

Friends and Family Test - Outpatients - North Devon District Hospital - Apr-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%

Division	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Surgery Division	15	100	0.0	0.0
Medicine Division	111	98.2	0.9	0.9

Clinical Support and Specialist Services Division	No data	No data	No data	No data
Division not stated	13	92.3	0.0	7.7
Total	139	97.8	0.7	1.4

Qualitative feedback

Surgery Division						
	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	Fracture Clinic	Patient	Very good	Lovely staff. Quick service.		
2	Fracture Clinic	Patient	Very good	Friendly, welcoming staff.		
3	Fracture Clinic	Not entered	Very good	Nice and quick to check in.		
4	Maxillofacial and Orthodontics	Patient	Very good	Because it was quick.	Nothing.	
5	Phlebotomy drive-through	Patient	Very good	No probs. Too far (30 miles).		
6	Phlebotomy drive-through	Patient	Very good	Fast and efficient service.		
7	Phlebotomy drive-through	Patient	Very good	On time. Excellent.		
8	Phlebotomy drive-through	Patient	Very good	Quick service and do not need to enter hospital main building.		
9	Phlebotomy	Patient	Very good	Very convenient and quick. Less anxiety.		

	drive-through					
10	Phlebotomy drive-through	Patient	Very good	Saves having to go into main centre at this time.		
11	Phlebotomy drive-through	Patient	Very good	Easy to do, quick service.		
12	Phlebotomy drive-through	Patient	Very good	Excellent idea. Super.		
13	Phlebotomy drive-through	Patient	Very good	Very efficient and quick.		
14	Phlebotomy drive-through	Patient	Very good	Easy to attend. Friendly staff.		
15	Phlebotomy drive-through	Patient	Good	Very quick to do. Very windy though.		

Medicine Division						
	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	Cardio-respiratory	Relative	Very good	Receptionist and ECG people all friendly, welcoming and put patient at ease.		
2	Cardio-respiratory	Patient	Good	Monitor picked up at Cardio Reception, not drive-through.		
3	Cardio-respiratory drive-through	Patient	Very good	This is an excellent system as it saves trying to find the right department in the hospital and is especially good in these Covid times as you don't have to enter the hospital. I was late due to a flat tyre but the nurse very kindly waited by the front entrance for me. Much appreciated.	Nothing. Great system.	

4	Cardio-respiratory drive-through	Patient	Very good			
5	Cardio-respiratory drive-through	Patient	Very good	Easy to find. Well marked out. Staff first class, friendly and helpful.		
6	Cardio-respiratory drive-through	Patient	Very good	Quick, easy - didn't need to go into the hospital. Very helpful member of staff.		
7	Cardio-respiratory drive-through	Patient	Very good	The young man was helpful and very polite. The lovely lady explained everything well and was very nice.		
8	Cardio-respiratory drive-through	Patient	Very good	Very thorough service.		
9	Cardio-respiratory drive-through	Patient	Very good	Lovely ladies, happy, smiling. On time with good information about device.	N/A	
10	Cardio-respiratory drive-through	Patient	Very good	Very well organised.		
11	Cardio-respiratory drive-through	Not entered	Very good	The drive-through in the car park was fast, efficient and convenient.		
12	Cardio-respiratory drive-through	Patient	Very good	I was seen promptly. I stayed in a comfortable vehicle. Did not have to walk anywhere (I am partially disabled due to osteoarthritis, especially my spine). Instructions were clear from nurse and the paperwork. System very well set up. Saves a great deal of time. Well done. I live over an hour's drive away so reduced waiting time, good.	Service was excellent. No waiting. No walking into long corridors of hospital.	

13	Cardio-respiratory drive-through	Patient	Very good	Service was efficient. Didn't have to wait. Staff friendly and helpful.	The form for writing the info on could be a bit bigger!	
14	Cardio-respiratory drive-through	Not entered	Very good			Do not publish
15	Cardio-respiratory drive-through	Not entered	Very good	Quick and easy, plus the guide is very straightforward.		
16	Cardio-respiratory drive-through	Not entered	Very good	[Name withheld] and the young man at the clinic were both so helpful and polite, very happy with them both. [Name withheld].		
17	Cardio-respiratory drive-through	Patient	Very good	Very quick.		
18	Cardio-respiratory drive-through	Patient	Very good	The whole experience of picking up the heart monitor was easy. And the nurse was very helpful explaining how to use it, very caring. Felt very safe.	Can't see any changes that need to be made.	
19	Cardio-respiratory drive-through	Not entered	Very good			
20	Cardio-respiratory drive-through	Not entered	Very good	Very understanding.	Nothing.	
21	Cardio-respiratory drive-through	Patient	Very good	Because we are so impressed.	Wonderfully organised and efficient. Perfect!	
22	Cardio-respiratory drive-through	Patient	Very good	Efficient and helpful drive-through. Clear instructions in package.		
23	Cardio-	Not	Very good	They were not busy but the staff were		

	respiratory drive-through	entered		efficient and answered any questions clearly and nothing was too much trouble.		
24	Cardio-respiratory drive-through	Not entered	Very good	Very efficient and very helpful.		
25	Cardio-respiratory drive-through	Not entered	Very good	Efficient and well organised. Friendly. Knowledgeable staff.		
26	Cardio-respiratory drive-through	Not entered	Very good	Very organised. Felt safe and Covid-secure. Appointment letter explained the drive-through clearly. Lovely lady giving me my monitor and explaining things.	Nothing - all very good.	
27	Cardio-respiratory drive-through	Patient	Very good			
28	Cardio-respiratory drive-through	Patient	Very good	Directions to the drive-through clearly marked and the nurse very pleasant and helpful.		
29	Cardio-respiratory drive-through	Not entered	Very good	Drive-through very efficient.		
30	Cardio-respiratory drive-through	Patient	Very good			Do not publish
31	Cardio-respiratory drive-through	Patient	Very good	Clearly explained the procedure, very helpful and pleasant.	Do not think service could be bettered. Very good.	
32	Cardio-respiratory drive-through	Not entered	Very good			
33	Cardio-respiratory	Patient	Very good	Efficiently, helpful, friendly.		

	drive-through					
34	Cardio-respiratory drive-through	Patient	Very good	Smooth operation. No waiting. Staff member explained everything in an easy to understand way and didn't feel rushed.		
35	Cardio-respiratory drive-through	Patient	Very good	Very smooth, staff were prepared and ready for me.		
36	Cardio-respiratory drive-through	Patient	Very good	Young lady was very friendly, knowledgeable and comforting. Making an unusual situation very easy and enjoyable.	Nothing.	
37	Cardio-respiratory drive-through	Not entered	Very good			
38	Cardio-respiratory drive-through	Patient	Very good	Went very well. No wait and clear instruction.		
39	Cardio-respiratory drive-through	Patient	Very good	Better, safer and quicker than going into hospital.		
40	Cardio-respiratory drive-through	Patient	Very good	Nice nurse, very informative and pleasant.		
41	Cardio-respiratory drive-through	Not entered	Very good			
42	Cardio-respiratory drive-through	Patient	Very good	Very easy. Drive-through much easier than having to go into the hospital. Very quick and efficient.		
43	Cardio-respiratory drive-through	Patient	Very good	Very clear and informative visit. All I needed was well described and also well presented in the pack I was given.		

44	Cardio-respiratory drive-through	Not entered	Very good			
45	Cardio-respiratory drive-through	Patient	Very good	The staff, without exception, were amazing. Supportive, kind and caring. Many thanks [illegible].		
46	Cardio-respiratory drive-through	Patient	Very good			Do not publish
47	Cardio-respiratory drive-through	Patient	Very good	Quick, clear and efficient.		
48	Cardio-respiratory drive-through	Not entered	Very good			
49	Cardio-respiratory drive-through	Not entered	Very good	Excellent service! Well done!!		
50	Cardio-respiratory drive-through	Not entered	Very good	Appointment letter made very clear what to do/where to go. Friendly lady, clear instructions given, didn't have to get out of car. Very easy and quick. Brilliant service.		
51	Cardio-respiratory drive-through	Patient	Very good	It was very quick and efficient and everything was very well explained without even having to get out of the car!		
52	Cardio-respiratory drive-through	Patient	Very good	Both ladies were very friendly and helpful - made sure I didn't feel rushed and made it overall a very good experience.	Nothing from this service I feel needs improving.	
53	Cardio-respiratory drive-through	Spouse/Partner	Very good	Service very good, good information, very pleasant member of staff at drive-through.	No, not really.	
54	Cardio-	Spouse/P	Very good	Did not have to wait at all very long (I was		

	respiratory drive-through	artner		early). Everything explained well [illegible].		
55	Cardio-respiratory drive-through	Not entered	Very good	Well organised, helpful staff.		
56	Cardio-respiratory drive-through	Patient	Very good	No probs - ran smoothly.		
57	Cardio-respiratory drive-through	Patient	Very good	Because everyone was very helpful.		
58	Cardio-respiratory drive-through	Patient	Very good	Because the lady who issued the monitor was very informative and patient with questions I raised.		
59	Cardio-respiratory drive-through	Not entered	Very good			
60	Cardio-respiratory drive-through	Patient	Very good			
61	Cardio-respiratory drive-through	Patient	Very good	Very good service.	Tell patients to wait when entry to drive-through is closed 15 mins before appointment. Some travel a country distance.	
62	Cardio-respiratory drive-through	Patient	Very good	Clearly marked entrance. Given full detailed instructions on use. Answered any questions or queries satisfactorily. No parking dues to pay.		
63	Cardio-respiratory drive-through	Patient	Very good	Very friendly and informative. Made sure I understood.		
64	Cardio-respiratory	Not entered	Very good	It was quick - no hassle with finding a parking space - ticket money. What I		

	drive-through			needed to do clearly explained. Brilliant		
65	Cardio-respiratory drive-through	Patient	Very good	Very efficient, was much more suited to my lifestyle have the quick pick up and drop off.		
66	Cardio-respiratory drive-through	Patient	Very good	Positive experience. No complaints.		
67	Cardio-respiratory drive-through	Parent/Guardian	Very good	It was explained very clearly and [name withheld] was made to feel at ease.	No.	
68	Cardio-respiratory drive-through	Parent/Guardian	Very good	Covid-safe, no waiting. Smooth operation!!		
69	Cardio-respiratory drive-through	Patient	Very good	Prompt, efficient, courteous.		
70	Cardio-respiratory drive-through	Patient	Very good	The lady (nurse) was very good and explained what I had to do. Very friendly.		
71	Cardio-respiratory drive-through	Not entered	Very good	This has been excellent service, thank you.	Nothing. The service was great.	
72	Cardio-respiratory drive-through	Patient	Very good	Helpful and informative.		
73	Cardio-respiratory drive-through	Patient	Very good	I feel that for appointments such as my own (cardiac tape) the service was quick and efficient. Staff member was fantastic and I felt I was dealt with with the same dignity and privacy as I would have in the hospital.		
74	Cardio-respiratory	Not entered	Very good	Very efficient and friendly. Explained it well.		

	drive-through					
75	Cardio-respiratory drive-through	Patient	Very good	I was expected at the drive-through, treated in a pleasant and patient manner and was on my way without any problems.		
76	Cardio-respiratory drive-through	Patient	Very good	Staff very helpful and cheerful.		
77	Cardio-respiratory drive-through	Patient	Very good	Excellent facility.		
78	Cardio-respiratory drive-through	Patient	Very good	The system worked very well.		
79	Cardio-respiratory drive-through	Not entered	Very good	Very efficient.		
80	Cardio-respiratory drive-through	Patient	Very good	Kind and informative staff and all well organised!	Nothing!	
81	Cardio-respiratory drive-through	Not entered	Very good			
82	Cardio-respiratory drive-through	Not entered	Very good	The NHS is taking care of me.		
83	Cardio-respiratory drive-through	Patient	Very good	Staff friendly and efficient. Drive-through facility a first class idea having regard to the pandemic. Well thought out. Thank you.	Nothing comes to mind.	
84	Cardio-respiratory drive-through	Patient	Very good	I was seen quickly and dealt with efficiently and pleasantly.		

85	Cardio-respiratory drive-through	Not entered	Very good			
86	Cardio-respiratory drive-through	Patient	Very good	Clear instructions and good staff at collection.	N/A	
87	Cardio-respiratory drive-through	Patient	Very good	No mucking about. Swift service.		
88	Cardio-respiratory drive-through	Patient	Very good			
89	Cardio-respiratory drive-through	Patient	Very good	It was very quick in and out and the team very friendly.	Nothing.	
90	Cardio-respiratory drive-through	Patient	Very good	Totally plain sailing. Friendly directions given. When at the drive-through, the lady was so friendly, explained everything perfectly. No problems whatsoever.	N/A	
91	Cardio-respiratory drive-through	Patient	Very good	It was easy to find and the lady was polite and explained everything clearly.		
92	Cardio-respiratory drive-through	Not entered	Very good	This young lady is very helpful in every way.		
93	Cardio-respiratory drive-through	Patient	Very good	All went very smoothly. Explained well.		
94	Cardio-respiratory drive-through	Patient	Very good	Very quick, professional service. Everything explained clearly and well signposted.	No, all good. Thank you.	
95	Cardio-respiratory	Patient	Very good	Under the current circumstances this works extremely well and the instructions	Given the present circumstances, there is nothing I feel that you	

	drive-through			given on fitting the monitor myself were comprehensive and very well presented.	could have done better.	
96	Cardio-respiratory drive-through	Patient	Very good			Do not publish
97	Cardio-respiratory drive-through	Patient	Very good	Had to wait in queue for a while but that was fine. Lady handed me monitor pack and explained what to do very well.		
98	Cardio-respiratory drive-through	Patient	Very good	Clear, smooth handover.	Not clear what entry required on diary on no symptoms.	
99	Cardio-respiratory drive-through	Patient	Very good			Do not publish
100	Cardio-respiratory drive-through	Patient	Very good	Swift, no delays. Thorough explanation of equipment by nurse. No parking fees or having to navigate hospital.		
101	Cardio-respiratory drive-through	Patient	Very good			
102	Cardio-respiratory drive-through	Patient	Very good	Seen on time. Friendly. Clear instructions. All great - thank you.		
103	Cardio-respiratory drive-through	Not entered	Very good	Always efficient, timely and well organised. [Name withheld] is so happy and charming too.		
104	Cardio-respiratory drive-through	Patient	Good			Do not publish
105	Cardio-respiratory drive-through	Not entered	Good			
106	Cardio-	Not	Good	The technician was very friendly and		

	respiratory drive-through	entered		competent. She established a quick and easy rapport.		
107	Cardio-respiratory drive-through	Patient & Other	Good	This was the [illegible]'s experience as she collected the monitor.		
108	Cardio-respiratory drive-through	Patient	Good	Just thank you one and all for what you do. [Name withheld]		
109	Cardio-respiratory drive-through	Patient	Good			
110	Cardio-respiratory drive-through	Patient	Very poor	In the accompanying letter it assumes everyone is a thief. I am not. I advise whosoever wrote this consults the English Law of Torts as to the definitions of theft and contract. This has made me pursue a claim against the NHS for a serious medical mistake!! A misdiagnosed condition that resulted in a severe internal bleed. Lawyers have wanted to take this action. You see what insulting patients will do?	Remove threats from accom. letter. Phone and discuss the exact format of the procedure. Reduce instructions to 1 sheet of A4. Highlight relevant times. Better train staff handing out the equipment.	
111	Cardio-respiratory drive-through	Patient	Not entered			Do not publish
112	Cardio-respiratory drive-through	Not entered	Not entered		Really great, you should carry on. Just could be better signed as we weren't quite sure where to go.	
113	Neurology	Patient	Neither good nor poor	Good reception, appointment with Mr [name withheld] are always delayed, never on time!	Kept to the time of the appointment.	

Division not stated						
	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	Clinic / department not entered	Carer	Neither good nor poor	After patient sit in waiting room, some seats disinfected but some not!	Make sure all done the same.	
2	Clinic/dept not entered - Area A	Not entered	Very good	Brilliant from start to finish. All tests in one go. Kind and supportive.		
3	Clinic/dept not entered - Area A	Patient	Very good	Seen quickly and all explained.		
4	Clinic/dept not entered - Area A	Patient	Very good			
5	Clinic/dept not entered - Area A	Patient	Very good	Quick process.		
6	Clinic/dept not entered - Area A	Not entered	Very good	Everyone has been so polite and caring with all my care.		
7	Clinic/dept not entered - Area A	Patient	Very good	Always polite and courteous.		
8	Clinic/dept not entered - Area A	Patient	Very good	Always friendly and as punctual as can be due to the fact the docs can be busy!		
9	Clinic/dept not entered - Area A	Patient	Very good	Friendly, quick and easy start to finish.		
10	Clinic/dept not entered - Area A	Patient	Very good	Very lovely, relaxing and calming staff. Thank you for all being so nice.	Nothing!	
11	Clinic/dept not entered - Area A	Patient	Very good	Staff were friendly and efficient.		
12	Clinic/dept not entered - Area A	Patient	Good			
13	Clinic/dept not	Patient	Good	Long wait, but team very supportive.	Doctors would benefit from	

	entered - Area A				improving their listening skills.	
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