

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

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

'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 %
Mar-20	103	97.1	0.0	2.9

Qualitative feedback - Mar-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	Prompt, friendly service by both reception and Audiology Clinic. Over and above to help out with transport. Great service.	None.	
2	Audiology (NDDH Outpatients)	Extremely likely	You provide rapid solutions to irritating hearing aid problems. A very helpful service.		
3	Audiology (NDDH Outpatients)	Neither likely nor unlikely	It all depends on who you see, some are very helpful & some seem very bored with the job.		
4	Breast Clinic (NDDH Outpatients)	Extremely likely	Dr [name withheld] was extremely thorough and explained everything so I could understand it. He made me feel relaxed and that I was being taken care of. Thank you.		
5	Breast Clinic (NDDH Outpatients)	Extremely likely			Do not publish
6	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	Cannot fault the support I have had!	All good to me!!	
7	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely			

8	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	The team made everyone feel very welcome & comfortable throughout the sessions.	Nothing needs to be improved.	
9	Cardiac Rehab Exercise Class (NDDH Outpatients)	Extremely likely	Because I really enjoyed it. Thank you.	No.	
10	Cardiac Rehab Exercise Class (NDDH Outpatients)	Likely	Staff very good, hardworking.		
11	Cardiology (NDDH Outpatients)	Extremely likely	Very friendly & informative.		
12	Cardiology (NDDH Outpatients)	Extremely likely	All the staff have been very helpful throughout the department. Unfortunately, we arrived at 12.50pm and did not get in for an ECG until 1.55pm, as my mother has dementia she was wanting to go home.	Take into consideration not just appointment time but the need for those having echo's as well.	
13	Cardiology (NDDH Outpatients)	Extremely likely	Staff all kind and knowledgeable. Able to make decisions and act upon them so that I could go home reassured and on the right medication. All kind and considerate.		
14	Cardiology (NDDH Outpatients)	Extremely likely	Very good team and also very helpful with all patients.		
15	Cardiology (NDDH Outpatients)	Likely	Have always received good attention.		
16	Cardiology (NDDH Outpatients)	Likely	I have had a very positive experience.		
17	Cardio-respiratory (NDDH Outpatients)	Not entered	Fantastic, lovely staff, very experienced and working hard. All should be proud of this unit.	Nothing much. Well done.	
18	Cardio-respiratory (NDDH Outpatients)	Not entered	Apart from Bideford Hospital, this is the nearest so always has to be the one!	Sorry – none.	
19	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Short waiting time in clinics. Friendly staff. Efficient clerks. Generally good effective treatment over a period of three years at service clinics.	No! A huge thank you to all the hospital staff. A&E too! Great treatment.	
20	Clinic / department not entered (NDDH Outpatients)	Extremely likely	All staff involved have been friendly, courteous, helpful & kind - as well as obviously medically	Adjacent parking would be nice though not possible now.	

	Outpatients)		experienced.		
21	Clinic / department not entered (NDDH Outpatients)	Extremely likely	I and my relatives have always received an efficient and caring service.		
22	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very polite over telephone, pleasant staff all round.	Looks all good.	
23	Clinic / department not entered (NDDH Outpatients)	Extremely likely	The staff are so kind & friendly, also a smile on their faces.		
24	Clinic / department not entered (NDDH Outpatients)	Extremely likely	All staff, from professionals to porters, have been friendly, courteous, kind and very thorough (with one repeat test).	Couldn't have been better in any better.	
25	Clinic / department not entered (NDDH Outpatients)	Extremely likely	Very good.		
26	Clinic / department not entered (NDDH Outpatients)	Likely			Do not publish
27	Dietetics (NDDH Outpatients)	Likely	It is a friendly and welcoming waiting area. Efficient reception area.	Cold air fans in the summer. Relaxing music on in background.	
28	EEG / EMG (NDDH Outpatients)	Extremely likely	Very caring & understanding.	N/A.	
29	EEG / EMG (NDDH Outpatients)	Extremely likely	Very friendly and reassuring. Made the experience seem less daunting.	No.	
30	EEG / EMG (NDDH Outpatients)	Extremely likely	Polite, helpful staff.		
31	EEG / EMG (NDDH Outpatients)	Extremely likely	Very friendly, easy and constant communication.		
32	EEG / EMG (NDDH Outpatients)	Extremely likely	EEG - [name withheld] was wonderful, so kind. [Name withheld]	No.	
33	EEG / EMG (NDDH Outpatients)	Extremely likely	[Name withheld] explained everything that was going to happen and kept me informed throughout the test. She made me feel at ease, very good care. Thank you.		

34	EEG / EMG (NDDH Outpatients)	Likely	[Name withheld] is very kind and made an uncomfortable test as relaxed as it could be. Thank you.	No. [Name withheld] is very good at her job. I was seen early and treated with kindness and respect.	
35	Exmoor Unit (NDDH Outpatients)	Extremely likely	Kind, knowledgeable staff - gave me great confidence.		
36	Exmoor Unit (NDDH Outpatients)	Extremely likely	Had very good care.		
37	Eye Clinic (NDDH Outpatients)	Extremely likely	Everyone been very kind & helpful.		
38	Eye Clinic (NDDH Outpatients)	Extremely likely	The staff are very kind & professional in a very busy ward.	No.	
39	Eye Clinic (NDDH Outpatients)	Extremely likely	Always had good treatment.	Can't think of any.	
40	Eye Clinic (NDDH Outpatients)	Extremely likely	Please see overleaf. I have always received prompt & excellent treatment by lovely staff at the Eye Clinic. I can't think of a negative at present.	I have always received prompt and excellent treatment by friendly staff - thank you! No suggestion I can think of.	
41	Eye Clinic (NDDH Outpatients)	Extremely likely	Excellent staff as always.	Pay staff more!	
42	Eye Clinic (NDDH Outpatients)	Extremely likely	Nearly a year has passed since my first visit to the Exmoor Eye Clinic, naturally feeling nervous. Immediately my nerves were calmed by the quiet, kind efficiency of all the staff. A notice regarding waiting time is good to see, but I have never had to wait more than a few minutes. During that time I have seen frailer patients offered a supporting arm & taken so kindly to & from their treatment. It is all brilliantly organised & I am most grateful for all the skill & kindness I have received.		
43	Eye Clinic (NDDH Outpatients)	Likely	I've had good service today and it's the only eye hospital for at least 30 miles. My nurse was very informative & my consultant took time to tell me what was happening in clinic this morning.	No, happy with service.	
44	Eye Clinic (NDDH Outpatients)	Likely	Staff very kind and helpful and explained in		

	Outpatients)		detail what they were about to do etc.		
45	Eye Clinic (NDDH Outpatients)	Likely	Staff are all very friendly, polite & helpful.	More chairs with arms in the waiting area would be useful.	
46	Fracture Clinic (NDDH Outpatients)	Extremely likely	[Name withheld] is very cool!!! Fracture/plaster etc. Amazing service provided today. Friendly and helpful staff.	Nothing.	
47	Fracture Clinic (NDDH Outpatients)	Extremely likely	The ladies that took care of me today were lovely. Very professional but attentive & friendly.		
48	Fracture Clinic (NDDH Outpatients)	Extremely likely	Very competent and friendly staff. [Names withheld] quality! Great, friendly service.	Nothing!	
49	Fracture Clinic (NDDH Outpatients)	Extremely likely	Because everyone has been marvellous - I have been looked after very well. [Name withheld] was excellent.		
50	Gastroenterology (NDDH Outpatients)	Extremely likely	Very professional, caring staff/doctor. All details explained.		
51	Gynaecology (NDDH Outpatients)	Extremely likely	Kind staff.		
52	Gynaecology (NDDH Outpatients)	Likely		N/A.	
53	Heart Failure Clinic (NDDH Outpatients)	Extremely likely	Excellent service for many years. My compliments & thanks to all the staff.	No.	
54	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very professional & friendly. Excellent experience.		
55	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Lovely, friendly team who all work brilliantly together and are very informative and make you feel relaxed.		
56	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Tongue-tie. Friendly, very professional & supportive, not busy.		
57	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Fabulous team! So friendly, skilled and obviously very experienced. Gave me lots of information so feel very reassured. Thank you to Mr [name withheld] & team.	No!	

58	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Very friendly and kind. Made me feel at ease.		
59	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	I am a very nervous patient but the team were so brilliant at helping the op go smoothly.	When I come for my consultation the registrar tried putting me off having the op which was disconcerting. Waiting times could be better.	
60	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Friendly and efficient.		
61	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Lovely team, very friendly.		
62	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	A professional and reassuring service. Good precautions in place to stop the spread of Coronavirus.		
63	Maxillofacial and Orthodontics (NDDH Outpatients)	Extremely likely	Tongue-tie. For allowing us to come in at such short notice - thank you! I really appreciate it!		
64	Maxillofacial and Orthodontics (NDDH Outpatients)	Not entered	If there was a need to attend this clinic then I would certainly say you would be well cared for.		
65	Oncology (NDDH Outpatients)	Extremely likely	Always warm & friendly.		
66	Orthopaedic Interface Service (NDDH Outpatients)	Extremely likely	Efficiently-run clinic.		
67	Orthopaedics (NDDH Outpatients)	Likely	Staff courteous & helpful. Mindful of disability. Listened to my concerns.		
68	Phlebotomy Clinic (NDDH Outpatients)	Extremely likely	On the whole all the staff mum have come into contact have been kind and have explained things clearly. Today, when the worst possible news was given, the staff were empathetic and very willing to answer our question - we really felt mum mattered and they cared. [Name withheld] in Gynae was fantastic.		

69	Physiotherapy (NDDH Outpatients)	Extremely likely	I saw [name withheld]. She was very polite & positive as to what I should do.		
70	Physiotherapy (NDDH Outpatients)	Extremely likely	Empathetic and conciliatory service. Listened to the issues and came up with an agreed plan & action.	No.	
71	Physiotherapy (NDDH Outpatients)	Extremely likely	Good service.		
72	Physiotherapy (NDDH Outpatients)	Extremely likely	I wasn't kept waiting by [name withheld] at all & her instructions were very clear & easy to follow. Without exception, all staff were friendly & polite.		
73	Physiotherapy-Hydrotherapy (NDDH Outpatients)	Extremely likely	Appointments have been prompt. Therapists always very pleasant.		
74	Pre-operative assessment (NDDH Outpatients)	Likely	First appointment cancelled with less than 24hrs notice, then re-appointed.	Assure appointment [illegible] are kept.	
75	Radiology - CT scan	Extremely likely	I have had the best of treatment with great care. I could not have had better.		
76	Radiology - CT scan	Extremely likely	V. helpful. Lovely staff. Good service.		
77	Radiology - CT scan	Extremely likely			Do not publish
78	Radiology - CT scan	Extremely likely	Friendly & professional staff who explained everything, made sure I was comfortable & reassured me. Thanks!		
79	Radiology - CT scan	Extremely likely	All staff very helpful, friendly, explained procedure carefully & thoroughly. I felt cared for.	No improvements necessary.	
80	Radiology - CT scan	Extremely likely	Fast, friendly service. Very nice people.	None. Very efficient.	
81	Radiology - CT scan	Extremely likely	[Name withheld] was extremely kind and patient throughout the process. At each stage, I was well informed in advance. It was particularly reassuring that she was present right to the end of my treatment. Thank you.		
82	Radiology - CT scan	Not entered	Felt comfortable and assured from the moment I entered the department. All staff are very	No. It works well as it is.	

			knowledgeable and put you at your ease and explain everything clearly.		
83	Radiology - MRI scan	Extremely likely	Everybody was very polite. We were advised that there would be a delay and [name withheld] apologised for the wait.	None.	
84	Radiology - X-ray	Extremely likely	Very friendly and quick service.		
85	Radiology - X-ray	Extremely likely	Excellent service. Nice staff.	Reduce wait times, where possible.	
86	Radiology - X-ray	Extremely likely			Do not publish
87	Radiology - X-ray	Extremely likely	Never had a problem, always been looked after well.		
88	Radiology - X-ray	Extremely likely			
89	Radiology - X-ray	Extremely likely			Do not publish
90	Respiratory (NDDH Outpatients)	Extremely likely	All helpful & friendly.		
91	Respiratory (NDDH Outpatients)	Likely	Friendly staff.		
92	Respiratory (NDDH Outpatients)	Likely			
93	Respiratory Nurse (NDDH Outpatients)	Extremely likely	Lovely nurse. Very kind. Happy to help me.	It is good.	
94	Rheumatology (NDDH Outpatients)	Extremely likely	Very good service.		
95	Urology (NDDH Outpatients)	Extremely likely	Very satisfied.	No.	
96	Urology (NDDH Outpatients)	Extremely likely	Very good hospital.	No. Bigger signage for visitors' car park - missed it!	

Qualitative feedback - Mar-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	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)	Patient	Yes				Do not publish
2	EEG / EMG (NDDH Outpatients)	Parent/Guardian/ Carer	Yes				Do not publish
3	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly, clean, organised department.	Friendly staff.	Waiting times.	
4	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Always helpful.	Staff friendly.	Could be seen quicker.	
5	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Yes	Friendly staff. Short wait time. Knowledgeable.	Enjoyed the new testing equipment.		
6	Eye Clinic (NDDH Outpatients)	Parent/Guardian/ Carer	Maybe	The actual treatment/consultation we received was excellent. The communication was poor - clinic running over	See overleaf.	There either needs to be a board to update that the clinics are running late or physically communicate so you make arrangements	

				an hour late and no one came to communicate the delay.		e.g. with work, school or go for a walk & come back.	
7	Physiotherapy (NDDH Outpatients)	Parent/Guardian/Carer	Yes	Always very friendly and helpful. [Name withheld] is brilliant!			
8	Radiology - X-ray	Parent/Guardian/Carer	Yes	Friendly staff & promptly seen to.	Friendly & welcoming & promptly seen to.		
9	Radiology - X-ray	Parent/Guardian/Carer	Yes	Very friendly members of staff.	Coming for a scan with my 5-week old baby and feeling nervous but I was reassured and made comfortable by staff.	Nothing. Very happy.	
10	Radiology - X-ray	Patient	Yes	Because staff make you feel very safe and comfortable.	Waiting times are good and staff are clear about where you need to go & what you need to do.	Everything was fine.	
11	Radiology - CT scan	Parent/Guardian/Carer	Maybe				