

Friends and Family Test - Outpatients - North Devon District Hospital - Feb-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 %
Feb-21	164	98.2	0.0	1.8

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	Receptionist was very polite and informative/helpful.		
2	Breast Clinic	Patient	Very good	Never have to wait too long - service and care is outstanding.		
3	Breast Clinic	Patient	Very good	Everything fine. All very pleasant.	No. All seems well. Safely kept separate.	
4	Cardio-respiratory drive-through	Patient	Very good	Felt safer outside due to the current guidelines on Covid-19. All went smoothly and was a lot quicker too.	Couldn't fault it.	
5	Cardio-respiratory drive-through	Patient	Very good	Very professional staff explained the procedure and how to fit the tape, very informative. Thank you.	Nothing.	
6	Cardio-respiratory drive-through	Patient	Very good	Drive through, excellent idea.	There was nothing	
7	Cardio-respiratory drive-through	Carer	Very good	Easy, quick, don't have to park or walk, safe.		
8	Cardio-respiratory drive-through	Patient	Very good	Excellent, efficient, polite service.		
9	Cardio-respiratory drive-through	Not entered	Very good			
10	Cardio-respiratory drive-through	Not entered	Very good	Collect and drop off quick and efficient, very well organised. Telephone services excellent in answering and queries with		

				the service. Equipment easy to use with easy-to-follow instructions. Not able to fault this service.		
11	Cardio-respiratory drive-through	Patient	Very good	Sign posted from entry to car park. Met at the drive through and told where to go, met by a technician and had my 7 day heart monitor very well explained.	Nothing.	
12	Cardio-respiratory drive-through	Patient	Very good	It was very quick and efficient. I was given all the information I required. So much better than having to park the car to visit the acute hospital to collect some equipment.		
13	Cardio-respiratory drive-through	Relative	Very good	Very easy to arrive and be guided through the drive thru facility. Nurse explained everything very efficiently, then on leaving very easy to drive through barrier and not having to pay for parking a bonus.		
14	Cardio-respiratory drive-through	Patient	Very good	I love this drive through idea, no waiting, do not have to enter the hospital, fab.	Coffee van with bacon sandwiches.	
15	Cardio-respiratory drive-through	Not entered	Very good	Drive through service very efficient.		
16	Cardio-respiratory drive-through	Patient	Very good	The lady was extremely good, told us everything clearly. The drive through service is a great idea and I felt totally safe with		

				this service.		
17	Cardio-respiratory drive-through	Patient	Very good	I gave this answer as I was treated extremely well and talked through everything that I needed to do, putting my nerves and doubts at ease.		
18	Cardio-respiratory drive-through	Patient	Very good	Good timing, pleasant, helpful staff.		
19	Cardio-respiratory drive-through	Not entered	Very good	Friendly and efficient.		
20	Cardio-respiratory drive-through	Patient	Very good			
21	Cardio-respiratory drive-through	Not entered	Very good	Very efficient, felt very safe, quick, no need to enter the hospital building.		
22	Cardio-respiratory drive-through	Spouse/Partner	Very good			
23	Cardio-respiratory drive-through	Patient	Very good	Very efficient service, fast, friendly and helpful. Clear instructions both beforehand and also at the hospital upon arrival.		
24	Cardio-respiratory drive-through	Patient	Very good	When collecting my tape, I was given all advice needed which was explained thoroughly to me and they adapted the service to make it easier for me to drop off which I greatly appreciate.		
25	Cardio-respiratory drive-through	Patient	Very good	Efficient service, friendly staff and informative pack.	Nothing!	
26	Cardio-respiratory drive-through	Patient	Very good	Difficult job but always a smile.	More face to face appointments	

27	Cardio-respiratory drive-through	Spouse/Partner	Very good	Upon arrival staff were courteous and polite. Information given was easy to understand and best of all I felt safe not having to enter the hospital and risk potential infection of Covid.		
28	Cardio-respiratory drive-through	Not entered	Very good	Very well run, did not have to queue. Clear instructions.		
29	Cardio-respiratory drive-through	Not entered	Very good			
30	Cardio-respiratory drive-through	Not entered	Very good	Very well organised, very quick. We felt the nurses explained everything very clearly.	Nothing.	
31	Cardio-respiratory drive-through	Patient	Very good			
32	Cardio-respiratory drive-through	Patient	Very good	Able to keep out of the hospital in order to have my ECG (Covid concerns). Able to phone to ask for advice in applying equipment in correct place. Only concern is a skin reaction to the contracts on the electrodes (outer edge of electrode quite sharp over time? Plastic outer edge before Micropore. Not complaint, just feedback.		
33	Cardio-respiratory drive-through	Not entered	Very good	Clear instructions, polite staff, very informative.		
34	Cardio-respiratory drive-through	Patient	Very good	The staff member was very polite and efficient.		

35	Cardio-respiratory drive-through	Patient	Very good	Great idea, great service, everything was well explained.		
36	Cardio-respiratory drive-through	Not entered	Very good	The whole experience was easy and stress free. The staff were excellent		
37	Cardio-respiratory drive-through	Not entered	Very good	Easy pick up drop off, everything explained clearly, paperwork straight forward.		
38	Cardio-respiratory drive-through	Not entered	Very good	Very friendly staff, very clear lanes, equipment packaged with easy to follow instructions.	Maybe a sign with info on what to do if you arrive early and it's closed.	
39	Cardio-respiratory drive-through	Not entered	Very good	No complaints		
40	Cardio-respiratory drive-through	Patient	Very good	No delays, very informative and friendly.		
41	Cardio-respiratory drive-through	Patient	Very good	Very kind and helpful, putting me at ease.		
42	Cardio-respiratory drive-through	Not entered	Very good	Quiet, professional, reassuring and thorough.		
43	Cardio-respiratory drive-through	Not entered	Very good	Felt very safe.		
44	Cardio-respiratory drive-through	Patient	Very good	Everything was explained when picking up the heart monitor and it was very easy to use.		
45	Cardio-respiratory drive-through	Patient	Very good	No problems, clear instructions, friendly people.		
46	Cardio-respiratory drive-through	Patient	Very good	Nurse very helpful.		
47	Cardio-respiratory drive-through	Patient	Very good	Everything was straightforward, there were no hold ups and everything was		

				done safely.		
48	Cardio-respiratory drive-through	Patient	Very good			
49	Cardio-respiratory drive-through	Patient	Very good	Simple and quick.		
50	Cardio-respiratory drive-through	Patient	Very good	The collection of the heart monitor equipment was very well organised with pleasant and helpful staff at the hospital, explaining fully how to use the equipment.		
51	Cardio-respiratory drive-through	Patient	Very good			Do not publish
52	Cardio-respiratory drive-through	Patient	Very good	Well thought out plan. I could send my son for my pick up and drop off. Clear instructions.		
53	Cardio-respiratory drive-through	Patient	Very good	This is a typical service of our wonderful NHS.		
54	Cardio-respiratory drive-through	Patient	Very good	Very good service, lovely lady dealing with me, in and out in no time, what more could you need, tip top service. Thank you.		
55	Cardio-respiratory drive-through	Patient	Very good	Smooth procedure, good directions and comprehensive briefing.	Confirm that although a parking ticket is required to gain access to the site the outgoing barrier is not being operated during this promotion.	
56	Cardio-respiratory drive-through	Patient	Very good	Quick, safe and very efficient staff, well organised service from start to finish.	Nothing I can think of. Thank you NHS.	

57	Cardio-respiratory drive-through	Patient	Very good	Efficient and friendly.		
58	Cardio-respiratory drive-through	Patient	Very good	Great team! Efficient, gave clear instructions as to how to use monitor. Hope they can work indoors again soon! Too cold out in tent!! (for them!)	Under the circumstances, I feel I was lucky to get an appt. at all given the pandemic circumstances.	
59	Cardio-respiratory drive-through	Relative	Very good	Speed and delivery of service.	Have large print available - signature paper - explanation, perhaps poster?	
60	Cardio-respiratory drive-through	Patient	Very good	Very clear instructions for arrival. Also, from nurse as she explained procedure for fitting and running diary etc.		
61	Cardio-respiratory drive-through	Patient	Very good	Pleasant, very helpful and made you feel sure they would help you in any way.		
62	Cardio-respiratory drive-through	Not entered	Very good	Quick and efficient, no waiting around.		
63	Cardio-respiratory drive-through	Patient	Very good	Prompt service. Directions very good. Overall safety of patient and nurse excellent.		
64	Cardio-respiratory drive-through	Patient	Very good	Excellent Covid-safe facility.		
65	Cardio-respiratory drive-through	Patient	Very good	Appointment spot on time. Nurse explained everything carefully. Excellent service.		
66	Cardio-respiratory drive-through	Not entered	Very good	Fantastic. Love it - so easy. Appt on schedule.		
67	Cardio-respiratory drive-through	Not entered	Very good	Very efficient, thorough explanation given. No queue. Very pleased.	You have it working in an excellent manner. Brilliant as it is.	
68	Cardio-respiratory	Patient	Very good	Very well organised, made to	All very good.	

	drive-through			feel safe. Everything well explained. Very friendly staff.		
69	Cardio-respiratory drive-through	Patient	Very good	Efficient, professional and no waiting.		
70	Cardio-respiratory drive-through	Patient	Very good	Very quick in and out - good, brief, smooth operation.	Only to say the laminate brief is what is in the folder. I asked how I would write on the laminate (small point).	
71	Cardio-respiratory drive-through	Patient	Very good	Because it was.		
72	Cardio-respiratory drive-through	Not entered	Very good	Great idea. Simple.	None - very efficient.	
73	Cardio-respiratory drive-through	Carer	Very good	The pick-up was excellent. But my mother, [name withheld], was unable to use the monitor. The wires upset her.		
74	Cardio-respiratory drive-through	Patient	Very good	It was well organised. Everything explained clearly and easy to understand.		
75	Cardio-respiratory drive-through	Not entered	Very good	In this Covid environment, it saves me going and mixing in the hospital.		
76	Cardio-respiratory drive-through	Patient	Very good	Easy to just drive through, all explained in detail and told me to ring if I had any problems. Done in a Covid-safe way.		
77	Cardio-respiratory drive-through	Relative	Very good	Wonderful service under challenging circumstances.	None.	
78	Cardio-respiratory drive-through	Not entered	Very good	Very easy. I was shown how to use the monitor, explained very well.		
79	Cardio-respiratory drive-through	Not entered	Very good	It all went very smoothly.		

80	Cardio-respiratory drive-through	Not entered	Good			Do not publish
81	Cardio-respiratory drive-through	Not entered	Good	I thought it was well carried out.	Explained more clearly what symptoms I should look for.	
82	Cardio-respiratory drive-through	Patient	Good	Drive in was closed when I arrived. Efficient service but not so easy to ask questions through the car window especially when wearing masks.		
83	Cardio-respiratory drive-through	Not entered	Good			
84	Cardio-respiratory drive-through	Patient	Good			
85	Cardio-respiratory drive-through	Not entered	Good			
86	Cardio-respiratory drive-through	Not entered	Good			
87	Care of the Elderly	Patient	Very good	Nurses very friendly and helpful. Doctor gave me the answer I wanted, thank you.		
88	Care of the Elderly	Patient	Good	Registrar excellent and reassuring. Could be more efficient at reception desk. Nurse standing in front of thermometer had to be asked to move, surely staff should be more aware.		
89	Clinic / department not entered	Patient	Very good	Very polite and efficient reception.		
90	Clinic / department not entered	Patient	Very good	Quick, helpful and friendly staff. Thank you.		
91	Clinic / department	Patient	Very good	Excellent service all round. 5		

	not entered			stars.		
92	Clinic / department not entered	Patient	Very good	Very pleasant reception.		
93	Clinic / department not entered	Not entered	Very good	Helpful staff, friendly atmosphere.		
94	Clinic / department not entered	Patient	Very good			Do not publish
95	Clinic / department not entered	Patient	Very good	Very friendly.		
96	Clinic / department not entered	Not entered	Very good			
97	Clinic / department not entered	Relative	Very good	Always great service in every department.		
98	Clinic / department not entered	Patient	Very good			
99	Clinic / department not entered	Patient	Very good			
100	Clinic / department not entered	Not entered	Very good	Because you all do a fantastic job and I am very satisfied with the service you do in these testing times.	Nothing.	
101	Clinic / department not entered	Not entered	Very good	Friendly and reassuring.		
102	Clinic / department not entered	Not entered	Good			
103	Clinic / department not entered	Patient	Good			
104	Clinic / department not entered	Patient	Good	Pleasant reception staff, very well set up for Covid and all areas very clean.		
105	Clinic / department not entered	Patient	Neither good nor poor	Long walk for 2 minutes.	Phone appointment would have been sufficient.	

106	Clinic/dept not entered - Area A	Not entered	Very good			
107	Clinic/dept not entered - Area A	Patient	Very good			
108	Clinic/dept not entered - Area A	Patient	Very good	Everything was explained clearly and the care was to a high standard.		
109	Clinic/dept not entered - Area A	Patient	Very good	First time here, staff very helpful.		
110	Clinic/dept not entered - Area A	Patient	Very good	The usual good natured, balanced, friendly and very helpful approach I have come to expect from everyone at NDDH. It was especially good to arrive and not have the usual crowd of smokers around the porch.	Ironically, the less crowded more relaxed atmosphere was really helpful, even in the midst of what we are all facing. Only the folk who really need to be here are here.	
111	Clinic/dept not entered - Area A	Not entered	Very good			
112	Clinic/dept not entered - Area A	Patient	Very good	Very helpful and understanding.		
113	Clinic/dept not entered - Area A	Patient	Very good	Very helpful on desk.		
114	Clinic/dept not entered - Area A	Patient	Very good	Very helpful staff, no cause for complaint.		
115	Clinic/dept not entered - Area A	Not entered	Very good	Empty waiting area, friendly reception.		
116	Clinic/dept not entered - Area A	Not entered	Very good	Friendly and efficient staff.		
117	Clinic/dept not entered - Area A	Patient	Very good	Friendly, efficient and well organised. Second to none for cleanliness. Well done.		

118	Clinic/dept not entered - Area A	Patient	Very good	Very professional and efficient service.		
119	Clinic/dept not entered - Area A	Patient	Very good	Friendly, helpful staff.		
120	Clinic/dept not entered - Area A	Patient	Very good	Always helpful at reception, very little waiting time.		
121	Clinic/dept not entered - Area A	Patient	Very good	Brilliant, friendly and helpful staff.		
122	Clinic/dept not entered - Area A	Patient	Very good	Great customer service. Covid secure.		
123	Clinic/dept not entered - Area A	Patient	Very good	Very patient staff [illegible], everything explained very well.		
124	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
125	Clinic/dept not entered - Area A	Patient	Very good	Well organised, friendly and efficient.		
126	Clinic/dept not entered - Area A	Patient	Very good	Very polite.		
127	Clinic/dept not entered - Area A	Patient	Very good	You are all heroes.		
128	Clinic/dept not entered - Area A	Patient	Very good			
129	Clinic/dept not entered - Area A	Patient	Good			
130	Clinic/dept not entered - Area A	Patient	Good	No.		
131	Clinic/dept not entered - Area A	Patient	Good		No	
132	Clinic/dept not entered - Area A	Patient	Good			
133	Clinic/dept not entered - Area A	Patient	Good	Polite staff.		

	entered - Area A					
134	Clinic/dept not entered - Area A	Patient	Good	It was quick and easy.	Nothing	
135	Clinic/dept not entered - Area A	Patient	Good	Efficient, good signage, had paperwork ready. Pleasant manner of receptionist. [Name withheld]		
136	Clinic/dept not entered - Area A	Not entered	Not entered		Nothing, excellent assistance.	
137	Eye Clinic	Patient	Good	Bloods were closed after appointment yesterday, back to today at 9am to find it still closed and waiting (9.10am)		
138	Fracture Clinic	Patient	Very good	A&E excellent on Sunday and fracture clinic very good.		
139	Fracture Clinic	Patient	Very good	No queue.		
140	Fracture Clinic	Not entered	Very good			
141	Fracture Clinic	Patient	Very good	Efficient, good explanation of what my problems are and what is going to happen next.		
142	Fracture Clinic	Relative	Very good	Even with Covid, my son's appointment had been on time and everyone has been very attentive to his needs.		
143	Fracture Clinic	Relative	Very good			
144	Fracture Clinic	Patient	Neither good nor poor	Nearly one hour waiting in a confined space.		
145	Gastrointestinal	Patient	Good			
146	Nephrology	Patient	Very good	Always efficient and helpful.		
147	Neurology	Not entered	Very good			
148	Orthopaedic Interface Service	Patient	Very good	Polite people.		

149	Orthopaedics	Patient	Very good	Friendly staff, patient, polite, doing an unreal job in this pandemic.		
150	Orthopaedics	Relative	Very good	Very well organised, clear and concise directions at a very difficult time with Covid-19.		
151	Orthopaedics	Spouse/Partner	Very good	Reception well organised, appointment on time.	Nothing.	
152	Orthopaedics	Patient	Very good	Excellent, all round care and attention.		
153	Orthopaedics	Patient	Very good	Good Covid measures. Friendly, helpful staff.		
154	Pain Management Service	Patient	Very good	Saw the pain nurses for Botox injections, they were lovely, caring, professional, excellent as always. Thank you. Reception staff very friendly and helpful.		
155	Radiology - CT scan - mobile (2)	Patient	Very good	Excellent, very efficient procedure, guidelines explained very well.		
156	Radiology - CT scan - mobile (2)	Patient	Very good	Excellent equipment for my CT scan. The whole process was very relaxing and stress free, no pain and very helpful staff, managing the whole process.	Nothing.	
157	Radiology - CT scan - mobile (2)	Patient	Very good	Very helpful service from everyone. Difficult to find (probably because it was dark) but helpful staff gave me directions.		
158	Radiology - CT scan - mobile (2)	Relative	Good	Good communications and running on time.		

159	Radiology - CT scan - mobile (2)	Spouse/Partner	Neither good nor poor	Could not find a pad 2, had to ask the way.		
160	Respiratory	Patient	Very good	Fast and efficient.		
161	Rheumatology	Patient	Very good			
162	Rheumatology	Patient	Very good	Doctor was polite and respectful and he was able to give me a clearer picture of my medical problem. Nurses and assistants welcomed me and helped me to feel at ease as they did routine checks.		
163	Rheumatology	Patient	Very good	Efficient and friendly.		
164	Upper Gastrointestinal	Patient	Very good	Friendly receptionist.		
165	Urology	Patient	Good	Kind staff.		