

Outpatients - North Devon District Hospital - Friends and Family Test - Feb-20

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 %
Feb-20	207	97.6	1.9	0.5

Qualitative feedback - Feb-20 - 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	Audiology (NDDH Outpatients)	Extremely likely	Always very helpful.	Good as it is.	
2	Audiology (NDDH Outpatients)	Extremely likely	Swift. Polite. Efficient. Well satisfied!		
3	Audiology (NDDH Outpatients)	Extremely likely	I was treated with respect and a friendly face! Great!	No - friendly & efficient is.	
4	Audiology (NDDH Outpatients)	Extremely likely	I have been coming to Audiology for many years and have received great care. Thank you.		
5	Audiology (NDDH Outpatients)	Extremely likely	[Name withheld] - she is very caring & kind, put me at my ease. Reception always very helpful!		
6	Audiology (NDDH Outpatients)	Likely	I have attended several outpatient depts. in the last few years. Before that, I have worked in one! Mostly the experience is good, but the Ophthalmic Dept. is not up to standard regrettably - otherwise good.		
7	Breast Clinic (NDDH Outpatients)	Extremely likely	Kindness and support of the staff.	N/A.	
8	Breast Clinic (NDDH Outpatients)	Extremely likely			Do not publish

9	Breast Clinic (NDDH Outpatients)	Extremely likely			Do not publish
10	Cardiac Rehab Exercise Class (NDDH Outpatients)	Likely			Do not publish
11	Cardio-respiratory (NDDH Outpatients)	Extremely likely	Friendly & reassuring associates. Clean waiting area.	Nothing springs to mind.	
12	Cardio-respiratory (NDDH Outpatients)	Likely	Good service, even as an emergency patient. Pleasant staff who communicate in a clear, concise way.		
13	Cardio-respiratory (NDDH Outpatients)	Neither likely nor unlikely	Early appt., over 18mins late already.		
14	Cardio-respiratory (NDDH Outpatients)	Extremely unlikely	The staff are rude and unfriendly.		
15	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Excellent service.	None - all great.	
16	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Every experience I have had with the NHS has been brilliant. Thank you.		
17	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Staff friendly & efficient.	More seats in outpatients.	
18	Clinic / department not entered (NDDH Outpatients)	Extremely likely			Do not publish
19	Clinic / department not entered (NDDH Outpatients)	Extremely likely	I have always had good care.		
20	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Staff are always very helpful & friendly. Hospital is clean.	Have more high-backed chairs for elderly patients with bad backs.	
21	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Provide visual/sound display to call patients, thus saving staff time.	See over.	
22	Clinic / department not	Extremely likely	[Name withheld], receptionist, was extremely		

	entered (NDDH Outpatients)		nice and very helpful. Thank you. [Name withheld]		
23	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very quick & happy with service.		
24	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Have been treated very well, no complaints. 5* rating.	No.	
25	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always pleasant and friendly and helpful.	Car parking!?	
26	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Distance from home, only service available.		
27	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Efficient. Friendly. Professional.		
28	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Staff always make you feel relaxed and you are looked after the whole way through the procedure.		
29	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Great staff, great care, nobody wants to be in hospital but the staff are so kind and caring that they help you deal with it.	No, can't because I don't think it needs improvement.	
30	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Because your kindness is extremely nice and that you explain everything well for [name withheld].		
31	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always helpful and good service once in the system.	Tighter restrictions for people who fail to turn up for appointments others could have.	
32	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always so helpful and explain everything to you.		
33	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always so helpful and explain everything to you.		
34	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Facilities. Free state healthcare - wonderful!!	Men's and women's toilets 13.5-14.5hrs	

	entered (NDDH Outpatients)			overdue with COVID-19 [illegible].	
35	Clinic / department not entered (NDDH Outpatients)	Extremely likely			Do not publish
36	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Everyone treated us with great kindness and appointment was on time.		
37	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Everybody helpful.		
38	Clinic / department not entered (NDDH Outpatients)	Extremely likely	The staff are always friendly and always willing to help.		
39	Clinic / department not entered (NDDH Outpatients)	Extremely likely	All staff were and have been amazing, fab hospital.		
40	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always received first class treatment and kindness. Very respectful staff.		
41	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Because I always found. [Illegible] helpful. Parking is good.		
42	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very prompt appointments and action.	No.	
43	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Well organised, reception friendly & helpful. Plenty of waiting room space, timely appointment.	No.	
44	Clinic / department not entered (NDDH Outpatients)	Extremely likely	The app.		
45	Clinic / department not entered (NDDH Outpatients)	Likely	Prompt, helpful & efficient.		
46	Clinic / department not	Likely			Do not publish

	entered (NDDH Outpatients)				
47	Clinic / department not entered (NDDH Outpatients)	Likely	Simple & efficient service.		
48	Clinic / department not entered (NDDH Outpatients)	Likely	Very helpful staff.		
49	Clinic / department not entered (NDDH Outpatients)	Likely	Not dead yet.		
50	Clinic / department not entered (NDDH Outpatients)	Likely	Good response. Lovely staff.		
51	Clinic / department not entered (NDDH Outpatients)	Likely	Excellent service for my heart & gallbladder. However, A&E needs to be looked at - poor service.		
52	Clinic / department not entered (NDDH Outpatients)	Likely			
53	Clinic / department not entered (NDDH Outpatients)	Likely			
54	Clinic / department not entered (NDDH Outpatients)	Likely		N/A.	
55	Clinic / department not entered (NDDH Outpatients)	Likely			
56	Clinic / department not entered (NDDH Outpatients)	Unlikely			Do not publish
57	Clinic / department not entered (NDDH Outpatients)	Extremely unlikely	Sent to wrong dept. for ECG. An hour wasted, not impressed. Staff at correct dept. lovely.	Receptionists need to give correct information so patients and staff avoid wasting time unnecessarily.	
58	Clinic / department not	Not entered			Do not publish

	entered (NDDH Outpatients)			
59	Clinic / department not entered (NDDH Outpatients)	Not entered		
60	Clinic / department not entered (NDDH Outpatients)	Not entered	Because I have not been here.	Comfortable chairs.
61	Clinic / department not entered (NDDH Outpatients)	Not entered	Because I never been.	Chairs right way.
62	Clinic / department not entered (NDDH Outpatients)	Not entered	Extremely good.	
63	Clinic / department not entered (NDDH Outpatients)	Not entered	Friendly staff. Just had on option to be here.	
64	EEG / EMG (NDDH Outpatients)	Extremely likely	Very friendly, reassuring. Talked me through each step.	
65	EEG / EMG (NDDH Outpatients)	Extremely likely		
66	EEG / EMG (NDDH Outpatients)	Extremely likely	Was seen very quickly. Staff are lovely and explain everything thoroughly, very happy.	
67	EEG / EMG (NDDH Outpatients)	Extremely likely	Very friendly and personal - makes you very comfortable.	
68	EEG / EMG (NDDH Outpatients)	Extremely likely		
69	EEG / EMG (NDDH Outpatients)	Extremely likely	Very caring person delivering EEG, thoughtful & considerate.	Make sure all staff work the same.
70	ENT (NDDH Outpatients)	Likely	Seen in good time. All professional.	
71	Exmoor Unit (NDDH Outpatients)	Extremely likely	Fantastic service.	More people needed to answer the phone.
72	Exmoor Unit (NDDH Outpatients)	Extremely likely	Always friendly and informative.	Cup of tea machine close by.
73	Exmoor Unit (NDDH Outpatients)	Extremely likely	Excellent care. Appointment on time. Staff	

	Outpatients)		welcoming and friendly.		
74	Exmoor Unit (NDDH Outpatients)	Extremely likely	Always efficient and helpful. Have been using this service for a few years and have looked after my eyes very well.	No. I think the clinic is run efficiently and we rarely have to wait long.	
75	Exmoor Unit (NDDH Outpatients)	Extremely likely	I have always been impressed with the high standards. All the staff are kind, gentle, helpful people. Thank you. I feel I am in good hands.		
76	Exmoor Unit (NDDH Outpatients)	Extremely likely	Very professional, efficient, friendly care from all members of multidisciplinary teams.	Have some real out on the corridors & waiting area to help patients navigate around.	
77	Exmoor Unit (NDDH Outpatients)	Extremely likely	Helpful staff, well explained.	None.	
78	Exmoor Unit (NDDH Outpatients)	Extremely likely	Warmth and light.	No.	
79	Exmoor Unit (NDDH Outpatients)	Extremely likely	Very professional service. Caring staff. Very successful treatment.	No.	
80	Exmoor Unit (NDDH Outpatients)	Extremely likely	I've had eyesight problems for 30 years. Staff have always been kind & helpful.		
81	Exmoor Unit (NDDH Outpatients)	Likely	Friendly, caring, supportive.	Being old fashioned I should prefer to be called 'Mr X' rather than by my Christian name.	
82	Exmoor Unit (NDDH Outpatients)	Not entered	This is the NHS and therefore has the monopoly. As there is no alternative I hardly think 'recommendation' is relevant.	No.	
83	Eye Clinic (NDDH Outpatients)	Extremely likely	Friendly and knowledgeable help.	Please try to keep to appointment times.	
84	Eye Clinic (NDDH Outpatients)	Extremely likely	An extremely good experience from the first moment of arrival.	None.	
85	Eye Clinic (NDDH Outpatients)	Extremely likely	Professional staff. Very grateful to have our NHS.	Perhaps receptionists could defer to medical staff before asking a patient if they can wait a few days to see a doctor.	
86	Eye Clinic (NDDH Outpatients)	Extremely likely	Very good service & good caring. Many thanks indeed.		
87	Eye Clinic (NDDH Outpatients)	Extremely likely	Thorough & speedy investigation. Caring & kind staff.		
88	Eye Clinic (NDDH Outpatients)	Extremely likely			Do not publish

89	Eye Clinic (NDDH Outpatients)	Extremely likely	Asked and happy to!	Oh dear - the parking/access! But nothing for the Eye Clinic - very good help and advice.	
90	Eye Clinic (NDDH Outpatients)	Extremely likely	Reception staff lovely as always, two of the best. Called on time. New nurse for pressures & drops - very nice. Imaging very good - & health & safety conscious. Consultant excellent. Cannot fault this dept. Thank you for all you do. [Name withheld] xx	Perhaps a PA/microphone for the staff to use as several patients appear to struggle to hear staff call their name - especially when waiting room is busy.	
91	Eye Clinic (NDDH Outpatients)	Extremely likely	As an emergency referral, my wife was treated quickly and very good ongoing treatment. Thank you so much.	First class.	
92	Eye Clinic (NDDH Outpatients)	Extremely likely	Efficient & friendly staff.	No.	
93	Eye Clinic (NDDH Outpatients)	Extremely likely	Always quickly attended to. Staff polite and answer questions.	Play zone for accompanying children?! - or a few toys/books.	
94	Eye Clinic (NDDH Outpatients)	Extremely likely	Service always very good.	No.	
95	Eye Clinic (NDDH Outpatients)	Extremely likely	[Name withheld] the [illegible] is amazing!!		
96	Eye Clinic (NDDH Outpatients)	Extremely likely	Can't complain about N.D.D.H. Staff are amazing. Treatment is amazing. Just need something to keep kids entertained as they get bored.	None.	
97	Eye Clinic (NDDH Outpatients)	Likely	As a suggestion, would it not be possible for correspondence to be printed in a larger text for people attending the eye clinic? P.S. [name withheld] is great!!		
98	Eye Clinic (NDDH Outpatients)	Likely	Long wait - appointment taken off.		
99	Eye Clinic (NDDH Outpatients)	Likely	Longish wait for appointment but very good treatment once here.		
100	Eye Clinic (NDDH Outpatients)	Likely	Satisfied with my experience.		
101	Eye Clinic (NDDH Outpatients)	Likely	The staff were pleasant and helpful.	It would be good if staff could talk up a little. As someone with hearing difficulties, it wasn't always easy to hear what was said.	

102	Eye Clinic (NDDH Outpatients)	Unlikely	Appeared poorly organised. No info given to those waiting. Interminable delays.	Better organisation needed, keep patients informed of their progress through the system.	
103	Eye Clinic (NDDH Outpatients)	Not entered	Because I don't know people who need similar treatment to me. Also, this hospital is the only one for miles so people would come here.	Have people such as the RNIB or guide dogs here for people to talk to.	
104	Fracture Clinic (NDDH Outpatients)	Extremely likely	Every person that I have met has been so helpful & pleasant. Always a good experience.	None.	
105	Gastroenterology (NDDH Outpatients)	Extremely likely	Everyone is polite & very helpful.		
106	Gastroenterology (NDDH Outpatients)	Extremely likely	Good, efficient service.		
107	Gastroenterology (NDDH Outpatients)	Likely	Normally efficient and helpful.	Timing!	
108	Gastroenterology (NDDH Outpatients)	Not entered	Nurses are very helpful.		
109	Gynaecology (NDDH Outpatients)	Extremely likely	Swift appointments. Caring, compassionate staff. Minimum waiting.		
110	Gynaecology (NDDH Outpatients)	Likely			Do not publish
111	Gynaecology (NDDH Outpatients)	Likely	Staff helpful and supportive.		
112	Heart Failure Clinic (NDDH Outpatients)	Extremely likely	All staff extremely helpful, informative & professional. Always given enough time.		
113	Heart Failure Clinic (NDDH Outpatients)	Extremely likely	It was very good to be able to see the doctor as well as the nurse at the same time. Very good service!		
114	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	The staff are very professional & sensitive.		
115	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Staff are very kind.		
116	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Had my wisdom teeth removed today. Excellent service and excellent staff. Thank you!		

117	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Staff very friendly.	N/A.	
118	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Lovely kind people, put you at ease. Brilliant! Many thanks.		
119	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent. Professional. Brilliant. Calm.		
120	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Friendly staff and thoughtful.		
121	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			Do not publish
122	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent, friendly treatment.		
123	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Really clear information and friendly.		
124	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very helpful, very reassuring and friendly.		
125	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	They explained everything and were very kind and considerate.		
126	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Because Mr [name withheld] was wonderful and supportive.		
127	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			
128	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			

129	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent staff & procedure. Kind & thorough. Brilliant service all round.		
130	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very friendly & efficient.		
131	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very efficient and friendly.	Better car parking.	
132	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent service. Thank you!!		
133	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Was very reassuring during the work carried out, sympathetic & caring.	It's all good.	
134	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Made me feel relaxed with chatting at start. Everyone so pleasant. Mr [name withheld] just brilliant!! Efficient, gentle, kind. Altogether a good visit.		
135	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Tongue-tie.		
136	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Fantastic dentist, well-done procedure with no pain.	None.	
137	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			
138	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very good response. All went well.	Very good treatment.	
139	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Reassuring without being patronising. Explained to me throughout what was happening (clearly). Although it was a difficult extraction, it was quick and efficient. The contrast between this and the last (simpler or	All worked very well for me, so no.	

			should have been) extraction I had elsewhere cannot be overstated. This was gold-star stuff! V. grateful.		
140	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			
141	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Person was great at doing my problem.		
142	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Tongue-tie. We got seen on time, everything was explained well and thorough support.	No.	
143	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Made you feel really relaxed and talked through everything.	I can't.	
144	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Was put at ease, staff were very kind.		
145	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Everyone was so lovely and caring, thank you!		
146	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	I found the service very quick from being referred to being treated.		
147	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			Do not publish
148	Occupational Therapy (NDDH Outpatients)	Extremely likely	Friendly, professional care. Staff are lovely, especially the student [name withheld]. Thanks!		
149	Occupational Therapy (NDDH Outpatients)	Extremely likely	Because a lot of care time & attention was given to sort a problem.		
150	Orthopaedics (NDDH Outpatients)	Extremely likely			Do not publish
151	Orthopaedics (NDDH Outpatients)	Extremely likely			Do not publish

152	Orthopaedics (NDDH Outpatients)	Extremely likely	Staff polite, appointment on time.		
153	Orthopaedics (NDDH Outpatients)	Likely	Friendly, helpful staff.		
154	Orthopaedics (NDDH Outpatients)	Likely			Do not publish
155	Orthopaedics (NDDH Outpatients)	Likely	Overall, very good. Slight delay on arrival due to paperwork not completed.	If you have to have an x-ray prior to the appointment, for the form to already be at the x-ray department.	
156	Phlebotomy Clinic (NDDH Outpatients)	Extremely likely	Always had good care when needed by all services required by NHS in NDDH.	No.	
157	Phlebotomy Clinic (NDDH Outpatients)	Extremely likely			
158	Phlebotomy Clinic (NDDH Outpatients)	Likely	Bigger area for bloods. More staff to take blood. Otherwise, hospital is acceptable.	PTO.	
159	Physiotherapy (NDDH Outpatients)	Extremely likely	Excellent service.		
160	Physiotherapy (NDDH Outpatients)	Extremely likely	Very impressed with the delivery of the therapy, exhibiting patience, talked 'with' rather than 'at', boosting confidence and hope for the future. Glad that I came.	Not at the moment.	
161	Physiotherapy (NDDH Outpatients)	Extremely likely	Very helpful & friendly staff and, hopefully, my foot will improve.	No - not really.	
162	Physiotherapy (NDDH Outpatients)	Extremely likely	Very thorough - met the needs that were required, fantastic with our resident who had additional needs.	No.	
163	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely likely	Solid, professional advice in a pleasant, relaxed atmosphere.	Police the drop-off point at the entrance to stop people just sitting in their car there!	
164	Pre-operative assessment (NDDH Outpatients)	Extremely likely	Everyone very helpful.		
165	Pre-operative assessment (NDDH Outpatients)	Extremely likely	Good & efficient. Friendly.		
166	Pre-operative	Extremely likely		No, very good service.	

	assessment (NDDH Outpatients)				
167	Pre-operative assessment (NDDH Outpatients)	Extremely likely	Extremely well treated. Staff most helpful and full of fun when necessary. Overall, very professional and informative. Thank you.		
168	Pre-operative assessment (NDDH Outpatients)	Extremely likely			
169	Pre-operative assessment (NDDH Outpatients)	Extremely likely	Good service.		
170	Pre-operative assessment (NDDH Outpatients)	Extremely likely	The kindness and efficiency of service you have given to me.	None. You work under extreme circumstances.	
171	Pre-operative assessment (NDDH Outpatients)	Extremely likely	The patient care I have been shown and given this morning was excellent and greatly appreciated - thank you.	N/A.	
172	Pre-operative assessment (NDDH Outpatients)	Likely	Very nice & helpful.		
173	Pre-operative assessment (NDDH Outpatients)	Likely			
174	Radiology - CT scan	Extremely likely	Friendly & helpful. Full of smiles.	N/A.	
175	Radiology - CT scan	Extremely likely	Everyone has been extremely helpful to me.		
176	Radiology - CT scan	Extremely likely	Always very good treatment.		
177	Radiology - CT scan	Extremely likely	Very friendly, reassuring and supportive staff. Made things clear at a rather worrying time. Thank you.	Not at this time.	
178	Radiology - CT scan	Extremely likely	I received a very caring, professional and sympathetic manner. Thank you all.		
179	Radiology - CT scan	Extremely likely	We've always received good care and very friendly, helpful staff.		
180	Radiology - CT scan	Extremely likely	Well informed by polite staff.		
181	Radiology - CT scan	Extremely likely	Speedy, efficient and friendly.	None.	

182	Radiology - CT scan	Extremely likely	No problems. Very good.		
183	Radiology - CT scan	Extremely likely	Prompt, friendly, communicative throughout, reassuring.	Excellent!!	
184	Radiology - CT scan	Yes	Staff brilliant & caring for sister with learning disabilities whilst having CT Scan.		
185	Radiology - MRI scan	Extremely likely	MRI staff were great.		
186	Radiology - MRI scan	Extremely likely	Today, I had an MRI scan [illegible]. I would have appreciated more interaction & reassurance from the technician.		
187	Radiology - MRI scan	Extremely likely	No wait. Caring professional. What more could you ask?		
188	Radiology - MRI scan	Extremely likely	Super-friendly greeting. Very clear & impressively polite! Top marks!		
189	Radiology - MRI scan	Extremely likely	Great service on a weekend. Friendly staff.		
190	Radiology - X-ray	Extremely likely			Do not publish
191	Radiology - X-ray	Extremely likely	MRI scan - staff helpful & friendly.	Very pleased with service.	
192	Radiology - X-ray	Extremely likely	Friendly staff. Not very long to wait to be seen.	Parking takes a while as it's busy and I worry I will be late for appointments sometimes.	
193	Radiology - X-ray	Extremely likely	To keep the services going.		
194	Radiology - X-ray	Extremely likely	Clean. Helpful.	No.	
195	Radiology - X-ray	Likely	Always been well satisfied.		
196	Respiratory (NDDH Outpatients)	Extremely likely	So far, interactions have been very professional. Inspires confidence in all staff's clinical competence. Communication has been clear and empathetic. All staff v. friendly.		
197	Respiratory (NDDH Outpatients)	Extremely likely	Efficient and really well followed-up on previous appointments. Staff are very friendly and put you at ease.		
198	Respiratory (NDDH Outpatients)	Likely	Staff are kind, patient and understanding. Waiting times are less than expected.	I went from a breathing test to a blood pressure test - this could have been the other way around as my blood pressure came up as low.	
199	Respiratory (NDDH Outpatients)	Likely	Pleasant and well-laid-out waiting room. Staff always very helpful.		

200	Respiratory Nurse (NDDH Outpatients)	Extremely likely	Kind, friendly and explains well. Doesn't shout and is very patient.	Have the same nurse each time. Let us decide otherwise.	
201	Respiratory Nurse (NDDH Outpatients)	Extremely likely	The nurse [name withheld] was very understanding and made me feel at ease, spend time explaining my treatment and reason why I need to use it.	Better car parking.	
202	Rheumatology (NDDH Outpatients)	Extremely likely	Very thorough.		
203	Rheumatology (NDDH Outpatients)	Likely	Important service to assist people who obviously need support & good for people to take part & be an active member of community.		
204	Urology (NDDH Outpatients)	Extremely likely	Great people.		
205	Urology (NDDH Outpatients)	Extremely likely			
206	Urology (NDDH Outpatients)	Likely			Do not publish
207	Urology (NDDH Outpatients)	Not entered	Because we are informed by NHS where to go and which hospital/clinic etc.!	Appointment schedules need to be more efficient.	
208	Vascular (NDDH Outpatients)	Extremely likely			

Qualitative feedback - Feb-20 - children and young people's FFT responses

	Clinic / department attended	Children and young people's FFT card completed by: Patient or Parent / guardian / carer Easy read FFT card completed by: Patient or Family member / Carer	Friends and Family Test response	Reason given for the Friends and Family Test response	Children and young people's FFT card: What do you think was good about your visit?	Suggestions for improvement to the service received / any other comments	Patient request for anonymised comments not to be made public
1	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				
2	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly, on time and professional.	My daughter was treated very well and was happy throughout her appointment.		
3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Nurse was lovely, friendly & reassuring to my son all the way through.	No waiting, good staff.		
4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Got an appointment quickly. [Name withheld] puts you at ease. Everyone is friendly.	Seen on time. Very efficient. Everything explained well.	Nothing really.	
5	EEG / EMG (NDDH Outpatients)	Not entered	Yes	Very friendly, helpful.	Made us and my daughter feel at ease.	Nothing.	
6	ENT (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Efficient, welcoming, friendly, clean.	We always receive the advice we need. Our problem is ongoing,	Better parking.	

					however.		
7	Eye Clinic (NDDH Outpatients)	Not entered	Yes	The doctors & nurses have been really helpful, quick appointments to check baby, really thankful.		Get new receptionists! Extremely rude & seem to do nothing but eat!	
8	Radiology - X-ray	Parent/Guardian/Carer	Yes	(1) Toys, books & activities in seating area. (2) Friendly, helpful, patient staff. (3) [Name withheld] the volunteer - first time met volunteer, fantastic to see one, really nice to talk to.	See previous answer.	(1) Bigger box for books. (2) More books. (3) Sign in toilet to clearly label light switch pull and emergency alarm pull. (4) Educational wall posters.	
9	Radiology - X-ray	Parent/Guardian/Carer	Yes	Good service, organised, friendly.	Everything.		