

Outpatients - North Devon District Hospital - Friends and Family Test - Jan-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:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(Yes)
(Yes + Maybe + No + Don't know)

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(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 %
Jan-20	237	96.2	0.8	3.0

Qualitative feedback - Jan-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	Well treated.		
2	Audiology (NDDH Outpatients)	Extremely likely	The staff are amazing. Waiting times are not too bad but it's not like there is much alternative.		
3	Audiology (NDDH Outpatients)	Extremely likely	Receptionist [name withheld] - excellent, professional manner. Clear in speaking, warm, friendly when speaking to everyone. Efficient and gave clear reasons/explanations for everything that was asked.	Give [name withheld] a pat on the back.	
4	Audiology (NDDH Outpatients)	Extremely likely	Friendly staff. I could ask lots of questions, very informative.		
5	Audiology (NDDH Outpatients)	Extremely likely	Prompt and efficient, very pleasant staff.	No need for improvement.	
6	Audiology (NDDH Outpatients)	Extremely likely			
7	Audiology (NDDH Outpatients)	Extremely likely	I always get good treatment when I need to visit this department. Audiology.		
8	Audiology (NDDH	Likely			

	Outpatients)				
9	Audiology (NDDH Outpatients)	Likely			Do not publish
10	Audiology (NDDH Outpatients)	Likely			Do not publish
11	Breast Clinic (NDDH Outpatients)	Extremely likely	Staff and doctors area extremely professional, helpful & caring. Makes the experience less stressful for the patient.		
12	Breast Clinic (NDDH Outpatients)	Extremely likely	Initial consultation thorough but still to see how mammogram & scan go so cannot rate yet. Reception staff quick & responsive.	There is always a lot of waiting in any hospital dept. so perhaps an interactive touchscreen which could give patients/visitors more information on services/what to expect.	
13	Breast Clinic (NDDH Outpatients)	Extremely likely			Do not publish
14	Breast Clinic (NDDH Outpatients)	Not entered	North Devon Hospital is the only option for clinic referrals from GP. So any issue with health must be followed up. It is not a choice to attend the clinic. It is a referral from GP.	Shorter waiting times. Information about delays so that you know how long you will be waiting.	
15	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	Good to know my limits.	No.	
16	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	Staff are very good and helpful.	Cannot improve the help and care we are given.	
17	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	Well looked after. All questions answered and made me welcome.		
18	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	Has given me confidence and my fitness is so much better.		
19	Cardiology (NDDH Outpatients)	Extremely likely	North Devon has an amazing Cardiology Dept. and my parents have received excellent treatment and guidance.		
20	Cardiology (NDDH Outpatients)	Extremely likely	Very helpful & kind staff.	So far so good!	

21	Cardiology (NDDH Outpatients)	Extremely likely	Treated much, much better than my previous visit when I had a bad fall.	Not really, very nice staff.	
22	Cardiology (NDDH Outpatients)	Extremely likely	Staff are all so warm & friendly and helpful. Every person encountered seems knowledgeable & I have confidence in treatment received.	No.	
23	Cardiology (NDDH Outpatients)	Extremely likely	Very impressed by the amount of time I was given and by full explanations offered.		
24	Cardiology (NDDH Outpatients)	Extremely likely	Helpful and friendly staff.	Be able to have echocardiogram on same day to save travelling back to another appointment.	
25	Cardiology (NDDH Outpatients)	Extremely likely	It is best to check any abnormalities or changes to normal health as soon as possible, esp. with heart, chest - do not delay. Better to be safe than sorry.	Please do not assume patients know the drill, terminology when arriving & checking in for an appointment, especially if patient uses hospital infrequently i.e. appointment stated time & place but needed to attend ECG area first, almost felt that I should have reported there first.	
26	Cardiology (NDDH Outpatients)	Likely	Staff always efficient, friendly and helpful.		
27	Cardiology (NDDH Outpatients)	Likely	Everything was very efficient. Thank you.		
28	Cardiology (NDDH Outpatients)	Likely		No.	
29	Cardiology (NDDH Outpatients)	Neither likely nor unlikely	I know that you have no choice in the wording of the question here but likewise I didn't really have much option in coming. The service I received was good - on time, efficient, polite. Not daunting or anything. Staff professional & pleasant.	More notice of appointments, where possible. Correct contact number on letter/appt. letter to get hold of in case of problem - not able to attend/late/unwell etc. Full info in letter. Synchronise with other depts. where applies - if under multiple depts.	
30	Cardiology (NDDH Outpatients)	Neither likely nor unlikely	Could have been better as had to wait 40mins after my appointment time.	Have a time waiting board.	
31	Cardiology (NDDH Outpatients)	Don't know	Congested passageways - if it ain't with staff it is with trolleys.	Larger store rooms to accommodate file trolleys (it feels like I'm in A&E).	
32	Cardio-respiratory (NDDH Outpatients)	Likely	Care received from staff.	A new facility for this cramped department would be such a benefit.	

33	Care of the Elderly (NDDH Outpatients)	Extremely likely			Do not publish
34	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Weekend clinic ensured husband was seen approx. 2 months sooner than advised. Staff, especially [name withheld], were lovely and time very well managed.	Have lived in North Devon for 40 years and had two babies at NDDH. Never had any reason to complain about service/treatment. You all do a fantastic job - thank you.	
35	Clinic / department not entered (NDDH Outpatients)	Extremely likely	The staff here are wonderful.	Less waiting time, more to do while you are waiting.	
36	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always a thorough, reliable and friendly service. Thank you to Barnstaple staff.		
37	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Find care & attention good & staff always friendly & helpful.	No.	
38	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Have recent experience of outpatients & no complaints at all.		
39	Clinic / department not entered (NDDH Outpatients)	Extremely likely			Do not publish
40	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Staff always friendly and efficient.		
41	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Excellent staff & doctors. All brill, care & treatment.	None!	
42	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Because we are being kept up to date with info.		
43	Clinic / department not entered (NDDH Outpatients)	Extremely likely	The staff here are very professional and the service I received was exemplary. Everyone was helpful and kind. I am so pleased and feel satisfied. Thanks for everything. God bless.		
44	Clinic / department not entered (NDDH Outpatients)	Extremely likely	NDDH have saved lives (myself and my children).		

	Outpatients)				
45	Clinic / department not entered (NDDH Outpatients)	Extremely likely			Do not publish
46	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always happy with treatment.	No.	
47	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always friendly and very helpful.		
48	Clinic / department not entered (NDDH Outpatients)	Extremely likely			
49	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very good service.		
50	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very good service.	No.	
51	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very polite, efficient, clean.	Turn TV on!	
52	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Always a friendly & professional treatment. Excellent timekeeping.		
53	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Quick, efficient, friendly.	Put the TV on a different wall!!	
54	Clinic / department not entered (NDDH Outpatients)	Extremely likely	I think they all work very hard!		
55	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Everyone has been really kind. Doctors have been very clear & concise so I could understand the hard stuff and, as a service with all the pressures you have, I've been seen really quickly.		

56	Clinic / department not entered (NDDH Outpatients)	Likely	Nice and friendly.	No.	
57	Clinic / department not entered (NDDH Outpatients)	Likely	Always treated very well.		
58	Clinic / department not entered (NDDH Outpatients)	Likely			
59	Clinic / department not entered (NDDH Outpatients)	Likely	If somebody needs a hospital and they live in the Barnstaple area I would be likely to recommend this hospital.		
60	Clinic / department not entered (NDDH Outpatients)	Likely	Staff friendly and explain what they are doing.	Slight better waiting area.	
61	Clinic / department not entered (NDDH Outpatients)	Likely	I was attended to swiftly even though I turned up without an appointment!	I was unable to make contact by phone.	
62	Clinic / department not entered (NDDH Outpatients)	Likely	Friendly & helpful staff with a smile! Clean & welcoming accommodation.		
63	Clinic / department not entered (NDDH Outpatients)	Neither likely nor unlikely	Long waiting times.		
64	Clinic / department not entered (NDDH Outpatients)	Not entered	Poor facilities for toilet/changing wheelchair users. Hoist required room suitable washing facilities. I recommend the hospital [illegible] since 2005 but not toilet facilities.	Make an area available for toileting vulnerable people/wheelchair users (hoist), as promised when building new reception area.	
65	Clinic / department not entered (NDDH Outpatients)	Not entered			
66	Clinic / department not entered (NDDH Outpatients)	Not entered	It's the only available hospital.		
67	Clinic/dept not entered–Area A (NDDH	Extremely likely	For all the treatment received.	None.	

	Outpatients)				
68	Clinic/dept not entered–Area C (NDDH Outpatients)	Extremely likely	Very friendly, approachable staff who make you feel comfortable.		
69	Clinic/dept not entered–Area C (NDDH Outpatients)	Likely			Do not publish
70	Diabetes (NDDH Outpatients)	Extremely likely	Because people need to control diabetes.	No.	
71	Diabetes (NDDH Outpatients)	Extremely likely			Do not publish
72	Diabetes (NDDH Outpatients)	Likely	Efficient service - minimum waiting times.		
73	Dietetics (NDDH Outpatients)	Extremely likely	Have been very good, caring and put me at ease even though I was very ill at the time. They all do an amazing job.		
74	EEG / EMG (NDDH Outpatients)	Extremely likely	Very friendly staff. Quick, easy and efficient service.		
75	EEG / EMG (NDDH Outpatients)	Extremely likely			
76	EEG / EMG (NDDH Outpatients)	Extremely likely	Today [name withheld] was so kind to my husband, [name withheld]. She put him at ease and made easy something that he had been rather dreading. Thank you so much.	Both of our recent appointments have gone really well for [name withheld], so we cannot fault you at all. Thank you.	
77	EEG / EMG (NDDH Outpatients)	Extremely likely			
78	EEG / EMG (NDDH Outpatients)	Extremely likely	My treatment was on time. Very pleasant and efficient person.		
79	EEG / EMG (NDDH Outpatients)	Extremely likely	Friendly and made me feel at ease throughout.		
80	EEG / EMG (NDDH Outpatients)	Extremely likely	Accessible, friendly & professional.	Better access considering the service users are possibly unable to walk distances.	
81	EEG / EMG (NDDH Outpatients)	Extremely likely	[Name withheld] was really lovely, she put my mind at ease and talked me through the process, as well as being very friendly & making me feel like she was interested in me as an	No. All was fine - I even went in for my appointment earlier than I was due!	

			individual.		
82	EEG / EMG (NDDH Outpatients)	Extremely likely	Lovely staff.		
83	EEG / EMG (NDDH Outpatients)	Extremely likely	Very friendly and helpful.	None.	
84	EEG / EMG (NDDH Outpatients)	Extremely likely	Welcoming, friendly and very clear on instructions.		
85	ENT (NDDH Outpatients)	Likely			Do not publish
86	Exmoor Unit (NDDH Outpatients)	Extremely likely	Everyone's always been nice & kind.		
87	Exmoor Unit (NDDH Outpatients)	Extremely likely	Friendly, reassuring staff. I was seen quickly, efficient service. I was able to ask questions about the procedure & I was told what was happening throughout the procedure.	I cannot think of how the service could be better - excellent.	
88	Exmoor Unit (NDDH Outpatients)	Extremely likely	I have always had the best of care in the two years that I have been coming to the Eye Clinic.		
89	Exmoor Unit (NDDH Outpatients)	Extremely likely	Nice, helpful staff.		
90	Eye Clinic (NDDH Outpatients)	Extremely likely	I was treated extremely well by friendly staff.		
91	Eye Clinic (NDDH Outpatients)	Extremely likely	Professional & very friendly staff & doctors.		
92	Eye Clinic (NDDH Outpatients)	Extremely likely	I am a volunteer driver who speaks to a lot of patients and I go to many of the departments. There is always good feedback. I have regular eye checks & have had surgery here in the past, the service has been very good.	Patients in the more rural areas would appreciate slightly later appointments as early mornings are sometimes a struggle.	
93	Eye Clinic (NDDH Outpatients)	Extremely likely	Had eye problem & very quick to react.		
94	Eye Clinic (NDDH Outpatients)	Extremely likely	I have been attending the Eye Clinic for several years with a complex problem. The care that I have received has been second to none and I can't speak more highly of Mr [name withheld] and his team.	The only thing I find stressful is being told you have to come back in a week & not being able to get an appointment. Sometimes I have to do a lot of chasing to get seen.	

95	Eye Clinic (NDDH Outpatients)	Extremely likely	Brilliant diagnosis and all test done. Very professional and polite staff and consultant.		
96	Eye Clinic (NDDH Outpatients)	Extremely likely	Everybody extremely helpful all the way through the appointment.		
97	Eye Clinic (NDDH Outpatients)	Extremely likely	From an emergency appt. in Dec-19, I cannot praise the staff, admin and clinical alike enough. They have been professional, helpful, informative and when appt. needed changing it was sorted.	The standard of service I have received has always been excellent. My 5th visit so far in the last 2 months.	
98	Eye Clinic (NDDH Outpatients)	Extremely likely	I have been coming to the outpatient Eye Clinic regularly for the past 30 years and have always felt well cared for in a professional way.	The only negative for me is trying to speak to someone on the phone, especially when trying to reschedule an appointment. Constantly reminded how much unattended appointments cost but can't get to speak to anyone. Used to be able to make an appointment that suited when you left, now receive it in the post - not always able to attend!!	
99	Eye Clinic (NDDH Outpatients)	Extremely likely	Patient care.	N/A.	
100	Eye Clinic (NDDH Outpatients)	Extremely likely	Treated quickly & efficiently.		
101	Eye Clinic (NDDH Outpatients)	Extremely likely	Got seen on time, promptly and kindly.	No, all very nice. Thank you!	
102	Eye Clinic (NDDH Outpatients)	Extremely likely	I was seen before my appointment time which was very helpful. The staff have been very helpful and pleasant.	I think it is working very well.	
103	Eye Clinic (NDDH Outpatients)	Likely			
104	Eye Clinic (NDDH Outpatients)	Likely	I encountered no problems, timing v. good.		
105	Eye Clinic (NDDH Outpatients)	Likely	Polite staff.		
106	Eye Clinic (NDDH Outpatients)	Likely	I was seen at the time of my appointment - there was no delay. The healthcare professionals were happy to answer any		

			questions I had and explain things to my satisfaction.		
107	Eye Clinic (NDDH Outpatients)	Not entered	The staff have been lovely but I wouldn't really 'recommend' health issues!		
108	Eye Clinic (NDDH Outpatients)	Not entered	I'm here because I have to be, not through choice!		
109	Fracture Clinic (NDDH Outpatients)	Extremely likely	Staff very helpful & friendly, saw Mr [name withheld] about mum's hip operation: was very approachable, explained clearly and reassured me about mum's progress, also what to do if anything bad happens. Excellent doctor & excellent staff in Fracture Clinic.	Better chairs.	
110	Gastroenterology (NDDH Outpatients)	Likely	Long wait times & no wait times displayed on waiting area boards, receptionist can sometimes be rude and research nurses talking to patients in waiting areas!! Inappropriate.	As overleaf.	
111	Gastroenterology (NDDH Outpatients)	Neither likely nor unlikely	Time given on appointment card, was 45 mins [illegible] to be seen.		
112	Gynaecology (NDDH Outpatients)	Extremely likely	Very nice, helpful staff. Didn't have to wait long.	By having water to drink available.	
113	Gynaecology (NDDH Outpatients)	Likely			
114	Gynaecology (NDDH Outpatients)	Likely	Doctor and staff are very good at their job.		
115	Gynaecology (NDDH Outpatients)	Likely			
116	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Looked after very well, made to feel at ease. Informative, friendly professionals - tongue-tie release.	No.	
117	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			Do not publish
118	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Gentle and very attentive and explanatory.		

119	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very nice Dr & nurses. Made you feel at ease. Thank you.		
120	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent communication, allowed me lots of time to ask questions and discuss treatment options.		
121	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			
122	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Friendly & efficient.		
123	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent staff - extremely considerate & friendly.	None.	
124	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			
125	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Professional and caring.		
126	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very friendly & efficient.	No.	
127	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Staff were very reassuring and kind as well as being incredibly helpful.	N/A.	
128	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very good service, very kind people.	None.	
129	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Fully informed about procedure. Kind, caring and attentive staff. Very accommodating to breastfeeding mothers.		
130	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very nice, calming dentist, told me everything he was doing.		

131	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very friendly, explained everything so that it could be easily understood which put me at ease.		
132	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Put patient at ease.		
133	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Staff were lovely, supportive and didn't push. Took my emotional state of worry into account and showed compassion and understanding.		
134	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Friendly environment. Professional expertise - consultant & nurses. Pain-free. Understanding. Excellent all round. Thank you.	Faultless. Thank you.	
135	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely			
136	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very professional and friendly staff.		
137	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Excellent service.	No.	
138	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	They keep you comfy and they tell you what is going on.		
139	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Because it's a good service.	Nope.	
140	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Speed of appointment. Text message to confirm. Friendly staff who helped me relax.		
141	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very friendly and professional.		
142	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Efficient, friendly service.	No.	

143	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Removal of mouth polyp.	Very pleased with team, friendly and put me at ease.	
144	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	All good. On assessment - bit of a run around to get x-ray done.	None.	
145	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Having several teeth out. Very patient and explained every step of the way. Thank you.		
146	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Can't fault any part of my experience. Keep up the good work, you are all amazing! Thanks.	More wages for all the staff.	
147	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Helpful staff.		
148	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Brilliant service.		
149	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very helpful and informative and knew exactly what was going to happen.		
150	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	My treatment was done with care and explained clearly to me. All the staff were brilliant.		
151	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Really nice & kept me calm.		
152	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	The team were very friendly & made me feel at ease.		
153	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Everything explained. Well cared for by all staff. Overall experience very caring. Thank you!		
154	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Was very clear what was going to happen, so kind and wasn't in any pain. Would happily allow to take my teeth out.		

155	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Made to feel comfortable throughout.		
156	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Everyone very kind & caring & considerate. Thank you.		
157	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	He put me at ease, talked to me all time which made me feel more relaxed which it used to be like in the olden days. I didn't feel any pain. More dentists like this please.	No I don't. I think the NHS are great.	
158	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Mr [name withheld] & nurses fab! Thank you for explaining everything and putting me at ease.	None required!	
159	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Treatment very good. Staff very friendly.		
160	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Cannot fault the treatment I have received. Friendly dentist & nurses. Very professional!		
161	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Friendly staff - made me feel very relaxed. All 3 staff were professional, clearly knew their roles and very concise explanations. Thank you.		
162	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Friendly.		
163	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely	Excellent, patient staff.		
164	Maxillofacial and Orthodontics (NDDH Outpatients)	Likely			
165	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	A good service and friendly service.		
166	Nephrology (NDDH Outpatients)	Likely	Very helpful & nice people.		

167	Occupational Therapy (NDDH Outpatients)	Extremely likely	Lovely, friendly staff. Clearly knowledgeable.		
168	Occupational Therapy (NDDH Outpatients)	Likely	The receptionist smiles and the nurses are very helpful and patient.	I had to wait 2 months to get an appointment.	
169	Orthopaedics (NDDH Outpatients)	Extremely likely			
170	Orthopaedics (NDDH Outpatients)	Extremely likely	Quick & efficient service.		
171	Orthopaedics (NDDH Outpatients)	Not entered	I don't see medical treatment as something one would actively recommend. You go to (hopefully) your local hospital. I think today's visit was good and I'd be happy to tell anyone that. Nursing staff in particular were friendly, empathetic and approachable.	There's a TV (rolling news) but all the seats are facing the wrong way - seems odd! Is it possible to somehow show how many people are ahead of you in the queue to see each doctor? Could then nip to the toilet without worrying you'd miss your appointment.	
172	Pain Management Service (NDDH Outpatients)	Likely	I've been very happy with the treatment I've received so far but would've shorter waiting times.		
173	Phlebotomy Clinic (NDDH Outpatients)	Extremely likely	Appointment on time and staff members professional and friendly.	None.	
174	Phlebotomy Clinic (NDDH Outpatients)	Likely	Helpful staff. Reasonable turnover of patients.	Coffee vending machine.	
175	Phlebotomy Clinic (NDDH Outpatients)	Likely	Well organised, polite, friendly staff, good timings.		
176	Physiotherapy (NDDH Outpatients)	Extremely likely	Staff are friendly and extremely helpful & work well to achieve the goals they set me to do.		
177	Physiotherapy (NDDH Outpatients)	Extremely likely	Excellent service, second to none.		
178	Physiotherapy (NDDH Outpatients)	Extremely likely	Physio has been good explaining where I go and why each time I visit.		
179	Physiotherapy (NDDH Outpatients)	Extremely likely	Very helpful, polite.	Not at the moment.	
180	Physiotherapy (NDDH Outpatients)	Extremely likely	Everyone we have encountered during treatment has been professional, kind and helpful. They made us feel better about the situation.		
181	Physiotherapy (NDDH Outpatients)	Likely	Staff have been great and very helpful.		

	Outpatients)				
182	Physiotherapy (NDDH Outpatients)	Neither likely nor unlikely	Wait too long.	Radio for music.	
183	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely likely	I slipped in a hotel wet room whilst on holiday and broke my hip and my shoulder in four places. It is wonderful to cover my body in warm water, which is great for helping with pain/discomfort. I appreciate the advice given regarding appropriate exercises and I am continuing these in my local swimming pool.	Periodic follow-up sessions in the hydro pool to assess progress.	
184	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely likely	Being in water takes the pressure off injury and the warm water relaxes muscles etc.		
185	Pre-operative assessment (NDDH Outpatients)	Extremely likely	[Name withheld] was the best taker of blood ever!!!! No pain at all!!!! Thank you. [Name withheld]	Ask [name withheld]. She was brilliant. [Name withheld]	
186	Radiology - CT scan	Extremely likely	Great service.		
187	Radiology - CT scan	Extremely likely	Extremely efficient, very friendly, explained everything. A very pleasant experience. No delay at all - despite RTA making me late arriving.	No, perfect.	
188	Radiology - CT scan	Extremely likely	Everything excellent. Fitted me in for a scan before oncologist. Staff were [names withheld] - very professional and put me at ease. We are very lucky here. Many thanks.	No. It's already excellent.	
189	Radiology - CT scan	Extremely likely	[Name withheld] was fantastic, explaining every step. Thank you.	No, it was a fantastic smooth process.	
190	Radiology - CT scan	Extremely likely	Lovely people who care, make you feel welcome.		
191	Radiology - CT scan	Extremely likely	Friendly, efficient service.		
192	Radiology - CT scan	Extremely likely	I have found the staff to be very helpful and the service excellent and very accommodating. A first class service by staff who are busy and under pressure.	I received a letter for a CT Scan which required a blood test before. My health centre couldn't do it for a week but NDDH I could call in and wait. It would be useful to mention on the letter that the hospital can	

				also do a blood test.	
193	Radiology - CT scan	Extremely likely	Staff are very professional and efficient.	None.	
194	Radiology - CT scan	Extremely likely	Very helpful and friendly staff, keep you informed on what is happening to you. Nice atmosphere.		
195	Radiology - CT scan	Extremely likely	Arrived early & seen straight away. Explained processes & finished at estimated time. Very kind & friendly staff.		
196	Radiology - CT scan	Extremely likely	Friendly, professional and reassuring. Great experience under the circumstances.		
197	Radiology - CT scan	Extremely likely	I was treated very well today. Very professional, treated with dignity & respect.		
198	Radiology - CT scan	Extremely likely	Lovely nurses and doctors made me feel at ease.	No, everything went smoothly.	
199	Radiology - CT scan	Extremely likely	Friendly staff, very helpful, put you at ease.		
200	Radiology - CT scan	Extremely likely	Pleasant staff & calm atmosphere.		
201	Radiology - CT scan	Extremely likely	Extremely good service.	Allow time for meals between appointments, no breakfast today.	
202	Radiology - CT scan	Extremely likely	Friendly, efficient staff who explained the procedure carefully.	No.	
203	Radiology - CT scan	Extremely likely	Polite, kindly approach, attitude of all staff I dealt with today. Excellent communication skills i.e. explaining delay & reason due to emergency trauma case, informative explanations of CT Scan procedures. Checking as to my wellbeing & comfort before during & after procedure. Clear, well repeated advice of post scan & reporting. Also, even actioning correction of info [illegible] data on hospital's patient record i.e. change of GP which I had asked for & reported during the previous year with no avail. Well done CT Scanner staff! Thank you for working in and sustaining a truly wonderful National Health Service.	Please could patients automatically be able to have/keep copies of the records of reports/results of blood tests, scans etc. carried out in hospital on verbal request instead of being denied this as I have. Please do something about increasing car parking space - and cost of parking for long term/multiple visits by patient and carers to the hospital. It becomes very costly and very difficult/sometimes impossible to find car parking unless waiting for considerable time at peak working times.	
204	Radiology - CT scan	Likely	Satisfied with treatment given.		

205	Radiology - CT scan	Likely	Very helpful and attentive staff. Prompt appointment. [Name withheld]	No.	
206	Radiology - CT scan	Not entered	Part of scheduled appt.		
207	Radiology - CT scan	Not entered	Don't break your hand!	Vending machine in Fracture Clinic. More toys to keep kids busy!	
208	Radiology – InHealth CT/MRI	Unlikely	Department opened 35 minutes late. No staff visible. No explanation. No apology. Attended 7.30am on a Sunday. No communication, very poor.	Open the department to greet your first patient!	
209	Radiology - MRI scan	Extremely likely	Excellent, caring staff.	None.	
210	Radiology - MRI scan	Likely			Do not publish
211	Radiology - Ultrasound	Extremely likely	I was sent from a clinic for a scan so expected to wait. Very pleasant reception staff.		
212	Radiology - Ultrasound	Extremely likely	Helpful and understanding. Easy service.		
213	Radiology - X-ray	Extremely likely	Prompt & friendly service.		
214	Radiology - X-ray	Extremely likely			
215	Radiology - X-ray	Extremely likely		TV size in waiting rooms. Drinks machines in waiting room.	
216	Radiology - X-ray	Extremely likely	Timing good, staff friendly, seen on time.		
217	Radiology - X-ray	Extremely likely	No waiting, friendly staff, v. efficient.		
218	Radiology - X-ray	Likely			
219	Radiology - X-ray	Likely	I needed the x-ray!		
220	Radiology (NDDH Outpatients)	Extremely unlikely	Receptionist? [name withheld] (lady in pink) was rude, unhelpful and dismissive.	Teach receptionists patient care! Absolutely no help at all when requested, just a blank expression!	
221	Radiology (NDDH Outpatients)	Not entered	If you need an x-ray - you need one! Where else could I recommend my friends or family went?		
222	Respiratory (NDDH Outpatients)	Extremely likely	Good & friendly service.		
223	Respiratory (NDDH Outpatients)	Extremely likely	Dr [name withheld] very helpful.		
224	Respiratory (NDDH	Extremely likely	Staff friendly and helpful. Waiting area warm &		

	Outpatients)		bright. Great to have water available. Consultant thorough and explained all I wanted to know. Consultant did not rush my appointment.		
225	Respiratory (NDDH Outpatients)	Extremely likely	Always a good service & friendly staff.	More parking spaces please.	
226	Respiratory Nurse (NDDH Outpatients)	Likely	Friendly, helpful & informative staff.		
227	Rheumatology (NDDH Outpatients)	Extremely likely	I have been looked after very well.		
228	Rheumatology (NDDH Outpatients)	Extremely likely	V. good service.		
229	Rheumatology (NDDH Outpatients)	Extremely likely	Level of care & attention to my individual circumstance. Easy appointments & service.	Mon & Fri appointments would be easier to attend around work.	
230	Rheumatology (NDDH Outpatients)	Extremely likely	Travelled 45 miles to get to hospital. No delay to see doctor, very informative consultation.	No. First time here and system seems to work ok.	
231	Urology (NDDH Outpatients)	Extremely likely	Friendly staff. Appointment on time.		
232	Urology (NDDH Outpatients)	Extremely likely	Swift appointment. Concise answers.	It's pretty good.	

Qualitative feedback - Jan-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	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	You receive a friendly welcome and are seen to without much of a wait.	Friendly and helpful advice given.		
2	Audiology (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Usually on time. Friendly staff. Good children's play area.			
3	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes		Quick to be seen, staff friendly & professional.		
4	EEG / EMG (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Very friendly & made me feel at ease. Very patient at answering my questions.	See overleaf.		
5	EEG / EMG (NDDH Outpatients)	Patient	Yes	Very friendly, clear on what was going to happen and very happy.	Very welcoming!	Nothing! Was a real pleasure.	
6	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	I had fun playing shapes. Everyone's so nice. [Name	The doctors.	Had sweets.	

				withheld].			
7	ENT (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Friendly for children. Not too long wait and very helpful at rescheduling appointment when his sister was unwell.	Toys for children.		
8	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Was seen to very quickly for my son's eye drops. The nurse was very patient with him as he was nervous.	Was seen to very quickly.		
9	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Clinic running on time. Clean.	Seen on time. Practitioner was welcoming, efficient and professional, very patient.	Free parking. Apart from that, it was great, oh and maybe a drinks machine.	
10	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Everyone was very lovely to myself and my grandson who is autistic.	[Name withheld] had plenty of toys to keep him occupied.	Dustbin for baby rubbish, everything else perfectly fine.	
11	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Because the staff/doctor helps you get better.	The play area & kindness of the doctor.	N/A.	
12	Eye Clinic (NDDH Outpatients)	Not entered	Yes	We need the NHS. Without it, many people/families would not get any medical care.			
13	Eye Clinic (NDDH Outpatients)	Parent/Guardian/Carer	Maybe	There's not anything to keep patients occupied whilst waiting for appointments, especially if you have kids.	Everybody is really, really kind.	They could be better by: ventilation, clean air, water dispensers, more colourful rooms.	
14	Maxillofacial and Orthodontics (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Great service - efficient & informative.	Short wait and quick appointment.	Nothing.	
15	Physiotherapy	Parent/Guardian/Carer	Yes	[Name withheld] is excited			

	(NDDH Outpatients)	Carer		to come to her appointment. She feels happy to see [name withheld] and not scared or worried.			
16	Physiotherapy (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Helpful and easy.			