	Great service from [name withheld]. Seen quickly.		
60	EEG / EMG (NDDH Outpatients)	Extremely Likely	Professional, friendly & understanding practitioner.	More staff when funds allow to take off pressure in dept.	
61	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very polite, caring & professional throughout my visit.	Keep up the good work!	
62	EEG / EMG (NDDH Outpatients)	Extremely Likely	Professionally dealt with - very relaxing.		
63	EEG / EMG (NDDH Outpatients)	Extremely Likely	Friendly & welcoming staff who explained everything well.		
64	EEG / EMG (NDDH Outpatients)	Extremely Likely	Very pleased with the treatment given & the [illegible].		
65	Endocrinology (NDDH Outpatients)	Extremely Likely	Very understanding.	No.	
66	ENT (NDDH Outpatients)	Extremely Likely			
67	ENT (NDDH Outpatients)	Extremely Likely	NHS is superb. First class.	No.	
68	Exmoor Unit (NDDH Outpatients)	Extremely Likely	This is our 2nd visit. The staff are helpful & friendly each time we visit and always keep you updated with what is expected during your appointment.	No.	
69	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Seen quickly & very helpful.	Called out regularly when in with someone else so team don't seem to know what is happening to patients & equipment too high for [name withheld] to get her chin on for eye test.	
70	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Everybody is always friendly and helpful.		

71	Exmoor Unit (NDDH Outpatients)	Extremely Likely	All very good.		
72	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very pleased with the treatment.	No, very good.	
73	Exmoor Unit (NDDH Outpatients)	Extremely Likely	It is a friendly & supportive environment & they try to respond to your needs as quickly as they can given the pressure on the service.	Availability of hot drinks at the Eye Clinic when it's a long appointment.	
74	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Excellent treatment.	No.	
75	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very kind & patient. Well organised & well thought out process. Professional service. [Name withheld] was absolutely brilliant!		
76	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Everyone is friendly and helpful. Treatment excellent.	No.	
77	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Very efficient and quick. Lovely, polite staff. Friendly atmosphere.	More seating in the waiting area.	
78	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Always received prompt, efficient treatment. Staff extremely friendly and sympathetic.		
79	Exmoor Unit (NDDH Outpatients)	Likely	Mostly very good service.		
80	Eye Clinic (NDDH Outpatients)	Extremely Likely	Quick & helpful service.		
81	Eye Clinic (NDDH Outpatients)	Extremely Likely	We like the service we always have, nice people.		
82	Eye Clinic (NDDH Outpatients)	Extremely Likely	Cataract surgery gone well.		
83	Eye Clinic (NDDH Outpatients)	Extremely Likely	The service I received was impressive. It was responsive, timely with appropriate escalation of treatment intensity. I'm happy to say that my eye infection is now resolved. Everybody I have seen have been very welcoming and professional. Thank you very much.		
84	Eye Clinic (NDDH Outpatients)	Extremely Likely	Friendly service, treated quickly.	None.	
85	Eye Clinic (NDDH Outpatients)	Extremely Likely			



86	Eye Clinic (NDDH Outpatients)	Extremely Likely	I have received excellent treatment & care. Fully explained throughout treatment period. All staff have been efficient & friendly.	Reduce waiting times.	
87	Eye Clinic (NDDH Outpatients)	Extremely Likely	Proactive, fast, helpful.		
88	Eye Clinic (NDDH Outpatients)	Extremely Likely	Emergency appointment given quickly, good communication.		
89	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very quick and pleasant staff.		
90	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff are amazing.		
91	Eye Clinic (NDDH Outpatients)	Extremely Likely	My mother has a long-standing problem with her vision and has always received wonderful care. Thank you everyone.		
92	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff from cleaners to consultants have been first class. I cannot fault them.	Just to continue. Hope the hospital gets all the support it needs from government.	
93	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone has been very responsive, polite & helpful.		
94	Eye Clinic (NDDH Outpatients)	Extremely Likely	It all happened effectively and on time, staff friendly.	No.	
95	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very grateful for this clinic, lovely people looked after me.		
96	Eye Clinic (NDDH Outpatients)	Extremely Likely	Fantastic staff. Lovely, efficient service. Lovely, caring receptionists. A credit to your hospital.		
97	Eye Clinic (NDDH Outpatients)	Likely	The staff are very knowledgeable - a lot better than the staff at [name withheld] Hospital in London. They always do their best to help me sort my eyes out.	When patients are discharged, there still being an option for them to come back instead of having to A&E.	
98	Eye Clinic (NDDH Outpatients)	Likely		More and better quality seating.	
99	Eye Clinic (NDDH Outpatients)	Likely	Staff efficient, despite being very busy.		
100	Eye Clinic (NDDH Outpatients)	Likely	Well organised.		
101	Eye Clinic (NDDH Outpatients)	Not entered	Don't normally get choice in where to get treatment.		

102	Gastroenterology (NDDH Outpatients)	Unlikely	Dr [name withheld] 1 hour 10 minutes late arriving! Not happy.		
103	Gynaecology (NDDH Outpatients)	Extremely Likely	Care received was exemplary, all questions answered with easy to understand replies.		
104	Gynaecology (NDDH Outpatients)	Neither Likely nor Unlikely	Have always had to wait to be seen - waits between 15mins - 1.5hrs. Staff always friendly & helpful.	Not make those with gynae problems have to come through maternity area. Have more staff so run on time.	
105	Haematology (NDDH Outpatients)	Extremely Likely	Great personal service.		
106	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Incredibly efficient and caring.	No.	
107	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very kind.		
108	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The team were really great, supportive and understanding. Made me feel relaxed as possible.		
109	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Amazing service.		
110	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Pleased with treatment. No waiting time.		
111	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Extremely friendly - helped to keep me relaxed. Very clear explanations. Thank you.		
112	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I felt so safe in their hands. It helps with kind and friendly staff.		
113	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
114	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			

115	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mrs [name withheld] is great with my autistic daughter.	Make it easier to get an emergency apt. when her braces snap, it's really painful.	
116	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Was made to feel comfortable by the team that saw me today. Explained aftercare. Really great team.		
117	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very helpful & explained all the way through what they were doing.		
118	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The staff are very kind and helpful.		
119	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly, put me at ease, very professional.	No.	
120	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
121	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Really friendly & helpful staff. Lots of excellent advice given.		
122	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent service. Friendly & informative. Reassuring. Competent.		
123	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very courteous, did excellent job, well done.	All good.	
124	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I was put at ease straightaway and throughout procedure. Numbness was doubly checked before going ahead. I was able to stop if needed and at any time. Everything was explained Those helping reassured me and put me at ease throughout. Everything was explained thoroughly. Very pleased, thank you.	A thorough job, no need to improve. Thank you.	
125	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			

	Outpatients)				
126	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
127	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great care, didn't feel any pain. Lovely staff.	No.	
128	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
129	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	The extraction of my wisdom tooth was pain-free and simple.	No.	
130	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
131	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Made me feel comfortable and relaxed.		
132	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Lovely staff.		
133	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very friendly. Put me at ease.		
134	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
135	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Kind, professional & helpful.		
136	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Tongue tie - the service and support in checking, discussing and carrying out the treatment is fantastic. I loved having the support immediately following treatment.		

137	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Thank you for everything you've done for me, first class.		
138	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Tongue tie. Extremely friendly. Gave extra support on breastfeeding.	N/A.	
139	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly team made me feel at ease and deserve more praise for what they do. [Name withheld]		
140	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely			Do not publish
141	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Appointment was on time and efficient.		
142	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered			Do not publish
143	Occupational Therapy (NDDH Outpatients)	Extremely Likely			Do not publish
144	Occupational Therapy (NDDH Outpatients)	Extremely Likely	[Name withheld] were really kind & helpful.		
145	Occupational Therapy (NDDH Outpatients)	Likely	Staff make you feel that you are important.		
146	Occupational Therapy (NDDH Outpatients)	Likely	Happy with service.	Short wait time.	
147	Oncology (NDDH Outpatients)	Extremely Likely	Very happy with the high standard of treatment.		
148	Oncology (NDDH Outpatients)	Extremely Likely	Right from the beginning I have been looked after efficiently, with courtesy & kindness. My life was saved by prompt intervention. Thank you.		
149	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely			Do not publish
150	Orthopaedics (NDDH)	Extremely Likely	Mostly things run smoothly.	Keeping the patient informed what is	

	Outpatients)			happening, especially with delays.	
151	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very good service.	All good.	
152	Orthopaedics (NDDH Outpatients)	Extremely Likely	Very helpful people and upbeat.	None.	
153	Orthopaedics (NDDH Outpatients)	Extremely Likely	Lovely and very helpful. Thank you.		
154	Orthopaedics (NDDH Outpatients)	Extremely Likely	Because we need the NHS.	Today was really good and fast but everyone will say less waiting.	
155	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	No appointment required. NHS people taking the blood as always polite and caring ([name withheld] today). Well done - a credit to the NHS.		
156	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			
157	Phlebotomy Clinic (NDDH Outpatients)	Likely	Very kind, quick & friendly.	No, it was all good, thank you.	
158	Physio (NDDH Outpatients)	Extremely Likely	All your staff are amazing! Thank you for all your help x.		
159	Physio (NDDH Outpatients)	Extremely Likely			
160	Physio (NDDH Outpatients)	Extremely Likely	Very prompt, thorough care.		
161	Physio (NDDH Outpatients)	Extremely Likely	The care given. The staff are excellent, cheerful caring etc.	Better communication.	
162	Physio (NDDH Outpatients)	Extremely Likely	Professional service - good to see.		
163	Physio (NDDH Outpatients)	Likely			Do not publish
164	Physio (NDDH Outpatients)	Likely			
165	Physio (NDDH Outpatients)	Likely	Seems like it would take a long time to get scan taken.		
166	Physio (NDDH Outpatients)	Likely	Excellent feedback & a way forward.	Extremely user friendly, lovely receptionist & pleasant waiting area, so no improvements required.	

167	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Very happy with the experience. Kind, friendly and efficient nurses, thank you.	All seems fine.	
168	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			
169	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Appointment was on time, staff were helpful, friendly and very professional, treatment was explained every step of the way.	No, as all was ideal and no waiting around.	
170	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	I feel I was listened to and that was appreciated. Very friendly & helpful staff. Many thanks.	Just carry on as you are.	
171	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			Do not publish
172	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Careful, helpful & friendly. Put me at my ease, well done!		
173	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			
174	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Very thorough and friendly throughout.		
175	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Wonderful care. Huge reassurance about procedure.		
176	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			Do not publish
177	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Helpful, polite and efficient.		
178	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			

179	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	[Name withheld] very friendly & professional.		
180	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	The two girls [name withheld] and [name withheld] were so kind and thoughtful that my visit was a pleasure.	No.	
181	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	I have always received great service, long live the NHS.	None, it was 1st class.	
182	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	All the people I have seen along the way have been so kind, helpful, gentle, friendly and informative. Thanks to you all.	No need to improve any of it as far as I can tell. Thanks anyway.	
183	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Friendly.		
184	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Treated marvellous by staff as a person and not a number.	Give staff more time to do their job properly.	
185	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Both nurses very friendly.		
186	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			Do not publish
187	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			
188	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	I don't have to wait long for appointments and tests. Staff very helpful.		
189	Pre-operative assessment (NDDH Outpatients)	Extremely Likely		Last moment cancellations, particularly after phoning day before.	
190	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Very good - in before appointment time.	All good.	



191	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	I found this area of outpatients very friendly and helpful. On time and very efficient.	No suggestion, very streamline.	
192	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Very good service.	None.	
193	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Everyone lovely.		
194	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			
195	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Treated promptly, with care and kindness.		
196	Pre-operative assessment (NDDH Outpatients)	Extremely Likely			
197	Pre-operative assessment (NDDH Outpatients)	Likely		When patients have to travel a long way for appointments consider the time of the appointment, middle of day is better.	
198	Pre-operative assessment (NDDH Outpatients)	Likely	Staff friendly and explained everything clearly.	Parking. It would help with lowering blood pressure.	
199	Pre-operative assessment (NDDH Outpatients)	Neither Likely nor Unlikely	Data capture and taking of blood was fine. Nurse wasn't able to answer specific / technical questions about my forthcoming day surgery.		
200	Radiology - CT scan	Extremely Likely	There is no other option - this is the only hospital in the region. Staff were brilliant.	Turn the heating down and save some money.	
201	Radiology - CT scan	Extremely Likely	Happy with service.	No.	
202	Radiology - CT scan	Extremely Likely	Everyone was helpful, pleasant & kind.		
203	Radiology - CT scan	Extremely Likely	Treated kindly and with respect. Well informed about the procedure.		
204	Radiology - CT scan	Extremely Likely	Friendly staff. Explanation of procedures excellent.		

205	Radiology - CT scan	Extremely Likely	I have been given amazing care from [name withheld]. She talked me through everything, stayed by my side in the scanning room as much as possible, her bedside skills are amazing. Thank you [name withheld] x.		
206	Radiology - CT scan	Extremely Likely	The staff are lovely and caring people, could not ask for more nicer people, excellent.	None, 1st class people.	
207	Radiology - CT scan	Extremely Likely			
208	Radiology - CT scan	Extremely Likely	All explained well, very friendly.	No.	
209	Radiology - CT scan	Extremely Likely	I am satisfied.	I have none!	
210	Radiology - CT scan	Extremely Likely	Made to feel relaxed and [illegible].	No.	
211	Radiology - CT scan	Extremely Likely			
212	Radiology - CT scan	Extremely Likely	I found staff nurse very polite and helpful regarding my situation of having a CT Scan. [Name withheld]	No, all good.	
213	Radiology - CT scan	Extremely Likely	Friendly, knowledgeable staff - explained everything clearly and helped me feel relaxed.		
214	Radiology - CT scan	Extremely Likely	You are put at ease. Everyone is very friendly and know what to do and are very professional.		
215	Radiology - CT scan	Extremely Likely	The experience was very comfortable, made to feel reassured, very good care.		
216	Radiology - CT scan	Extremely Likely	Very helpful staff. Really looked after us.		
217	Radiology - CT scan	Likely	Good, efficient service. Professional & friendly. Reassuring & welcoming. Everything explained clearly before proceeding.		
218	Radiology - CT scan	Likely	Quality of care is great but being left waiting past the appointment time because of staff lateness, 10mins and counting (last time was a lot longer), not fair to the other staff!	Re-examine your appointments system - give patients a realistic time and reign in late staff! (Still an NHS fan please note - you're quite wonderful overall).	
219	Radiology - CT scan	Likely	Very helpful, although waiting times are extreme.		
220	Radiology - CT scan	Likely			
221	Radiology - CT scan	Likely	Smooth, efficient.	No.	
222	Radiology - CT scan	Likely			Do not publish

223	Radiology - MRI scan	Extremely Likely	As a doctor, I've met many patients who hated MRI's. [Names withheld] do a lovely job of being gentle and caring and inspiring trust - making it ok.		
224	Radiology - Ultrasound	Extremely Likely	No queue. Polite reception staff. Short waiting list.		
225	Radiology - X-ray	Extremely Likely	Excellent care & service. Thank you.		
226	Radiology - X-ray	Extremely Likely	All in this department were very kind and helpful and explained everything to a somewhat nervous patient. Thank you very much.		
227	Radiology - X-ray	Extremely Likely	Painless & pleasant staff.		
228	Radiology - X-ray	Extremely Likely	Efficient service.		
229	Radiology - X-ray	Extremely Likely	Seen quickly & politely.		
230	Radiology - X-ray	Extremely Likely	Quick & efficient, friendly staff.		
231	Radiology - X-ray	Extremely Likely	Waiting list not too long but my appointment was a cancellation. Professional staff. Immediate feedback.		
232	Radiology - X-ray	Extremely Likely			Do not publish
233	Radiology - X-ray	Extremely Likely	Superb service, very prompt.	Get the government to spend more on NHS!	
234	Radiology - X-ray	Extremely Likely	Very happy with treatment.		
235	Radiology - X-ray	Extremely Likely	Where else do you go? Excellent treatment.		
236	Radiology - X-ray	Likely	See over.	I was supposed to have my stomach scanned as well so better communication between GPs and hospital.	
237	Radiology - X-ray	Neither Likely nor Unlikely	Waited 25 minutes already! The staff are very busy, very polite, but clearly too many people here.	Pay your staff more, get more staff.	
238	Respiratory (NDDH Outpatients)	Extremely Likely	Good treatment, friendly staff.	More parking or bring back park & ride although I know it is not NHS.	
239	Respiratory (NDDH Outpatients)	Extremely Likely			
240	Respiratory (NDDH Outpatients)	Extremely Likely			Do not publish

241	Respiratory (NDDH Outpatients)	Extremely Likely			
242	Respiratory (NDDH Outpatients)	Extremely Likely	[Name withheld] explains things so kind and clearly she is always happy and considerate. She makes me feel at ease. She is a lovely lady.	Get rid of the other nurse or be able to choose [name withheld].	
243	Rheumatology (NDDH Outpatients)	Extremely Likely	Staff at reception friendly & polite. Seen quickly by HCA for [illegible] check. Registrar good, although waiting sometime for her to [illegible] to Dr [name withheld].		
244	Rheumatology (NDDH Outpatients)	Extremely Likely	The care that my husband has received for several years has been outstanding both at N.D.D.H. and Bideford Hospitals.	Keep up the good work.	
245	Rheumatology (NDDH Outpatients)	Extremely Likely	It's true.	No.	
246	Rheumatology (NDDH Outpatients)	Extremely Likely	Efficient and professional service.		
247	Rheumatology (NDDH Outpatients)	Extremely Likely	Saw registrar on time. Receptionist very pleasant, clinical area very clean.		
248	Rheumatology (NDDH Outpatients)	Extremely Likely	Dr [name withheld] is always professional and has exceptional people skills.	The usual waiting time but I greatly appreciate the service, so I'm not really worried about waiting.	
249	Urology (NDDH Outpatients)	Extremely Likely	Excellent service, all questions answered.	None.	
250	Urology (NDDH Outpatients)	Neither Likely nor Unlikely			Do not publish
251	Vascular (NDDH Outpatients)	Likely	Consultation pleasant & helpful.		

### Qualitative feedback - Nov-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	I don't know.	Nice staff.	Had more suitable books for children in the waiting area.	
2	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	My son likes coming here because he says the staff are really nice.	My son was pleased that his hearing was good and the lady was very friendly.	Nothing.	
3	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Always seen quickly & appointments are scheduled quickly & efficiently.	Friendly staff.	Provide children (less than 3yrs old) appointments at smaller hospitals.	
4	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Not entered		Plenty of toys for the children to play with whilst waiting.		
5	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	[Name withheld] is a very friendly, patient lady.	Very helpful and professional.		
6	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Was easy to talk to, was friendly & funny.			

7	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly and explained everything simply and made us feel very at ease.	Seen very quickly, no waiting around.	Nothing.	
8	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				Do not publish
9	EEG / EMG (NDDH Outpatients)	Not entered	Yes				
10	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Explained everything very well, made my daughter very relaxed.	Made my daughter relax and she stayed calm.	Nothing.	
11	EEG / EMG (NDDH Outpatients)	Not entered	Yes	You made my child feel safe & happy.			
12	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Staff are friendly & good with my son.	Staff.	Putting appointments closer together.	
13	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Quick & efficient.	Very friendly.	Nothing.	
14	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Good, efficient staff.	Very quickly seen.	More chairs in waiting room.	
15	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes		I was running late after having a flat tyre and the staff were so accommodating in letting my son still be seen.		
16	Genetics (NDDH Outpatients)	Parent/Guardian/ Carer	Maybe	Kind staff, long waiting times.	Staff.	Waiting times.	
17	Maxillofacial and Orthodontics	Patient	Yes	It's amazing and good.	Nice and kind.	Put it closer to the entrance.	

	(NDDH Outpatients)						
18	Radiology - CT scan	Patient	Yes	[REDACTED]			Do not publish