

Friends and Family Test - Outpatients - North Devon District Hospital - Jan-21

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 %
Jan-21	79	96.2	1.3	2.5

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	Patient	Very good	Lovely, sympathetic staff.		
2	Cardiology	Patient	Very good			
3	Cardio-respiratory	Patient	Very good	Very helpful staff. Clear instructions. Receptionist in main area of hospital was very helpful. Excellent service.		
4	Cardio-respiratory	Patient	Poor	Disorganised cardio department. Advanced booking in disarray. Revise training procedure for personnel making booking.	Send letter of procedure to follow.	
5	Cardio-respiratory drive-through	Spouse/Partner	Very good	Lovely lady [illegible] and explained everything.		
6	Cardio-respiratory drive-through	Patient	Very good	Very friendly lady saw me. Felt lovely to see such a nice person! She deserves praise!		
7	Cardio-respiratory drive-through	Spouse/Partner	Very good	Very quick and efficient. Very easy access and egress. Thank you.		
8	Cardio-respiratory drive-through	Not entered	Very good	Quick and easy. Excellent.		
9	Cardio-respiratory drive-through	Relative	Very good	Amazing idea rather than going into hospital and taking ages. Was super quick and friendly.	Nothing. Very good	
10	Cardio-respiratory drive-through	Patient	Very good	Good communication. Really great idea to use a drive-		

				through service.		
11	Cardio-respiratory drive-through	Spouse/Partner	Very good	I was able to come in, drive to the drive-through without having to park and get out, pick up the monitor, which was explained thoroughly by a very nice lady.		
12	Cardio-respiratory drive-through	Patient	Very good			
13	Cardio-respiratory drive-through	Patient	Very good	Efficient, friendly, happy operatives... all good.	Nothing.	
14	Cardio-respiratory drive-through	Not entered	Very good	Good if you have children as less waiting around. Service friendly and helpful - not sure how well we fitted it compared to nurses though - hoping results will be ok!		
15	Cardio-respiratory drive-through	Relative	Very good	Polite, helpful - explained what I needed to do.		
16	Cardio-respiratory drive-through	Patient	Very good	The young lady who dealt with me was cheerful and very pleasant, and more importantly was very thorough in her explanation of what I had to do.	Nothing.	
17	Cardio-respiratory drive-through	Patient	Very good	Methodical, well-organised, friendly. Just what we need right now.	Nothing.	
18	Cardio-respiratory drive-through	Not entered	Very good	Easy access, quick, clear instruction.		
19	Cardio-respiratory drive-through	Not entered	Very good	I went to the drive-through to get a heart monitor. There was no waiting. The lady giving out	Just right as it is. Thank you.	

				the device was clear, helpful and very empathetic.		
20	Cardio-respiratory drive-through	Not entered	Very good	Drove straight in, no fuss. Everything was explained in a perfect manner. Excellent all round experience.		
21	Cardio-respiratory drive-through	Patient	Very good	The drive-through was very convenient as I came from work. The nurse was very informative and helpful. Within 10 minutes I was on my merry way back to work.	Keep up the good work.	
22	Cardio-respiratory drive-through	Patient	Very good	Friendly people. Nothing too much trouble.		
23	Cardio-respiratory drive-through	Patient	Very good	A clear and concise service - a very good idea!		
24	Cardio-respiratory drive-through	Patient	Very good	Everything was perfect.	Nothing.	
25	Cardio-respiratory drive-through	Patient	Very good	Initial instructions for appointment - location etc. - precisely as described. Instructions on use of monitor - clear concise - delivered in a most friendly and understanding manner. Thank you. [Name withheld]	<i>(Note: This question was amended by the patient to the following: Please tell us about anything that we should do)</i> Ensure that the initial contact is a suitable ambassador for the NHS and is provided with all the resources and information needed for the task. The general public tend to assess the NHS on first impression.	
26	Cardio-respiratory drive-through	Not entered	Very good	Quick and efficient.	Nothing.	

27	Cardio-respiratory drive-through	Patient	Very good	The set-up for collection outside was made very easy. The staff were very polite and quick. There was a full and comprehensive explanation of the kit and its use.	Nothing. It was very good.	
28	Cardio-respiratory drive-through	Not entered	Very good			
29	Cardio-respiratory drive-through	Patient	Very good	Very good considering the circumstances regarding Covid-19. It would have been better if first fitting could have been done by an expert. I hope that I got the pads in the region where indicated on the picture.		
30	Cardio-respiratory drive-through	Patient	Very good	Friendly and polite staff. Clear guidance given.		
31	Cardio-respiratory drive-through	Patient	Very good			Do not publish
32	Cardio-respiratory drive-through	Spouse/Partner	Very good	On time. Information and instructions clearly explained.		
33	Cardio-respiratory drive-through	Patient	Very good	The site was well-organised and user-friendly. The technician was welcoming, knowledgeable and efficient.		
34	Cardio-respiratory drive-through	Patient	Very good	Very pleasant and helpful. Also, explained clearly all procedures.		
35	Cardio-respiratory drive-through	Patient	Very good	Arrived on foot, evidently unusual. The person directing things was very helpful and stayed with me. The lady	Nothing.	

				giving instructions on fitting of the monitor was very thorough and precise. Thank you.		
36	Cardio-respiratory drive-through	Patient	Very good	Very quick and easy. Service given by staff excellent. Gives peace of mind by not having to enter the hospital premises.	Nothing.	
37	Cardio-respiratory drive-through	Patient	Very good	Very friendly staff explained what I had to do. Felt safer picking monitor up from outside and not going into the hospital.		
38	Cardio-respiratory drive-through	Not entered	Very good	The drive-through aspect of the service was very easy. The member of staff who greeted us was very cheerful and helpful. Instructions in the pack easy to follow.	Nothing.	
39	Cardio-respiratory drive-through	Patient	Very good	I thought the service was quick, efficient and very informative. I felt safe in the drive-through environment and thought they handled the Covid-19 extra safety measures very well.		
40	Cardio-respiratory drive-through	Not entered	Very good	Quick, efficient and safe.		
41	Cardio-respiratory drive-through	Patient	Very good			
42	Cardio-respiratory drive-through	Not entered	Very good	Because we arrived very easily and were seen promptly.	None.	
43	Cardio-respiratory drive-through	Patient	Very good	The service was very organised, quick and efficient		

				and clearly explained.		
44	Cardio-respiratory drive-through	Patient	Very good	Fluent and organised.	Nothing. Very good!	
45	Cardio-respiratory drive-through	Not entered	Very good	The visit was very well-organised.		
46	Cardio-respiratory drive-through	Patient	Very good	Excellentlly organised, quick and efficient.		
47	Cardio-respiratory drive-through	Patient	Very good	Everything was running very smoothly. Friendly and most helpful staff.		
48	Cardio-respiratory drive-through	Not entered	Very good			
49	Cardio-respiratory drive-through	Patient	Good	Not what I was expecting. Cost me to hire a car, still I managed.	I was expecting to be fitted. I broke my wrist in a bad fall and my head a large lump and bleeding. Plaster for 6 weeks, arm still week.	
50	Cardio-respiratory drive-through	Not entered	Good			
51	Clinic/dept not entered - Area A	Patient	Very good	Very efficient - seen very quickly. Given plenty of time with consultant and opportunity to be given advice and ask questions. All staff helpful, friendly and professional.		
52	Clinic/dept not entered - Area A	Patient	Very good	To assist!		
53	Clinic/dept not entered - Area A	Patient	Very good	Treated well and well informed.		
54	Clinic/dept not entered - Area A	Not entered	Very good	Excellent direction and service. Fabulous staff and always a pleasure. You feel cared for.		

55	Clinic/dept not entered - Area A	Patient	Very good	Everyone is amazing. Where would we be without the NHS?		
56	Clinic/dept not entered - Area A	Patient	Very good	Seen quickly. Very calm. Easy to speak to.		
57	Clinic/dept not entered - Area A	Patient	Very good			
58	Clinic/dept not entered - Area A	Patient	Very good	Good staff. Efficient.	No.	
59	Clinic/dept not entered - Area A	Patient	Very good	Efficiently run. Everything clean and tidy. Felt safe.		
60	Clinic/dept not entered - Area A	Patient	Good	Disabled parking could be improved. Other than that, everything is completely satisfactory.		
61	Clinic/dept not entered - Area C	Not entered	Very good	Staff helpful and cheerful.		
62	Clinic/dept not entered - Area C	Patient	Very good	I was seen on time [illegible] by friendly nurse and made to feel confident with safety [illegible] Covid [illegible].1`		
63	Clinic/dept not entered - Area C	Relative	Very good	Friendly and put my son at ease. Lots of reassurance.		
64	Clinic/dept not entered - Area C	Patient	Good	I felt Covid-safe and there were no delays.		
65	Clinic/dept not entered - Area C	Patient	Good			Do not publish
66	Eye Clinic	Patient	Very good	Because the staff were friendly and the service was great.		
67	Eye Clinic	Patient	Good	Haven't seen chairs being cleaned on this visit unlike other time.	Clean chairs.	
68	Fracture Clinic	Patient	Very good	Very polite and comforting. xx		

69	Gastroenterology	Patient	Very good			
70	Maxillofacial and Orthodontics	Carer	Very good	The staff very helpful, everything felt very safe and hygienic.	Nothing. Everything was brilliant.	
71	Maxillofacial and Orthodontics	Carer	Neither good nor poor	We were a few minutes late which will have affected the service we received. So a bit rushed to begin with. However, no info or explanation of procedure and I couldn't go in with my [age omitted] yr old son so have sat in the waiting room Youtubing the process.	Appreciate we were late so they had to get on with things but no real explanation. Hopefully, will receive aftercare advice before we leave. Update - brilliant aftercare advice - thank you!	
72	Nephrology	Patient	Good	General impression.	Avoid words like 'anonymise'! (retired English teacher). I don't think the car park is your domain - however, I believe the charges to be unreasonable	
73	Orthopaedic Interface Service	Patient	Very good	Receptionist very Covid-efficient. Clean/safe waiting area. Fantastic specialist – [name withheld]		
74	Phlebotomy Clinic	Patient	Very good	As always, all staff are very helpful, polite and kind.		
75	Phlebotomy Clinic	Patient	Very good	The staff were very helpfully and pointed me in the right place and was very polite and efficient, great service.	Not applicable.	
76	Phlebotomy Clinic	Patient	Good	Quick.		
77	Physiotherapy	Carer	Neither good nor poor	No particular reason.		

78	Radiology - X-ray	Patient	Good	Good communication and service.		
79	Urology	Patient	Good			