

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

Thinking about your visit... Overall, how was your experience of our service?

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	44	90.9	4.5	4.5

Qualitative feedback

	Clinic / department attended	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Breast Clinic	Not entered	Very good	The receptionist were very polite and explained what to do regarding filling out forms etc..		
2	Breast Clinic	Patient	Very good	Very friendly, make you feel at ease.		
3	Breast Clinic	Patient	Good	Reception staff very friendly.		
4	Clinic/dept not entered - Area A	Patient	Very good			
5	Clinic/dept not entered - Area A	Patient	Very good	Because it was very good.		
6	Clinic/dept not entered - Area A	Patient	Very good	Easy check-in. Prompt.		
7	Clinic/dept not entered - Area A	Patient	Very good	Considering the situation with Covid, I think hospital is doing everything they can to deal with it.		
8	Clinic/dept not entered - Area A	Patient	Very good			
9	Clinic/dept not entered - Area A	Patient	Very good	All good, polite, quick.		
10	Clinic/dept not entered - Area A	Not entered	Very good	Everybody extremely helpful and courteous.		
11	Clinic/dept not entered - Area A	Not entered	Very good	Very helpful service.		
12	Clinic/dept not entered - Area A	Patient	Very good			
13	Clinic/dept not entered - Area A	Patient	Very good	No problems, quick, easy, understandable.		
14	Clinic/dept not	Patient	Very good			

	entered - Area A					
15	Clinic/dept not entered - Area A	Not entered	Very good	Polite. Fast. Clean.		
16	Clinic/dept not entered - Area A	Patient	Very good			
17	Clinic/dept not entered - Area A	Patient	Good	Staff were informative.	Nothing.	
18	Clinic/dept not entered - Area A	Patient	Good			
19	Clinic/dept not entered - Area A	Not entered	Good			
20	Clinic/dept not entered - Area A	Patient	Poor	The letter states I can have someone with me so I did and they took the day off work. The woman at outpatients told me I should have come on my own.	Change your letter. Include the questionnaire.	
21	Clinic/dept not entered - Area A	Patient	Don't know			
22	Clinic/dept not entered - Area A	Patient	Not entered	Prompt appointment. Great service from reception, nurses, doctors, x-ray, phlebotomist and pharmacy.		
23	Clinic/dept not entered - Area A	Not entered	Not entered	Everything was good.		
24	Clinic/dept not entered - Area C	Patient	Very good	Very clear explanation.		
25	Clinic/dept not entered - Area C	Patient	Very good	As always, receptionist was delightful and helpful as was the surgeon.		
26	Clinic/dept not entered - Area C	Patient	Very good			
27	Clinic/dept not entered - Area C	Patient	Very good	Because the lady on the desk was very clear and helpful and welcomed		

				us in!		
28	Clinic/dept not entered - Area C	Patient	Good	Super-friendly and helpful staff. Quick appointments throughout, will give 'Very good' rating if injection works.	N/A	
29	Fracture Clinic	Patient	Very good	All working as it should.		
30	Fracture Clinic	Relative	Very good			
31	Fracture Clinic	Not entered	Very good	Excellent service. Exceptional staff in fracture clinic.		
32	Maxillofacial and Orthodontics	Not entered	Very good	Friendly, professional, Covid-aware staff.		
33	Maxillofacial and Orthodontics	Patient	Very good	Staff very friendly and professional. Lots of sanitiser stations.		
34	Maxillofacial and Orthodontics	Patient	Very good	Helpful and friendly.		
35	Maxillofacial and Orthodontics	Relative	Very good	Receptionist friendly. Mr [name withheld] is always very good and personable.		
36	Maxillofacial and Orthodontics	Patient	Very good	Very good staff.		
37	Maxillofacial and Orthodontics	Patient	Very good	Great service and very polite.		
38	Maxillofacial and Orthodontics	Patient	Very good			
39	Maxillofacial and Orthodontics	Patient	Very good	The orthodontist person, [name withheld], was really gentle putting on the braces.		
40	Maxillofacial and Orthodontics	Patient	Don't know	Car parking made us late and we asked someone regarding directions and they ignored me.		
41	Neurology	Patient	Very good	Seen quickly, helpful, friendly staff.		
42	Neurology	Patient	Very good	Everything has been very efficient		

				and helpful.		
43	Orthopaedic / Trauma	Patient	Very good	Very polite. Friendly. Clear instructions.		
44	Plastic Surgery	Patient	Very good	Helpful staff.		
45	Rheumatology	Patient	Very good			
46	Urology	Carer	Very poor	Appointment made for 5.30pm after being cancelled twice. Told to arrive 30mins before appointment for flow test to be told the machine isn't working. This patient is very poorly and hasn't been effectively helped at all, just been poo poed off constantly. Lives a 40mins drive in the cold, damp weather away. With [illegible]. Please contact [name and contact number withheld].	Rang to say not to bother dragging her out in December damp temps with COPD and barely able to walk or function.	