

## Outpatients - North Devon District Hospital - Friends and Family Test - Oct-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 %
Oct-19	240	97.1	0.4	2.5

### Qualitative feedback - Oct-19 - adult FFT responses

	Clinic / department attended	Friends and Family Test response	Reason given for the Friends and Family Test response	Suggestions for improvement to the service received / any other comments	Patient request for anonymised comments not to be made public
1	Arrhythmia Service (NDDH Outpatients)	Extremely Likely	The treatment I received was excellent. All doctors and nurses were so kind and friendly.		
2	Audiology (NDDH Outpatients)	Extremely Likely	The nurse [name withheld] was just so lovely and made me feel at ease.	None. It was great!	
3	Audiology (NDDH Outpatients)	Extremely Likely			Do not publish
4	Audiology (NDDH Outpatients)	Extremely Likely	[Name withheld] very helpful and informative.	All good.	
5	Audiology (NDDH Outpatients)	Extremely Likely	I was seen v. quickly.		
6	Audiology (NDDH Outpatients)	Likely	Friendly service.		
7	Audiology (NDDH Outpatients)	Likely	Friendly and helpful reception staff, local hospital, efficient service and friendly nurse.		
8	Breast Clinic (NDDH Outpatients)	Extremely Likely	Was seen promptly. Service carried out by friendly, reassuring staff.	No.	
9	Breast Clinic (NDDH Outpatients)	Extremely Likely	Kind, informative and helpful.	Waiting times are too long. Test results are too long. Waiting for investigation.	
10	Breast Clinic (NDDH	Extremely Likely	I'm being seen by [illegible] and they've been		

	Outpatients)		brilliant. Mr [name withheld] managed to see me promptly, nurses helped when things got worse and then Miss [name withheld] been an absolute angel seeing me when [illegible] was busy helping with [illegible]. Not enough space to express how grateful I am.		
11	Breast Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	When I am seen, the care is wonderful and the nurses are great. But the wait for appointment is too long.	Make more appointments available. There is too much for the staff to do.	
12	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	Very good & caring attention.	No.	
13	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely			Do not publish
14	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely Likely	You have given me the reassurance to exercise harder & the confidence to push myself a bit harder. You have helped my family relax when I do exercise.	Coming from Bideford & relying on public transport meant a 5.5hr round trip to attend sessions.	
15	Cardiac Rehab Exercise Class (NDDH Outpatients)	Likely	Friendly reception.	Everything seemed fine to me.	
16	Cardiology (NDDH Outpatients)	Extremely Likely	Caring and efficient staff.	No.	
17	Cardiology (NDDH Outpatients)	Extremely Likely	I have been looked after by the heart nurse for over a year now. They have been supportive & helpful.		
18	Cardiology (NDDH Outpatients)	Extremely Likely			
19	Cardiology (NDDH Outpatients)	Extremely Likely	Always receive good treatment. Staff are polite and helpful.	Ensure ample parking.	
20	Cardiology (NDDH Outpatients)	Extremely Likely	Always happy with the service I have received at the hospital.	No.	
21	Cardiology (NDDH Outpatients)	Extremely Likely	Professional, polite and courteous.	Drinking water.	
22	Cardiology (NDDH Outpatients)	Extremely Likely	I cannot fault the treatment & care I've		

	Outpatients)		received.		
23	Cardiology (NDDH Outpatients)	Extremely Likely	All staff are really helpful, even though they are obviously really busy. Can't fault them at all!		
24	Cardiology (NDDH Outpatients)	Likely	[Illegible].		
25	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	I've always been well looked after.		
26	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	It's the NHS - where else would I go?		
27	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Nothing too much trouble.		
28	Cardio-respiratory (NDDH Outpatients)	Extremely Likely	Efficient, friendly & informative, very caring.	None - all outpatient services have been excellent.	
29	Cardio-respiratory (NDDH Outpatients)	Likely	Efficient, pleasant, knowledgeable.		
30	Care of the Elderly (NDDH Outpatients)	Extremely Likely	NHS always the best. GP, doctor, nurses, all working in the hospital, everyone.		
31	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Both in my own [illegible] that of my wife who has recently had a stent inserted. Very impressed with attention and dedication by staff.		
32	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
33	Clinic / department not entered (NDDH Outpatients)	Extremely Likely	Always found all hospital staff in all departments extremely helpful & polite.	No. Maybe you could do with more staff. Easier for yourselves.	
34	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			
35	Clinic / department not entered (NDDH Outpatients)	Extremely Likely			Do not publish
36	Clinic / department not entered (NDDH Outpatients)	Likely	Given good advice, exercises and examination.		

37	Clinic / department not entered (NDDH Outpatients)	Not entered	[Name withheld] was amazing. Couldn't do enough for my dad, so much help & info in one session, marvellous. [Names withheld].		
38	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Professional - helpful.		
39	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely			
40	Clinic/dept not entered–Area A (NDDH Outpatients)	Extremely Likely	Appointment on time!		
41	Clinic/dept not entered–Area A (NDDH Outpatients)	Likely	Just walked in and sat in waiting area, only had weight & height done so far, pleasant lady. Did not get a call to check I was coming as it said in the letter. My notes were not ready in reception! Just had consultation - very good. Thank you.	Have all records ready. Only one person present at reception - a queue. Need more staff at reception.	
42	Clinic/dept not entered–Area B (NDDH Outpatients)	Extremely Likely			Do not publish
43	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely Likely	Excellent service from all staff. Really clean and understandable explanation of condition by [name withheld]. Blood tests and heart ultrasound completed at time of visit. All staff amazing.	No - outstanding in all areas.	
44	Clinic/dept not entered–Area C (NDDH Outpatients)	Neither Likely nor Unlikely			
45	Colorectal (NDDH Outpatients)	Likely			
46	Colorectal (NDDH Outpatients)	Likely			
47	Diabetes (NDDH Outpatients)	Extremely Likely	Empathetic staff. Polite staff. Friendly staff. Very clean hospital. 10 out of 10.	A few more higher chairs for those who have difficulty in getting up.	
48	Dietetics (NDDH)	Extremely Likely	Always received good care.		

	Outpatients)				
49	Dietetics (NDDH Outpatients)	Extremely Likely	Time was taken for discussion without feeling rushed.	No. It was ok.	
50	EEG / EMG (NDDH Outpatients)	Extremely Likely	Mrs [name withheld] was lovely to my husband and myself, she has a very calming nature and made us feel relaxed. [Names withheld].	Keep up the good work.	
51	EEG / EMG (NDDH Outpatients)	Extremely Likely	The lady who carried out the test was lovely.		
52	EEG / EMG (NDDH Outpatients)	Extremely Likely	The excellent standard of care given by all staff, especially Mrs [name withheld].		
53	EEG / EMG (NDDH Outpatients)	Extremely Likely	No waiting time, excellent treatment and care.	No.	
54	EEG / EMG (NDDH Outpatients)	Extremely Likely		No.	
55	EEG / EMG (NDDH Outpatients)	Extremely Likely	[Name withheld] very friendly and felt at ease.		
56	EEG / EMG (NDDH Outpatients)	Extremely Likely	Excellent service, could not be better.		
57	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Care and compassion shown by all staff.		
58	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Three years of good care. Staff always helpful & friendly.		
59	Exmoor Unit (NDDH Outpatients)	Extremely Likely	All staff were very helpful & explained procedures clearly.	More specialists would help to speed things up.	
60	Exmoor Unit (NDDH Outpatients)	Extremely Likely			Do not publish
61	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Satisfied in all respects.	Continue the service you give.	
62	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Excellent care, although it was a long wait for the consultant given that we had an 8.30am appointment.		
63	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Pleasant and professional staff.		
64	Exmoor Unit (NDDH Outpatients)	Extremely Likely	I've been very pleased with the care and way the cataract operation went and a good result.		

65	Exmoor Unit (NDDH Outpatients)	Extremely Likely	Personability of staff ([name withheld]). Thorough and attentive. Well done, guys!!		
66	Exmoor Unit (NDDH Outpatients)	Likely	Staff always friendly and patient despite the pressure they are under.	Waiting times could be shorter so that those who have to come and collect me don't have to wait so long.	
67	Exmoor Unit (NDDH Outpatients)	Not entered	Eye injections are not something you recommend to people!		
68	Exmoor Unit (NDDH Outpatients)	Not entered			Do not publish
69	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff always friendly.	No, the NHS staff do their very best.	
70	Eye Clinic (NDDH Outpatients)	Extremely Likely	Thorough check-up.	Advise waiting time when checking in, if delayed.	
71	Eye Clinic (NDDH Outpatients)	Extremely Likely	Personal experience.		
72	Eye Clinic (NDDH Outpatients)	Extremely Likely	Good, prompt service.		
73	Eye Clinic (NDDH Outpatients)	Extremely Likely	Excellent service & care from receptionists, nurses & Dr's.	Brilliant service.	
74	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very good service, prompt and looked after well, efficient staff.	Can't think of anything today. I do miss the old system of making appointments on leaving. I don't like the new system of posting them.	
75	Eye Clinic (NDDH Outpatients)	Extremely Likely	Because my problem was spotted and treated early and I am pleased with the results.	No.	
76	Eye Clinic (NDDH Outpatients)	Extremely Likely	It has been efficient, professional and quick.		
77	Eye Clinic (NDDH Outpatients)	Extremely Likely	Everyone extremely helpful and professional.	TV in wrong place.	
78	Eye Clinic (NDDH Outpatients)	Extremely Likely	All staff very pleasant from start to finish of eye testing.	Be seen sooner than wait months over suggested appt. time.	
79	Eye Clinic (NDDH Outpatients)	Extremely Likely	At the Eye Clinic good standard of care and advice given. Thank you.	No, none.	
80	Eye Clinic (NDDH Outpatients)	Extremely Likely	Eye care is often overlooked. Issues were identified which would otherwise have gone unidentified.		

81	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very organised and friendly department, good appointment system, not left waiting. Doctors very informative and friendly.		
82	Eye Clinic (NDDH Outpatients)	Extremely Likely	Very helpful staff. Good communication, regular appointments.	Nothing I can suggest.	
83	Eye Clinic (NDDH Outpatients)	Extremely Likely	Always found first class help and kindness over 30 years.		
84	Eye Clinic (NDDH Outpatients)	Extremely Likely	Staff really friendly and very helpful.	No, you are doing a great job!	
85	Eye Clinic (NDDH Outpatients)	Likely	They evidently do their best.	More seating.	
86	Eye Clinic (NDDH Outpatients)	Likely	Reception good & seen quickly.		
87	Eye Clinic (NDDH Outpatients)	Likely	Usually receive good service.		
88	Eye Clinic (NDDH Outpatients)	Likely	We know that it can be busy in clinic but they always fit us in and today we were very early and they dealt with me early.		
89	Eye Clinic (NDDH Outpatients)	Likely	Because the doctor was so helpful.	Keeping a little closer to appointment times as vulnerable / infirm patients find waiting a long time difficult.	
90	Eye Clinic (NDDH Outpatients)	Likely	Close proximity to our residence.	Trying to keep as near as possible to the appointment time.	
91	Eye Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	It's difficult to feel like there is consistency or progress when seeing a different doctor every time - 5 or 6 now. However, I thoroughly applaud the successful flow of the clinic in its running.	Only an attempt at some doctor consistency - even if it's 2 doctors.	
92	Eye Clinic (NDDH Outpatients)	Not entered	A very quick response.	Only one, and it is when you ring eye clinic you cannot get through very easy.	
93	Fracture Clinic (NDDH Outpatients)	Extremely Likely	Professional, friendly service, [name withheld]. Showed the 'saw' for when the cast will need removing. This made me feel less anxious for when I came back .	Magazines would be nice - only ones are 'space' ones.	
94	Fracture Clinic (NDDH Outpatients)	Extremely Likely			Do not publish



95	Fracture Clinic (NDDH Outpatients)	Neither Likely nor Unlikely	Advised I would be triaged straight through to Fracture Clinic - already over an hour wait.		
96	Gastroenterology (NDDH Outpatients)	Extremely Likely	The consultant was very informative and I felt that the information given was very well explained. All staff very friendly.		
97	Gastroenterology (NDDH Outpatients)	Likely			Do not publish
98	Gastroenterology (NDDH Outpatients)	Not entered	Quite a long wait time and really no alternative in North Devon.	Quicken things up!	
99	Gynaecology (NDDH Outpatients)	Extremely Likely	Excellent care.		
100	Gynaecology (NDDH Outpatients)	Extremely Likely	Really friendly and knowledgeable staff and great facilities.		
101	Gynaecology (NDDH Outpatients)	Extremely Likely	Very good.		
102	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Only waited 30 minutes. Appointment done quickly.		
103	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very kind staff. On time and talked me through everything.		
104	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
105	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Everyone was helpful, sympathetic and let me voice my opinions. Thank you to you all!		
106	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very good with my little girl and very professional.		
107	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Staff were very friendly and talked me through procedure in detail.	No - it's very good.	
108	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Excellent service, quickly seen, reassuring staff.		

109	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Better than my dentist.		
110	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Pleasant and professional service, great.	None.	
111	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All staff were very friendly and competent. They put me at ease. 10/10.		
112	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
113	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very reassuring, informative & understanding of my phobia. Very quick treatment & reasonable waiting time between referral and appointment.		
114	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			Do not publish
115	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Helpful, friendly & professional.	No.	
116	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Calmed my nerves.	No.	
117	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Absolutely excellent care - five star service.	No.	
118	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Very informative and caring.	No.	
119	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Put completely at ease.	No! Doing a grand job.	
120	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	I have been treated very well, really good.		

	Outpatients)				
121	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly, patient staff. Took time to explain & reassure.		
122	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	So kind, considerate & gentle & friendly.	None.	
123	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Friendly yet efficient care throughout.		
124	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Mr [name withheld] explained the diagnosis clearly and has instigated the treatment quickly.	No. Thoroughly pleased with visit.	
125	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	In and out on time. Quick and explained everything that was going on, also pointed out other issues and have re-booked again.	Everything as far as I'm concerned was perfect.	
126	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
127	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Root removal.	None.	
128	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Staff were very helpful and made me feel very calm.		
129	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Quick & efficient!	No.	
130	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great support as ever. Thank you kindly.		
131	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Great service, painless.	None.	
132	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Thank you for treating me so well while doing not so easy job.	Keep up the good work you are all doing for us all.	

	Outpatients)				
133	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	All the staff made me feel at ease! Very pleasant people. Thank you!		
134	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely			
135	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely Likely	Care & consideration.	No.	
136	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Clear information given during consultation.		
137	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly & efficient.	Keep appointments on time.	
138	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	Lots of information given, was really happy with the procedure.		
139	Nephrology (NDDH Outpatients)	Extremely Likely	Treated as well as I could possibly wish. I know what is happening next / action by myself & consultant. Well pleased, thank you.		
140	Occupational Therapy (NDDH Outpatients)	Extremely Likely	Listened. Caring. Empathetic. Useful & helpful suggestions for me to take away. Thank you.	For someone with a chronic condition like RA to have ongoing follow-up.	
141	Occupational Therapy (NDDH Outpatients)	Likely	Helpful.	Be on time.	
142	Oncology (NDDH Outpatients)	Extremely Likely	From X-ray to outpatients - very efficient. Hardly any waiting time, friendly & happy staff team.	Everything is excellent.	
143	Orthopaedic Interface Service (NDDH Outpatients)	Extremely Likely	Mr [name withheld] was excellent and my treatment was done with expertise. I was kept fully informed throughout.		
144	Orthopaedics (NDDH Outpatients)	Likely			
145	Orthopaedics (NDDH Outpatients)	Likely	Explanations and treatments were very concise and clear.		

146	Orthopaedics (NDDH Outpatients)	Likely	The area is clean, tidy and bright. The staff polite and presentable! Very warm and comfortable. Not an unpleasant experience.		
147	Orthopaedics (NDDH Outpatients)	Neither Likely nor Unlikely		If you put a TV screen in a waiting area (Outpatients Department A) don't put the majority of seats so no one can see it. Waste of money & time using this TV for information.	
148	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Quick, easy service.		
149	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely			Do not publish
150	Phlebotomy Clinic (NDDH Outpatients)	Extremely Likely	Very polite, friendly staff.		
151	Physio (NDDH Outpatients)	Extremely Likely	Nice staff.	Phone signal.	
152	Physio (NDDH Outpatients)	Extremely Likely			Do not publish
153	Physio (NDDH Outpatients)	Extremely Likely	Always received wonderful care.		
154	Physio (NDDH Outpatients)	Extremely Likely	Really, really helpful.		
155	Physio (NDDH Outpatients)	Extremely Likely	Trying to improve my existing fitness in a non-threatening way without being made to feel like a failure.	Free wifi so we can download the apps which the patient TV programme suggests?	
156	Physio (NDDH Outpatients)	Extremely Likely			
157	Physio (NDDH Outpatients)	Extremely Likely	Helping me to overcome shoulder pain. Good, helpful, friendly staff.	No.	
158	Physio (NDDH Outpatients)	Extremely Likely	A smile to greet at reception. A smile to greet at physio [name withheld]. Patient, thorough & kind. Thank you.	No.	
159	Physio (NDDH Outpatients)	Extremely Likely	All exercises given seem to be having a positive effect.		
160	Physio (NDDH Outpatients)	Extremely Likely			Do not publish

161	Physio (NDDH Outpatients)	Likely	I feel I have benefitted from the gym sessions here after my knee operation.	My only comment is that it is a long walk from the lifts to this department when you have not long had hip or knee surgery or similar. I have found this a struggle.	
162	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely Likely	The pool facility is the best [illegible] my recovery which improves on [illegible].	More sessions.	
163	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Really friendly & helped with any questions.		
164	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	The two people I have seen regarding the pre-op explained everything clearly to help me understand what was happening and why.	None.	
165	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Excellent, explained everything clearly to me.	No.	
166	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	I found the staff friendly, helpful and reassuring. Efficient and patient, also calming.	Very efficient & helpful, patient. Friendly & reassuring.	
167	Pre-operative assessment (NDDH Outpatients)	Extremely Likely	Very polite, non-intrusive & on time.	N/A.	
168	Radiology - CT scan	Extremely Likely	Perfect - fast, pleasant (as possible).		
169	Radiology - CT scan	Extremely Likely	Very pleasant and professional staff.		
170	Radiology - CT scan	Extremely Likely	Quick, efficient service. Friendly staff.	N/A.	
171	Radiology - CT scan	Extremely Likely	The service is undoubtedly stretched but the manner in which you are dealt with is always conducted in a friendly and professional manner.		
172	Radiology - CT scan	Extremely Likely	The surgeon was amazing, explained clearly & made me feel human & not just another patient. X-ray man was friendly xx.		
173	Radiology - CT scan	Extremely Likely	Very happy with time waiting & staff responses.		
174	Radiology - CT scan	Extremely Likely	Helpful staff - friendly.		

175	Radiology - CT scan	Extremely Likely	All staff are very friendly and efficient. Made me feel very comfortable.	The form I received didn't mention about waiting for an hour before driving.	
176	Radiology - CT scan	Extremely Likely	This is the second time I have had procedures at outpatients and on both occasions I have been treated with respect and dignity but staff were also friendly and made me feel relaxed. Lots of information given to me about the procedure so I knew what to expect, also very caring and coffee and biscuits when it was all over. Thank you so much.	I think your service was first class.	
177	Radiology - CT scan	Extremely Likely	Very kind & welcoming staff. Good explanations of scan procedure. Info re: next steps provided.	No.	
178	Radiology - CT scan	Extremely Likely	Staff very good with updating how long you will have to wait.	Not enough room for wheelchair users, also for people escorting these patients.	
179	Radiology - CT scan	Extremely Likely	Kindness of the staff and good service.		
180	Radiology - CT scan	Extremely Likely	Happy with all staff & treatment.		
181	Radiology - CT scan	Extremely Likely	My visit to Stratton A&E & also Barnstaple, the staff were all very helpful, kind, caring & efficient!! Thank you for your care & hard work!!		
182	Radiology - CT scan	Extremely Likely	Friendly, helpful and informative staff, just perfect. Quick and efficient.	Not really.	
183	Radiology - CT scan	Likely	Friendly & attentive.		
184	Radiology - CT scan	Likely	Very pleasant plaster technician and doctor.	Friendlier reception staff.	
185	Radiology - CT scan	Likely			Do not publish
186	Radiology - CT scan	Not entered	I don't know why I would recommend your service to anyone else, it's the NHS.		
187	Radiology - MRI scan	Extremely Likely	Very friendly & helpful staff. Helped to keep me calm in a difficult situation. Thank you.		
188	Radiology - MRI scan	Extremely Likely	Whole approach.		
189	Radiology - MRI scan	Extremely Likely	Lovely staff, kind & took time with mum. Peaceful.		
190	Radiology - MRI scan	Extremely Likely	Very friendly, efficient and reassuring staff.	No.	

191	Radiology - MRI scan	Extremely Unlikely	No staff. Wait too long.	Get staff.	
192	Radiology - X-ray	Extremely Likely	The staff are friendly and helpful and the atmosphere is calm because the TV on the wall is not on. The most agitating thing that happens in waiting rooms is noise - TV, music etc. so this was great. Also - right on time.		
193	Radiology - X-ray	Extremely Likely	I always get good service from this hospital. Staff also friendly & helpful.		
194	Radiology - X-ray	Extremely Likely	Easy to make appointment and change time when needed to. Went into appointment on time and nurse was very friendly, quick and efficient.	No.	
195	Radiology - X-ray	Extremely Likely	Staff very friendly, including all doctors and nurses. I've never had bad service.		
196	Radiology - X-ray	Extremely Likely			
197	Radiology - X-ray	Extremely Likely	The care I have received in last 12 months has been excellent.		
198	Radiology - X-ray	Extremely Likely			
199	Radiology - X-ray	Extremely Likely	Excellent service & minimum waiting time.		
200	Radiology - X-ray	Extremely Likely	You don't get paid what you warrant.		
201	Radiology - X-ray	Extremely Likely	Lovely personality.	No.	
202	Radiology - X-ray	Extremely Likely	Because they are such caring people.		
203	Radiology - X-ray	Extremely Likely	Friendly & efficient staff throughout.	Connectivity to other NHS trusts so tests and appointments don't need to be duplicated.	
204	Radiology - X-ray	Extremely Likely			
205	Radiology - X-ray	Likely	Staff are helpful & friendly, doing a difficult job on occasions. [Name withheld] was very helpful today.	Keep up the good work - as long as there is access to tea / coffee etc. & toilet facilities - it's not a holiday camp!	
206	Radiology - X-ray	Likely	Had appointment earlier than expected - very grateful.	To receive apt in hospital nearer Holsworthy.	
207	Radiology - X-ray	Neither Likely nor Unlikely	Waiting time.		
208	Respiratory (NDDH	Extremely Likely	Very thorough. Very helpful.	Move TV or change chairs back.	



	Outpatients)				
209	Respiratory (NDDH Outpatients)	Extremely Likely	I have always received excellent nursing and medical care at NDDH. The hospital is clean and welcoming.	So far so good. Thank you.	
210	Respiratory (NDDH Outpatients)	Extremely Likely	All staff helpful.	Parking is [illegible].	
211	Respiratory (NDDH Outpatients)	Extremely Likely	Good service, no waiting. Staff very friendly.		
212	Respiratory (NDDH Outpatients)	Extremely Likely	Great service, friendly, informative service.		
213	Respiratory (NDDH Outpatients)	Extremely Likely	Excellent care. Thank you.		
214	Respiratory (NDDH Outpatients)	Likely	Because being able to breath at night is very important and it prevents you having heart disease. All the staff are very helpful and kind.	Nothing, everything was very good.	
215	Rheumatology (NDDH Outpatients)	Extremely Likely	North Devon NHS is worthy of this comment & should be proud of itself.		
216	Rheumatology (NDDH Outpatients)	Extremely Likely	Good service & professional response, friendly & efficient.		
217	Rheumatology (NDDH Outpatients)	Extremely Likely	Always get good service. Cannot fault clinic.		
218	Rheumatology (NDDH Outpatients)	Extremely Likely	Good all round, helpful.	None.	
219	Rheumatology (NDDH Outpatients)	Likely	I've always been treated well.		
220	Rheumatology (NDDH Outpatients)	Likely	On time, good discussion with my doctor who was very friendly.	None.	
221	Rheumatology (NDDH Outpatients)	Likely	Staff are always helpful & friendly.		
222	Rheumatology (NDDH Outpatients)	Not entered	Services are very good, very quick.		
223	Urology (NDDH Outpatients)	Extremely Likely	Professional and thorough.		
224	Urology (NDDH Outpatients)	Extremely Likely	Because I find all staff very helpful.		

225	Urology (NDDH Outpatients)	Likely			
226	Urology (NDDH Outpatients)	Likely	I've always received an understanding and helpful service from N.D.D.H. and today was no different.	No.	
227	Urology (NDDH Outpatients)	Likely	Efficient, friendly.		
228	Vascular (NDDH Outpatients)	Extremely Likely	Lovely vascular surgeon and nurse!	Observation of others not my nurse - they need to speak the patients name loudly & more than once in the reception area.	
229	Vascular (NDDH Outpatients)	Likely	Felt was good.	By making it clearer the exact place to book in.	

#### Qualitative feedback - Oct-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	Kind, helpful and friendly.	Toys to play with.	N/A.	
2	Cardio-respiratory	Parent/Guardian/Carer	Yes	Friendly staff.	Seen quick.	Nothing.	

	(NDDH Outpatients)						
3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Very patient and friendly.	Thorough.	None.	
4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly, helpful and good reception.			
5	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Very friendly staff.	Very kind to our daughter, helped as much as they could.	Nothing.	
6	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	They were really nice.			
7	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Really lovely staff. Very relaxed & friendly.	Friendly, happy, relaxed & [name withheld] explained everything really well.	Nothing.	
8	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Helpful staff.			
9	ENT (NDDH Outpatients)	Patient	Yes	Because they are nice and friendly.	Because they sort out my ears.	Nothing.	
10	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Really organised and friendly and there is never a long wait.	All the orthoptists we have seen are great.	Nothing.	
11	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				Do not publish
12	Eye Clinic (NDDH Outpatients)	Patient	Yes	It has excellent service behind the desk and very comfy seats in the waiting area.	Friendly staff - are always smiling!	Waiting times could maybe be a bit quicker.	
13	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Very helpful staff, excellent care.	Seen quickly by nurse for eye tests.		
14	Eye Clinic	Parent/Guardian/	Not entered	Just because it's in	The really nice lady who	Don't know.	

	(NDDH Outpatients)	Carer		hospital.	explained everything really clearly.		
15	Eye Clinic (NDDH Outpatients)	Patient	Not entered	Don't like hospitals but this has nice staff.	The consultants are nice. They spoke clearly about my eye.	Quiet place to go to would be nice.	
16	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	All so friendly and kind.			
17	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	My daughter has had a second year of successful [illegible] casting with the Fracture Clinic team all due to them being so kind, friendly and professional. Thank you!			
18	Fracture Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Happy, polite staff.		For a 'Fracture Clinic', quite a distance to get to it!	
19	Maxillofacial and Orthodontics (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly, helpful staff.	Staff were approachable & helpful. Clean waiting room.	Better timekeeping.	
20	Physio (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Supportive, clean and appointments on time.	Welcoming. Staff friendly.	Nothing.	
21	Radiology - CT scan	Parent/Guardian/Carer	Yes	Friendly atmosphere & staff. Lots of things to keep distracted from waiting time. Smooth transfer through clinic.	Smooth transition through appt. from arrival to seeing Dr & getting X-ray.		