

Friends and Family Test - Outpatients - North Devon District Hospital - Mar-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	24	100	0.0	0.0
Medicine Division	147	99.3	0.0	0.7

Clinical Support and Specialist Services Division	No data	No data	No data	No data
Division not stated	103	97.1	1.9	1.0
Total	274	98.5	0.7	0.7

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	Excellent care and service. Thank you.	Nothing	
2	Fracture Clinic	Patient	Very good	Helpful staff on reception generally.	Nothing today!	
3	Fracture Clinic	Patient	Very good	Prompt and friendly staff.		
4	Fracture Clinic	Not entered	Very good	All very good.	All very good.	
5	Fracture Clinic	Not entered	Very good	Very friendly, helpful and efficient. Thank you.		
6	Fracture Clinic	Patient	Very good	I was treated respectfully and politely throughout my treatment and my welfare and comfort regularly monitored within the restrictions of my treatment.		
7	Fracture Clinic	Patient	Very good	My condition was taken seriously and investigated. (My surgeon refused to see me for a follow up twice - after initial appointment)		
8	Fracture Clinic	Patient	Very good			

9	Fracture Clinic	Not entered	Very good	Pleasant receptionist - engaging.		
10	Fracture Clinic	Not entered	Very good	Straightforward. Door to service.	None.	
11	Fracture Clinic	Patient	Good	All went smoothly. A few things were being done at visit.		
12	Fracture Clinic	Patient	Good	Broken finger and on two occ' the clinic has been friendly and prompt - despite on the Covid restrictions.		
13	Fracture Clinic	Patient	Not entered	Came in yesterday via Air Ambulance to have hip put back in. Service by everyone was excellent. Today, I'm at Fracture Clinic. All good service.		
14	Orthopaedics	Patient	Very good			
15	Orthopaedics	Patient	Very good	Very good examination.		
16	Orthopaedics	Not entered	Very good			
17	Orthopaedics	Patient	Very good	Friendly, efficient staff.		
18	Orthopaedics	Patient	Good	Good service, staff always pleasant. Would [illegible] before attending were OTT. [Illegible].		
19	Urology	Patient	Very good			
20	Urology	Patient	Very good	Very well looked after, friendly staff.		
21	Urology	Patient	Very good	Helpful.		
22	Urology	Patient	Very good	Receptionist very good.		
23	Urology	Not entered	Very good	Staff are always welcoming and professional.	Contactless toilet facilities i.e. tap and door handle inside.	
24	Urology	Patient	Very good	Friendly, informative and punctual.		
25	Vascular	Patient	Good	Very attentive and friendly staff.		

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	Cardiology	Patient	Very good	Super staff, good facilities.		
2	Cardiology	Patient	Very good	Prompt, helpful and smiley face!		
3	Cardio-respiratory drive-through	Relative	Very good	Staff really lovely and helpful. Drive-through is the way forward. No need to go into the hospital, quick, efficient service, very convenient. I feel more things could be done this way in healthcare.		
4	Cardio-respiratory drive-through	Spouse/Partner	Very good	Efficient, not overly crowded and definitely much calmer and safer than collecting from the front of hospital surrounded by cars and people.		
5	Cardio-respiratory drive-through	Not entered	Very good	Friendly staff.		
6	Cardio-respiratory drive-through	Patient	Very good	Easy to navigate, very friendly staff, no question too difficult.	Nothing.	
7	Cardio-respiratory drive-through	Patient	Very good	Very efficient and saves wasting time going into the hospital.		
8	Cardio-respiratory drive-through	Other	Very good			
9	Cardio-respiratory	Not entered	Very good	It was a drive-through to pick up. Fitting monitor at home was easy to understand.		

	drive-through			The drive-through is a great way to do this.		
10	Cardio-respiratory drive-through	Not entered	Very good	Very efficient service and delightful and pleasant staff. Thank you.		
11	Cardio-respiratory drive-through	Patient	Very good			
12	Cardio-respiratory drive-through	Patient	Very good	Lovely lady, clear instructions.	No.	
13	Cardio-respiratory drive-through	Relative	Very good			
14	Cardio-respiratory drive-through	Patient	Very good			
15	Cardio-respiratory drive-through	Patient	Very good	The service was professional, friendly and everything was explained to me clearly.		
16	Cardio-respiratory drive-through	Patient	Very good	Easy, quick, on time, very pleasant, cheerful and well informed staff.	Nothing, great service.	
17	Cardio-respiratory drive-through	Patient	Very good			Do not publish
18	Cardio-respiratory drive-through	Patient	Very good	Very efficient, saves hanging around hospital.	More sticky electrodes, in my line of work they tend to come loose when sweating.	
19	Cardio-respiratory drive-through	Patient	Very good	My visit was quick and easy with everything explained clearly.		
20	Cardio-	Patient	Very good	Efficient and clear instructions.		

	respiratory drive-through					
21	Cardio-respiratory drive-through	Patient	Very good	Quick, easy and no problems.		
22	Cardio-respiratory drive-through	Patient	Very good	Very efficient.		
23	Cardio-respiratory drive-through	Patient	Very good	Staff were friendly and helpful. Instructions were clear, waiting was kept to a minimum.	Nothing really.	
24	Cardio-respiratory drive-through	Not entered	Very good			
25	Cardio-respiratory drive-through	Patient	Very good	Very helpful, easy access, straightforward process.		
26	Cardio-respiratory drive-through	Not entered	Very good	Staff were very helpful and explained use of machinery, very easy and polite and I highly recommend maintaining drive-through tent.	Nothing.	
27	Cardio-respiratory drive-through	Not entered	Very good	Efficient and well explained.		
28	Cardio-respiratory drive-through	Patient	Very good			Do not publish
29	Cardio-respiratory drive-through	Not entered	Very good			
30	Cardio-respiratory drive-through	Patient	Very good	Excellent service, drive-through very easy. Member of clinical team was very informative and caring, she made me feel	Nothing.	

				comfortable and at ease.		
31	Cardio-respiratory drive-through	Not entered	Very good			Do not publish
32	Cardio-respiratory drive-through	Patient	Very good	Excellent idea! Saves the patient having to go into the hospital. Barnstaple hospital is the best!		
33	Cardio-respiratory drive-through	Patient	Very good	Clear instructions, easy pick up of monitor and friendly staff.	N/A	
34	Cardio-respiratory drive-through	Patient	Very good	Prompt service when I arrived early at drive-through appointment, staff very helpful and polite.		
35	Cardio-respiratory drive-through	Patient	Very good	Fast, efficient, safe.		
36	Cardio-respiratory drive-through	Patient	Very good	Polite, courteous, helpful.	N/A	
37	Cardio-respiratory drive-through	Patient	Very good	Service very good.		
38	Cardio-respiratory drive-through	Patient	Very good	No waiting, clear instructions, nurse very helpful.		
39	Cardio-respiratory drive-through	Patient	Very good	Appointment on time, no waiting, straightforward instructions from nurse.		
40	Cardio-respiratory drive-through	Other	Very good	Quick, easy and more relaxed than an appointment inside a consultation room. Great idea, you should keep it.	Microphones when wearing masks so can hear more easily.	
41	Cardio-respiratory	Patient	Very good	It was easy to understand instructions and the marshal was very helpful,	The ECG monitor has no belt clip, so I have to hold it in my hand,	

	drive-through			professional and thorough, however the actual ECG monitor has nowhere to attach it so have to hold it.	generally if I was at work as usual this would cause a problem.	
42	Cardio-respiratory drive-through	Patient	Very good	Very well organised, quick and efficient, well done and thank you.		
43	Cardio-respiratory drive-through	Relative	Very good	Was able to collect equipment easily and procedure for attaching monitor explained thoroughly, with information sheet to follow as well. Procedure of collecting equipment done under the Trust guidance during Covid-19 re: PPE and sanitation.		
44	Cardio-respiratory drive-through	Not entered	Very good	Very straightforward and convenient, no waiting.	All fantastic service, think the drive-through is a great idea.	
45	Cardio-respiratory drive-through	Patient	Very good			
46	Cardio-respiratory drive-through	Not entered	Very good	Well-organised, friendly, staff.		
47	Cardio-respiratory drive-through	Patient	Very good	It was very quick and hassle free.		
48	Cardio-respiratory drive-through	Patient	Very good	Very well organised, lovely staff, excellent all round.		
49	Cardio-respiratory drive-through	Patient	Very good	Given clear instructions how to use heart monitor by a pleasant and efficient lady. No waiting past my appointment time. [Name withheld]		
50	Cardio-	Patient	Very good	Very well organised, felt very Covid-safe.		

	respiratory drive-through			Still received clear instructions as you'd expect from a normal appointment.		
51	Cardio-respiratory drive-through	Patient	Very good	The girl I spoke to was very nice, she explained everything very well. It was quick, very easy, no queues, very satisfied.	The speed bumps were a bit big but other than that everything was perfect.	
52	Cardio-respiratory drive-through	Patient	Very good	Very good service from the nurse, very helpful.	Nothing.	
53	Cardio-respiratory drive-through	Patient	Very good	Easy drive-through and instructions. No time-wasting.		
54	Cardio-respiratory drive-through	Patient	Very good	Efficient delivery of service. Staff helpful and informative.	My only criticism is that I am of small stature and the length of the electrodes made them rather unwieldy.	
55	Cardio-respiratory drive-through	Not entered	Very good			
56	Cardio-respiratory drive-through	Not entered	Very good	Very efficient.		
57	Cardio-respiratory drive-through	Patient	Very good	Drove in, 2 cars ahead of me. Waited a while. Drove into marquee. Was given my monitor and was explained all about it and then drove out. No problem.		
58	Cardio-respiratory drive-through	Patient	Very good	Good information. Did not take too long.		
59	Cardio-respiratory drive-through	Patient	Very good	Lovely lady - explained what to do very well.		
60	Cardio-	Not	Very good	Easy to locate. Welcoming staff.		

	respiratory drive-through	entered				
61	Cardio-respiratory drive-through	Not entered	Very good	It all went so smoothly.		
62	Cardio-respiratory drive-through	Patient	Very good			Do not publish
63	Cardio-respiratory drive-through	Patient & Carer	Very good	To let people know how [illegible] the Cardiology personnel work hard.		
64	Cardio-respiratory drive-through	Relative	Very good	Staff was polite and friendly, gave us all the information needed and drive-through was quick and efficient.		
65	Cardio-respiratory drive-through	Relative	Very good	Well explained on how to use the equipment and very helpful with my questions. Easy instructions on how to use drive-through - worked very well.	Nothing.	
66	Cardio-respiratory drive-through	Not entered	Very good	On time, very polite and explained everything well. Quick in and out.		
67	Cardio-respiratory drive-through	Patient	Very good	Easy, quick and very safe.	Advising that a parking ticket would be given so no parking costs.	
68	Cardio-respiratory drive-through	Patient	Very good	Excellent idea to do this. Less people in the hospital and extremely quick process doing it this way. Would be great to keep it going.	Nothing.	
69	Cardio-respiratory drive-through	Patient	Very good	Very friendly and helpful.		
70	Cardio-respiratory	Not entered	Very good	Very polite nurse giving all the information needed.		

	drive-through					
71	Cardio-respiratory drive-through	Patient	Very good	Organised. Running on time with clear information.		
72	Cardio-respiratory drive-through	Patient	Very good	They were very helpful. Thank you.		
73	Cardio-respiratory drive-through	Patient	Very good	Very organised and friendly.		
74	Cardio-respiratory drive-through	Patient	Very good	No waiting. Nurse very nice.		
75	Cardio-respiratory drive-through	Patient	Very good	Polite, friendly and informative.		
76	Cardio-respiratory drive-through	Patient	Very good	The experience was friendly and efficient. The instructions were clear. It was very quick.		
77	Cardio-respiratory drive-through	Patient	Very good			Do not publish
78	Cardio-respiratory drive-through	Patient	Very good	No waiting. Explanations clear and concise. Friendly manner. Over and away very quickly.	N/A	
79	Cardio-respiratory drive-through	Patient	Very good			
80	Cardio-respiratory drive-through	Not entered	Very good			
81	Cardio-respiratory	Patient	Very good	Friendly staff. Let me attend my appointment early - very flexible. Smooth		

	drive-through			service.		
82	Cardio-respiratory drive-through	Patient	Very good	Staff very helpful and friendly. No long waiting times.	Nothing. All was perfect.	
83	Cardio-respiratory drive-through	Patient	Very good	First class support from all at the Heart Failure Team. Very impressed. Thank you.		
84	Cardio-respiratory drive-through	Patient	Very good	Smooth and excellent service.	Not anything could have improved collection of monitor.	
85	Cardio-respiratory drive-through	Patient	Very good	I arrived on time. Given my heart monitor, on my home in 10mins.		
86	Cardio-respiratory drive-through	Not entered	Very good			
87	Cardio-respiratory drive-through	Patient	Very good	Easy process from start to finish. Drive-through well organised. The lady was lovely and explained everything very well and went through the ECG pack with me thoroughly. Thank you!	Nothing!	
88	Cardio-respiratory drive-through	Patient	Very good	Fantastic service. Very clear instructions given by very pleasant staff member. Drive-through works very well.	Nothing. Typical NHS excellence.	
89	Cardio-respiratory drive-through	Patient	Very good	Quick, efficient and very friendly.		
90	Cardio-respiratory drive-through	Patient	Very good			
91	Cardio-respiratory drive-through	Not entered	Very good	No queue. Quick. Efficient. Plenty of information. Nothing not to like.	Nothing.	

92	Cardio-respiratory drive-through	Not entered	Very good	A very friendly member of your medical staff explained clearly how I should use the heart monitor and was able to answer my questions. All very efficient!		
93	Cardio-respiratory drive-through	Patient	Very good	Found the young lady very helpful and explained everything to me.		
94	Cardio-respiratory drive-through	Not entered	Very good	On time and given full explanation.		
95	Cardio-respiratory drive-through	Patient	Very good	Given the difficult circumstances, I have found the service received from the NHS to be wonderful. Thank you all.	Nothing. The process was efficient and what needed doing was explained in full.	
96	Cardio-respiratory drive-through	Not entered	Very good			
97	Cardio-respiratory drive-through	Patient	Very good	Very quick, precise and efficient way of collecting heart monitor.		
98	Cardio-respiratory drive-through	Patient	Very good	Safe and well-organised.		
99	Cardio-respiratory drive-through	Patient	Very good	Very caring and helpful in explaining how to put the monitor on. I phoned with a question later and still got more help.		
100	Cardio-respiratory drive-through	Patient	Very good	Drive-through to collect heart monitor was very quick, no queuing. The lady we saw gave us very clear instructions and advice for fitting it and answered my questions clearly. A good experience, not necessary to telephone for anything.		
101	Cardio-respiratory	Not entered	Very good	Apart from admin error on return date, the arrangement were well organised		

	drive-through			under present emergency.		
102	Cardio-respiratory drive-through	Patient	Very good	Because we have got this Covid-19 you are still giving your patients the best care possible. I thank u for this.		
103	Cardio-respiratory drive-through	Not entered	Very good			
104	Cardio-respiratory drive-through	Patient	Very good	The team was very organised, took time to explain things and very helpful, in all a very pleasant experience.		
105	Cardio-respiratory drive-through	Not entered	Very good	The staff are always very helpful and very friendly.		
106	Cardio-respiratory drive-through	Patient	Very good	An excellent service. Excellent staff.		
107	Cardio-respiratory drive-through	Patient	Very good	Service was good.		
108	Cardio-respiratory drive-through	Not entered	Very good	Excellent. Easy to follow instructions for the drive-through appointment. No waiting. Lovely young lady seeing to me and answering my questions.	Nothing! 100% service with a smile.	
109	Cardio-respiratory drive-through	Not entered	Very good	Distanced well. Ran on time. Clear instructions.		
110	Cardio-respiratory drive-through	Patient	Very good	So quick and easy and all waiting to go. Instructions were all very clear.		
111	Cardio-respiratory drive-through	Patient	Very good	Prompt, courteous, informative, polite and friendly.	N/A	

112	Cardio-respiratory drive-through	Patient	Very good	Very efficient.		
113	Cardio-respiratory drive-through	Other	Very good	Attended on behalf of our neighbour. Handover of equipment was smoothly and efficiently handled.		
114	Cardio-respiratory drive-through	Patient	Very good	Extremely organised, no waiting, explained all - drove out!		
115	Cardio-respiratory drive-through	Patient	Very good	Procedure explained v. well and I was invited to ask questions. V. pleasant.		
116	Cardio-respiratory drive-through	Patient	Very good			
117	Cardio-respiratory drive-through	Not entered	Very good	[Name withheld] was very pleasant and explained everything well.		
118	Cardio-respiratory drive-through	Patient	Very good	Everything explained simply. Lovely, friendly lady.		
119	Cardio-respiratory drive-through	Patient	Very good	No queuing. V. helpful and well organised. Information supplied ideally suited and carefully prepared. Didn't expect to be given free ticket to exit car park - happy to pay as for any outpatient appointment.		
120	Cardio-respiratory drive-through	Patient	Very good	Member of staff very kind and explained everything fully. Also, with Covid, to have the drive-through facility enabled me to take this test.		
121	Cardio-respiratory	Not entered	Very good	Everything was explained very clearly.		

	drive-through					
122	Cardio-respiratory drive-through	Patient	Very good	Very well-organised service with friendly, knowledgeable advice.	All very good, thanks. I did feel that frontline staff might get very cold in the service lanes.	
123	Cardio-respiratory drive-through	Patient	Very good	Polite. We didn't have to wait. Thank you NHS.		
124	Cardio-respiratory drive-through	Patient	Very good	Went through the outside drive-though. All explained clearly. Very pleasant people on duty.		
125	Cardio-respiratory drive-through	Patient	Very good	Excellent drive-thro service. Instructions very good and easy to understand.	First class service.	
126	Cardio-respiratory drive-through	Patient	Very good	Amazing staff, very friendly.		
127	Cardio-respiratory drive-through	Patient	Very good	I have worn monitors before so was already confident but found drive-thro procedure quick and straightforward.		
128	Cardio-respiratory drive-through	Patient	Very good	Very helpful, efficient service.		
129	Cardio-respiratory drive-through	Patient	Very good	Was explained how to use the monitor with a great manner and answered my questions very well.		
130	Cardio-respiratory drive-through	Patient	Good	Friendly service and well explained.		
131	Cardio-respiratory drive-through	Patient	Good	Helpful staff and volunteer.		
132	Cardio-respiratory	Patient	Good	Arrived a little early, went straight through. Explained very well, although I		

	drive-through			am a little hard of hearing and have struggled a bit since everyone has been wearing masks! Clear directions, easy process.		
133	Cardio-respiratory drive-through	Not entered	Good			
134	Cardio-respiratory drive-through	Patient	Good			
135	Cardio-respiratory drive-through	Not entered	Good			
136	Cardio-respiratory drive-through	Not entered	Good			
137	Cardio-respiratory drive-through	Patient	Good	Explained very well. Very co-operative.		
138	Cardio-respiratory drive-through	Not entered	Good			
139	Cardio-respiratory drive-through	Patient	Neither good nor poor			Do not publish
140	Cardio-respiratory drive-through	Not entered	Not entered	In and out. It is what it is.		
141	Neurology	Patient	Very good	Everyone was so kind and helpful.		
142	Respiratory	Patient	Very good	No issues. Bright, friendly staff. Timing good. Can't fault service.		
143	Rheumatology	Patient	Very good	On time. Dr [name withheld] very pleasant and helpful.	I should have been asked if I was shielding but wasn't.	

144	Rheumatology	Patient	Very good	Very efficient, easy and straightforward from our point.		
145	Rheumatology	Patient	Very good	Quick, polite and informative service.	Nothing.	
146	Rheumatology	Patient	Very good	The doctor listened to what I said and gave helpful answers to my questions.		
147	Rheumatology	Patient	Very good	All staff were from the man on the reception, the nurse who did my obs, the GP I saw and Mr [name withheld], very kind, professional and reassuring as always. Bless you all for the work you do.	Nothing!	
148	Upper Gastrointestinal	Patient	Very good	All was good, a very informative visit.		

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/dept not entered - Area A	Patient	Very good	Receptionist was very friendly and informative.	Nothing.	
2	Clinic/dept not entered - Area A	Patient	Very good	Receptionist was very helpful and friendly.		
3	Clinic/dept not entered - Area A	Patient	Very good	Kind staff made me feel very comfortable.		
4	Clinic/dept not entered - Area A	Patient	Very good	Nothing gone wrong so far.	All good.	
5	Clinic/dept not entered - Area A	Patient	Very good	Appointment on time. All the staff very polite, helpful and friendly.		
6	Clinic/dept not entered - Area A	Patient	Very good	Polite and kind.		

7	Clinic/dept not entered - Area A	Not entered	Very good			
8	Clinic/dept not entered - Area A	Not entered	Very good	Extremely good, reassuring manner.		
9	Clinic/dept not entered - Area A	Patient	Very good	Very prompt, received all info I needed. Straight into x-ray.		
10	Clinic/dept not entered - Area A	Spouse/Partner	Very good	Prompt, helpful, caring.		
11	Clinic/dept not entered - Area A	Patient	Very good			
12	Clinic/dept not entered - Area A	Patient	Very good	All staff very welcoming and friendly, clean environment, easily accessible.	Nothing.	
13	Clinic/dept not entered - Area A	Patient	Very good			
14	Clinic/dept not entered - Area A	Patient	Very good	Because it was, he was very pleasant and helpful, and I got a free pen.		
15	Clinic/dept not entered - Area A	Patient	Very good			
16	Clinic/dept not entered - Area A	Patient	Very good	Very good service.		
17	Clinic/dept not entered - Area A	Patient	Very good	Polite, understanding and clear instructions, very patient with everyone, really impressed.	Nothing - perfect.	
18	Clinic/dept not entered - Area A	Patient	Very good	Always very good service.		
19	Clinic/dept not entered - Area A	Patient	Very good			
20	Clinic/dept not entered - Area A	Patient	Very good	Swift, efficient and excellent staff.		
21	Clinic/dept not entered - Area A	Patient	Very good	Efficient yet thorough (re: Covid).		
22	Clinic/dept not entered - Area A	Patient	Very good	Everyone happy and friendly towards me.	Nothing really, just a huge thank	

	entered - Area A			Helpful when in needed something. Let me know what's going on with the doctor when he was running late.	you for all the work you are doing.	
23	Clinic/dept not entered - Area A	Patient	Very good	Very pleasant and helpful.		
24	Clinic/dept not entered - Area A	Patient	Very good	Very good service.		
25	Clinic/dept not entered - Area A	Patient	Very good	Looked after me well.		
26	Clinic/dept not entered - Area A	Patient	Very good	Arrived early for tests, these were quick. Doctor very kind manner (Dr [Name withheld]) and thorough questioning.		
27	Clinic/dept not entered - Area A	Patient	Very good	Felt very safe, very organised.		
28	Clinic/dept not entered - Area A	Patient	Very good	Everyone very helpful and service good.	Nothing.	
29	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
30	Clinic/dept not entered - Area A	Not entered	Very good	Looked after all the way.		
31	Clinic/dept not entered - Area A	Not entered	Very good	Because I think they were very good, because I am, was very anxious.	Nothing.	
32	Clinic/dept not entered - Area A	Patient	Very good	Very efficient team.		
33	Clinic/dept not entered - Area A	Patient	Very good	Because I am well looked after, always.	Provided a form for the PSA test as the local surgery confused.	
34	Clinic/dept not entered - Area A	Not entered	Very good			
35	Clinic/dept not entered - Area A	Patient	Very good	It is always easy to get to your appointment and the staff are very good.		
36	Clinic/dept not entered - Area A	Patient	Very good	Everyone is so friendly and helpful.		

37	Clinic/dept not entered - Area A	Patient	Very good	No complaints - fantastic service.		
38	Clinic/dept not entered - Area A	Patient	Very good	Quick and efficient service.		
39	Clinic/dept not entered - Area A	Patient	Very good	Staff were very friendly and helpful. Felt very safe and comfortable being here. Well done NHS. xx	Nothing.	
40	Clinic/dept not entered - Area A	Patient	Very good			
41	Clinic/dept not entered - Area A	Patient	Very good	Lovely, friendly staff, felt safe.		
42	Clinic/dept not entered - Area A	Patient	Very good	Very good receptionist, polite and comfortable with my help and advice.		
43	Clinic/dept not entered - Area A	Patient	Very good	V-gd Covid care.		
44	Clinic/dept not entered - Area A	Not entered	Very good	Very polite staff.		
45	Clinic/dept not entered - Area A	Not entered	Very good			
46	Clinic/dept not entered - Area A	Patient	Very good	All systems worked well.		
47	Clinic/dept not entered - Area A	Patient	Very good	Lady on the desk was super cheerful and polite, even managed to diffuse the unhappy person in front of me!		
48	Clinic/dept not entered - Area A	Patient	Very good	Very friendly. Very quiet which is nice!		
49	Clinic/dept not entered - Area A	Patient	Very good	Staff were very courteous.		
50	Clinic/dept not entered - Area A	Not entered	Very good			Do not publish
51	Clinic/dept not entered - Area A	Patient	Very good			

52	Clinic/dept not entered - Area A	Patient	Very good			
53	Clinic/dept not entered - Area A	Patient	Very good	The receptionist was very friendly and clear with instructions on what to do.		
54	Clinic/dept not entered - Area A	Not entered	Very good	Guy that dealt with me was polite and efficient.		
55	Clinic/dept not entered - Area A	Not entered	Very good	Good experience!		
56	Clinic/dept not entered - Area A	Patient	Very good	Pleasant staff.		
57	Clinic/dept not entered - Area A	Not entered	Very good			
58	Clinic/dept not entered - Area A	Patient	Very good			
59	Clinic/dept not entered - Area A	Patient	Very good	Friendly and helpful.		
60	Clinic/dept not entered - Area A	Patient	Very good			
61	Clinic/dept not entered - Area A	Patient	Very good	The staff member who checked me in was very polite and friendly.		
62	Clinic/dept not entered - Area A	Not entered	Very good	I found that I was attended to promptly and efficiently.		
63	Clinic/dept not entered - Area A	Patient	Very good	No problems. Good news. And quick. In and out in 15mins.		
64	Clinic/dept not entered - Area A	Patient	Very good	Fast and friendly service. Well run and clean.		
65	Clinic/dept not entered - Area A	Not entered	Very good			
66	Clinic/dept not entered - Area A	Patient	Very good			
67	Clinic/dept not entered - Area A	Not entered	Very good	The doctor was clear and explained well.		

68	Clinic/dept not entered - Area A	Patient	Very good	My first visit to this hospital and I am very impressed, felt very safe, very clean. Well-organised dept. Well done!!		
69	Clinic/dept not entered - Area A	Patient	Very good	Very friendly welcome.		
70	Clinic/dept not entered - Area A	Patient	Very good	Kind, caring staff. Very friendly and helpful. Lovely team.		
71	Clinic/dept not entered - Area A	Not entered	Very good			
72	Clinic/dept not entered - Area A	Patient	Very good	Attentive. Well set up with thermo scanner. Friendly staff.		
73	Clinic/dept not entered - Area A	Patient	Very good	Made to feel I was important to all who treated me!		
74	Clinic/dept not entered - Area A	Not entered	Very good	Excellent, consistent attention. Good communication.	Nothing.	
75	Clinic/dept not entered - Area A	Patient	Very good	Timing and treatment was excellent.		
76	Clinic/dept not entered - Area A	Patient	Very good			
77	Clinic/dept not entered - Area A	Patient	Very good	Very thorough and caring staff.		
78	Clinic/dept not entered - Area A	Patient	Very good	Friendly, helpful staff.		
79	Clinic/dept not entered - Area A	Patient	Very good	Staff very friendly and professional. Covid instructions clear. Everyone well supported. Delay minimal but clearly indicated. Standards very high.		
80	Clinic/dept not entered - Area A	Patient	Very good	Polite and efficient staff.		
81	Clinic/dept not entered - Area A	Not entered	Very good	Friendly, efficient staff - always.	I had an appointment mixed up and had no notification but it's a busy time so no matter!	

82	Clinic/dept not entered - Area A	Patient	Good	Everyone is polite and friendly, with Covid measures in place.		
83	Clinic/dept not entered - Area A	Not entered	Good			
84	Clinic/dept not entered - Area A	Patient	Good	Was seen quickly and nurse was great at calming my nerves.		
85	Clinic/dept not entered - Area A	Not entered	Good			
86	Clinic/dept not entered - Area A	Patient	Good	Easy, friendly receptionist.	Maybe a little support for worried patients.	
87	Clinic/dept not entered - Area A	Patient	Good			
88	Clinic/dept not entered - Area A	Not entered	Good			
89	Clinic/dept not entered - Area A	Patient	Good			
90	Clinic/dept not entered - Area A	Not entered	Good	Very good system regarding Covid. Pleasant staff, good experience overall.		
91	Clinic/dept not entered - Area A	Not entered	Good	Very well organised.		
92	Clinic/dept not entered - Area A	Patient	Good	I was anxious to come to my appointment due to Covid but I was satisfied with the measures taken to keep patients safe.		
93	Clinic/dept not entered - Area A	Not entered	Good	Friendly.		
94	Clinic/dept not entered - Area A	Patient	Good	Very good service from everyone.		
95	Clinic/dept not entered - Area A	Patient	Good			
96	Clinic/dept not entered - Area A	Patient	Neither good nor poor	Person on desk was quite abrupt.		
97	Clinic/dept not entered - Area A	Patient	Poor			

	entered - Area A					
98	Clinic/dept not entered - Area A	Patient	Very poor			
99	Clinic/dept not entered - Area A	Patient	Not entered	Efficient, polite and friendly reception team at Area A, Level 2. Nursing staff - reassuring, polite and friendly. Consultant - reassuring, polite, friendly and professional.	No improvement necessary.	
100	Clinic/dept not entered - Area A	Relative	Not entered	Good that we could wait in the quiet shielding area. Helpful, friendly OPD 'A' receptionist.		
101	Clinic/dept not entered - Area A	Patient	Not entered	I was asked to complete this before my appointment so nothing I can say really. Except receptionist was lovely.		
102	Clinic/dept not entered - Area C	Not entered	Very good	Friendly, efficient service.		
103	Clinic/dept not entered - Area C	Not entered	Very good	As above. Friendly staff and excellent service.		
104	Clinic/dept not entered - Area C	Patient	Very good	Efficient, friendly service.		
105	Clinic/dept not entered - Area C	Patient	Very good	Excellent service. Very efficient.		
106	Clinic/dept not entered - Area C	Patient	Good	First visit. All went to plan.		