

Friends and Family Test - Outpatients - North Devon District Hospital - May-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:

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

'Would not recommend' percentage is calculated as follows:

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

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	23	100	0.0	0.0
Medicine Division	160	99.4	0.6	0.0

Clinical Support and Specialist Services Division	No data	No data	No data	No data
Division not stated	37	91.9	2.7	5.4
Total	220	98.2	0.9	0.9

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	Audiology	Patient	Very good	The Over and Above volunteer at the entrance was considerate and courteous. The receptionist at Audiology was helpful. The audiologist, [name withheld], was positive, professional, knowledgeable, kind, patient, friendly and thoughtful. [Name withheld].	There seemed to have been a problem with the appointments system which meant that we were seen late, but these are very challenging times so it's understandable.	
2	Audiology	Patient	Very good			
3	Breast Clinic	Patient	Very good	Felt cared for. Good Covid safety measures - sensitive during a stressful appointment.	I had to wait 3 weeks for an appointment which was good but still stressful waiting.	
4	ENT	Patient	Good	The girl on reception was too busy dealing with everything. This is an 'ear' NT - she spoke really fast!		
5	Fracture Clinic	Parent/ Guardian	Very good	Good communication. Prompt service.		

6	Fracture Clinic	Patient	Not entered	I waited 1 hour 20 mins for a 2 mins consultation. Totally understand being delayed because of other needs but there has to be a different system for people coming in like me.	Re-organising the system - maybe the nurse comes out to check what you are actually here for.	
7	Maxillofacial and Orthodontics	Patient	Very good	I cannot fault the care and service provided by the NHS staff.		
8	Maxillofacial and Orthodontics	Patient	Very good	Excellent when rushed in originally.		
9	Maxillofacial and Orthodontics	Relative	Very good	Polite and friendly service given.		
10	Maxillofacial and Orthodontics	Relative	Very good	Friendly staff. Well organised.		
11	Maxillofacial and Orthodontics	Patient	Very good	Efficient explanation.		
12	Maxillofacial and Orthodontics	Patient	Very good	Always very good in this department.		
13	Maxillofacial and Orthodontics	Patient	Very good			
14	Maxillofacial and Orthodontics	Patient	Very good	Very friendly and helpful.		
15	Maxillofacial and Orthodontics	Patient	Very good			
16	Maxillofacial	Patient	Very good	Very helpful and knowledgeable.		

	and Orthodontics					
17	Orthopaedics	Not entered	Very good			
18	Orthopaedics	Patient	Very good	Punctual and pleasant.		
19	Orthopaedics	Patient	Good	They treating good.		
20	Phlebotomy drive-through	Patient	Very good	First time using the drive-thru. Very good idea. Quick and efficient.		
21	Phlebotomy drive-through	Patient	Very good	Excellent service for us to use.		
22	Phlebotomy drive-through	Patient	Very good	Everyone most helpful, especially the man that took my blood.		
23	Phlebotomy drive-through	Patient	Very good	I routinely have my blood taken and often wait for over 15mins in phleb clinic - this was super quick and can more easily fit in my day.		
24	Urology	Not entered	Good	Had directions from the main door, giving clear instructions, met by a nurse at check-in.		

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	Parent/ Guardian	Very good	The nurse/doctor we saw was very informative and helpful.		
2	Cardio-respiratory	Patient	Good	Had to wait a little while for someone to do ECG but it was 1.30pm, so lunchtime. ECG lady good, polite and made me feel		

				at ease.		
3	Cardio-respiratory drive-through	Not entered	Very good			Do not publish
4	Cardio-respiratory drive-through	Patient	Very good			Do not publish
5	Cardio-respiratory drive-through	Patient	Very good	Very clear and understanding. 10/10.		
6	Cardio-respiratory drive-through	Patient & Spouse/ Partner	Very good	Very efficient and informative. Very polite and helpful.	Nope, all good.	
7	Cardio-respiratory drive-through	Patient	Very good	Friendly and very informative - [name withheld] made me feel at ease from start to finish.		
8	Cardio-respiratory drive-through	Patient	Very good	I've only been to your hospital 3 times in ten years and have excellent care and treatment each time. Thank you all.		
9	Cardio-respiratory drive-through	Patient	Very good			
10	Cardio-respiratory drive-through	Patient	Very good		Couldn't have done any better.	
11	Cardio-respiratory drive-through	Patient	Very good	The lady I spoke to was very nice and explained what I needed to do and reassured me.	Nothing.	
12	Cardio-respiratory drive-through	Patient	Very good			
13	Cardio-respiratory	Patient	Very good	Very efficient to drive and collect heart monitor - much easier than parking car	Nil	

	drive-through			and going into hospital. Instructions very good.		
14	Cardio-respiratory drive-through	Not entered	Very good		Make better clips to hold the unit on and sticky pad to hold wires on what don't give people rashes on chest.	
15	Cardio-respiratory drive-through	Not entered	Very good	Friendly, professional, listened, gave me information I wanted.		
16	Cardio-respiratory drive-through	Not entered	Very good	Very efficient. Staff helpful.		
17	Cardio-respiratory drive-through	Patient	Very good	Very friendly and clear explanation of use.	Cup of tea would be nice (only joking!). Nothing needed improving.	
18	Cardio-respiratory drive-through	Not entered	Very good	Every single member of staff so lovely, so helpful. Especially [name withheld] on reception.		
19	Cardio-respiratory drive-through	Patient	Very good	Efficient and very pleasant volunteer and NHS staff.		
20	Cardio-respiratory drive-through	Patient	Very good	Efficient, friendly, fast.		
21	Cardio-respiratory drive-through	Patient	Very good	Very good explanation from very pleasant operatives.		
22	Cardio-respiratory drive-through	Patient	Very good	The lady spend time explaining how to use the heart machine.	Nothing.	
23	Cardio-respiratory drive-through	Not entered	Very good	Efficient, informative, pleasant nurse.	Nothing.	

24	Cardio-respiratory drive-through	Not entered	Very good	Quick and efficient, everything explained well.		
25	Cardio-respiratory drive-through	Not entered	Very good	Very efficient staff member clearly explained what needed to happen.	Clearer instructions where tent was.	
26	Cardio-respiratory drive-through	Not entered	Very good	The briefing was clear and quick, and the system worked efficiently.	Perhaps the sign to the marquee could be clearer.	
27	Cardio-respiratory drive-through	Patient	Very good	Smooth pick up from drive-through.		
28	Cardio-respiratory drive-through	Patient	Very good	Very efficient, no time wasting.		
29	Cardio-respiratory drive-through	Not entered	Very good	Very well planned. Easy, quick and safe way to do it. Especially as I am 'clinically extremely vulnerable'. Sorry writing so bad - RA in hands very bad.	Explanation of taking off the cover of the electrodes. Should say take plastic cover off too!	
30	Cardio-respiratory drive-through	Not entered	Very good	Very straightforward.		
31	Cardio-respiratory drive-through	Patient	Very good			
32	Cardio-respiratory drive-through	Patient	Very good	The drive-through was quick, easy and efficient. No need to park or queue or mix with other people. Well done!	N/A	
33	Cardio-respiratory drive-through	Patient	Very good	It's true!		
34	Cardio-respiratory	Not entered	Very good	Easy drive-through for collection and everything explained clearly.		

	drive-through					
35	Cardio-respiratory drive-through	Patient	Very good	Staff were very polite and helpful. You all do a great job. Thank you very much.	Nothing.	
36	Cardio-respiratory drive-through	Patient	Very good	No queues. Efficient and friendly service.		
37	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Everything went very well. In and out within 10 mins. Very helpful staff.	I don't think you could have done better.	
38	Cardio-respiratory drive-through	Parent/ Guardian	Very good	Very organised the drive-through.		
39	Cardio-respiratory drive-through	Patient	Very good	Quick and efficient and staff very friendly.		
40	Cardio-respiratory drive-through	Not entered	Very good	Very well explained.		
41	Cardio-respiratory drive-through	Patient	Very good	Very quick, smooth and efficient.		
42	Cardio-respiratory drive-through	Patient	Very good	Everything was well organised and efficient.	None.	
43	Cardio-respiratory drive-through	Patient	Very good	On time, well organised, good/clear instruction and back up if required.		
44	Cardio-respiratory drive-through	Not entered	Very good			
45	Cardio-respiratory	Patient	Very good	Really quick service. Super-friendly lady who explained thoroughly about the		

	drive-through			monitor. Couldn't have been better. Thank you!		
46	Cardio-respiratory drive-through	Patient	Very good	Punctual. Polite.		
47	Cardio-respiratory drive-through	Patient	Very good	No waiting! I went in a few minutes before the appointment time, and was seen by [name withheld] who was friendly, polite and efficient.		
48	Cardio-respiratory drive-through	Not entered	Very good	Service was good and well explained.		
49	Cardio-respiratory drive-through	Patient	Very good	Drive-through appointment, arrived early and wasn't kept waiting. Clearly explained, simple, straightforward, well organised.		
50	Cardio-respiratory drive-through	Patient	Very good	I always think they do the best that is possible at the time.		
51	Cardio-respiratory drive-through	Patient	Very good	Immediate attention and clear, helpful information given.		
52	Cardio-respiratory drive-through	Patient	Very good	Very polite staff. No waiting. Clearly explained. Even free parking ticket provided. Thank you.	Nothing! Excellent service.	
53	Cardio-respiratory drive-through	Patient	Very good	Very good considering I had to come 35 miles (approximately) just to pick it up, and then bring it back. Quick service with no waiting.	I would have appreciated if my local GP or someone could have contacted me to make sure I had put them on right. Very difficult to actually see someone.	
54	Cardio-respiratory drive-through	Patient	Very good	Drive-through clearly marked. Staff really friendly and explained everything clearly so that I could understand it and know		

				what to do.		
55	Cardio-respiratory drive-through	Patient	Very good	Lovely, quick appointment. No waiting, no parking charges!		
56	Cardio-respiratory drive-through	Patient	Very good	Very efficient. Everything on time, no hold-ups. All information at hand. Excellent service.	Nothing.	
57	Cardio-respiratory drive-through	Carer	Very good	Friendly staff. Easy-to-use instructions for 3 lead ECG.	Out-of-school time appointments for children.	
58	Cardio-respiratory drive-through	Patient	Very good	Very helpful and polite.		
59	Cardio-respiratory drive-through	Patient	Very good	Very friendly. Very clear. No queue.		
60	Cardio-respiratory drive-through	Not entered	Very good			
61	Cardio-respiratory drive-through	Not entered	Very good	The nurse that was helping me was very nice and helpful.	All was very good.	
62	Cardio-respiratory drive-through	Patient	Very good	Super-friendly, helpful staff. Resources answered all questions super-well.		
63	Cardio-respiratory drive-through	Not entered	Very good	Because we were dealt with on time and very well seen to by team.		
64	Cardio-respiratory drive-through	Patient	Very good			
65	Cardio-respiratory	Patient	Very good	Helpful and confident in explaining.		

	drive-through					
66	Cardio-respiratory drive-through	Not entered	Very good	Friendly staff, excellent service.		
67	Cardio-respiratory drive-through	Patient	Very good	Good information given to use monitor, lovely nurse and wasn't rushed to hurry on to next patient.		
68	Cardio-respiratory drive-through	Patient	Very good	Ladies at cardiology are great, friendly and super-helpful. Always feels like they make it feel personal.		
69	Cardio-respiratory drive-through	Patient	Very good			
70	Cardio-respiratory drive-through	Patient	Very good	All very swift and well organised.		
71	Cardio-respiratory drive-through	Patient	Very good	Nurse very helpful, explained everything well, easy to access services.		
72	Cardio-respiratory drive-through	Patient	Very good	Because on arrival at venue, the nurse I saw was very polite and explained all what I had to do with heart monitor, and explained everything in detail. I was well pleased.	You and all the nursing staff and everyone in the hospital services are doing a great service. Well done.	
73	Cardio-respiratory drive-through	Patient	Very good	Drive-through service is fast and efficient and aids social distancing, thus helping to keep patient and nurse / assistant safe. Helpful, useful information from [name withheld] who handed me my heart monitor.		
74	Cardio-respiratory drive-through	Patient	Very good	Good, detailed instructions given and all done on time.		

75	Cardio-respiratory drive-through	Patient	Very good	Easy to access. Very quick through. Procedure explained very well to me.	It was all great and saved a trip into the hospital in these uncertain times.	
76	Cardio-respiratory drive-through	Patient	Very good			
77	Cardio-respiratory drive-through	Not entered	Very good	Very friendly, informative staff. No waiting, just straight through.	If it were possible, make the pick-up more local. We have a 50-mile round trip 2 days running. We do have hospitals at Holsworthy (8 miles), Bideford (14 miles).	
78	Cardio-respiratory drive-through	Not entered	Very good	Very friendly and helpful when I arrived to collect heart monitor. Everything fully explained. No waiting at all; in fact received at drive-through pick-up ahead of schedule.		
79	Cardio-respiratory drive-through	Patient	Very good	Attended the drive-through. Quick and easy. Very pleasant staff.		
80	Cardio-respiratory drive-through	Patient	Very good	At this awful time with Covid-19, you are always on edge going to GP and hospitals, but you had a good service on the car park and no waiting. Explained very well how to use the monitor.		
81	Cardio-respiratory drive-through	Carer & Spouse/ Partner	Very good			
82	Cardio-respiratory drive-through	Not entered	Very good	Because it true.		
83	Cardio-respiratory drive-through	Patient	Very good	The handover was very efficient with clear instructions and advice as to the monitor's use.	Nothing!	

84	Cardio-respiratory drive-through	Patient	Very good	My experience at NDDH was excellent. Everyone for every appointment was so nice. [Name withheld]	Nothing could have been done better.	
85	Cardio-respiratory drive-through	Patient	Very good	Kind, approachable, professional. Very clear instructions re 24 hr monitor.	Couldn't be better.	
86	Cardio-respiratory drive-through	Not entered	Very good	No waiting time - very friendly, quick and efficient service.		
87	Cardio-respiratory drive-through	Not entered	Very good	Very friendly staff and very helpful.		
88	Cardio-respiratory drive-through	Patient	Very good	Informative, prompt and efficient.		
89	Cardio-respiratory drive-through	Patient	Very good	Brilliant, kind service.	It was perfectly fine.	
90	Cardio-respiratory drive-through	Not entered	Very good	Very helpful, informative and helpful over the phone too.		
91	Cardio-respiratory drive-through	Patient	Very good	I have felt confident with the treatment I have received so far. Efficient staff. I have no complaints to make of the hospital service.		
92	Cardio-respiratory drive-through	Not entered	Very good			
93	Cardio-respiratory drive-through	Patient	Very good	Information given for using the equipment was excellent. Drive-through collection worked well, no waiting. Very efficient.		
94	Cardio-	Patient	Very good			

	respiratory drive-through					
95	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Instructions given were clear and concise and we were given chance to ask any questions we had about the procedures.		
96	Cardio-respiratory drive-through	Not entered	Very good	We found the lady in charge very helpful. Everything ran very efficiently and quickly.		
97	Cardio-respiratory drive-through	Patient	Very good			
98	Cardio-respiratory drive-through	Not entered	Very good	Truthful.		
99	Cardio-respiratory drive-through	Patient	Very good	Since having a slight problem during C-section, Dr [name withheld] has seen me and arranged for heart to be checked as I do have normal periods and a period of my heart feeling not normal. The team have been friendly, fast, efficient. An overall fabulous team and outstanding treatment.		
100	Cardio-respiratory drive-through	Patient	Very good	All staff are pleasant and efficient.		
101	Cardio-respiratory drive-through	Patient	Very good	Very efficient. Very courteous. Excellent explanation.		
102	Cardio-respiratory drive-through	Patient	Very good	Quick.		
103	Cardio-respiratory	Not entered	Very good			

	drive-through					
104	Cardio-respiratory drive-through	Patient	Very good	The nurse was helpful, nice and very informative.	Maybe a coffee machine.	
105	Cardio-respiratory drive-through	Patient	Very good	Everything was explained well to me. She was very polite and friendly. Fast and efficient.		
106	Cardio-respiratory drive-through	Patient & Carer	Very good	The lady explained very well. We left with no doubt as to what we had to do with the monitor.		
107	Cardio-respiratory drive-through	Patient	Very good	Because it was good.	No, all good.	
108	Cardio-respiratory drive-through	Patient	Very good	Well organised drive-through. Staff excellent.		
109	Cardio-respiratory drive-through	Not entered	Very good	Because I was very happy and the nurse was very helpful and friendly.		
110	Cardio-respiratory drive-through	Not entered	Very good	I'm very happy with the service I have received. Friendly and efficient.		
111	Cardio-respiratory drive-through	Patient	Very good			
112	Cardio-respiratory drive-through	Not entered	Very good			
113	Cardio-respiratory drive-through	Patient	Very good	Instructions very easy to follow on how to arrive and how to use the machine. Staff very helpful.	Nothing needed.	
114	Cardio-respiratory	Not entered	Very good	Drive-through service very efficient.	The paper didn't easily peel off the sticky pads so I was a bit confused	

	drive-through				about which bit to pull off.	
115	Cardio-respiratory drive-through	Patient	Very good			
116	Cardio-respiratory drive-through	Patient	Very good	Well organised. Efficient. Covid-safe.		
117	Cardio-respiratory drive-through	Not entered	Very good	The lady was extremely friendly and helpful.		
118	Cardio-respiratory drive-through	Patient	Very good	Nurse was very good at explaining and helpful.		
119	Cardio-respiratory drive-through	Patient	Very good	Procedures put in place because of Covid-19 felt very secure. Person who gave me stuff I needed was knowledgeable, cheerful and patient.		
120	Cardio-respiratory drive-through	Patient	Very good	Nurse was clear and precise.		
121	Cardio-respiratory drive-through	Patient	Very good	Clear explanation of procedure. Seen as soon as arrived at drive by centre - no waiting.		
122	Cardio-respiratory drive-through	Patient	Very good	When I arrived to pick up the 7-day heart monitor, the nurse was very pleasant and professional and explained the procedure in detail.	Nothing could be done better.	
123	Cardio-respiratory drive-through	Not entered	Very good	Very easy.		
124	Cardio-respiratory drive-through	Not entered	Very good	Very polite and friendly encounter.	Nothing.	

125	Cardio-respiratory drive-through	Patient	Very good	NDDH is one of the best hospitals in Devon.		
126	Cardio-respiratory drive-through	Not entered	Very good	Very convenient using the drive-through as I would have had difficulty walking into the hospital. Friendly staff took time to explain.	Slightly better signage for the two lanes - it wasn't clear if you should queue for one or use both.	
127	Cardio-respiratory drive-through	Patient	Very good	Simple procedure with good explanation.		
128	Cardio-respiratory drive-through	Patient	Very good	Very efficient drive-through. Nice, friendly staff.		
129	Cardio-respiratory drive-through	Relative	Very good	Drive-through service and nurse, [name withheld], very helpful, spoke clearly and handled questions well, eager to help at every opportunity. Drive-through facility clearly signposted well and was seamless.	N/A	
130	Cardio-respiratory drive-through	Not entered	Very good	Very good system, brilliant!	Nothing! Good phone advice too. xx	
131	Cardio-respiratory drive-through	Patient	Very good	Friendly, efficient and reassuring.	N/A	
132	Cardio-respiratory drive-through	Patient	Very good	Everything was followed through, from initial problem and clear instructions from hospital and collection etc.		
133	Cardio-respiratory drive-through	Patient	Very good	Straightforward, no problem, easy.	N/A	
134	Cardio-respiratory drive-through	Not entered	Very good	Quick and efficient. Good instructions.		

135	Cardio-respiratory drive-through	Not entered	Very good	Drive-through was quick and easy, no delays or waiting around.		
136	Cardio-respiratory drive-through	Not entered	Very good			
137	Cardio-respiratory drive-through	Patient	Very good			
138	Cardio-respiratory drive-through	Patient	Very good	No waiting. Well organised. Full instructions given. Well done all of you.	Nothing. Heart monitor would be more manageable if it clipped on or was part of a belt.	
139	Cardio-respiratory drive-through	Patient	Very good			
140	Cardio-respiratory drive-through	Patient	Very good	Unfortunately, I arrived late but that caused no problem. The staff were of good spirit and helpful.		
141	Cardio-respiratory drive-through	Patient	Very good		N/A	
142	Cardio-respiratory drive-through	Patient	Very good	Very helpful and informative. Friendly.		
143	Cardio-respiratory drive-through	Patient	Very good			
144	Cardio-respiratory drive-through	Patient	Good	Staff friendly and helpful.		
145	Cardio-respiratory drive-through	Patient	Good	Not obvious how to take off protective backing for pads.		

146	Cardio-respiratory drive-through	Patient	Good	Good in terms of the service provided, but had to use a taxi, to wait, which proves expensive.	Difficult to say in present 'Covid' conditions - many thanks for the service however!	
147	Cardio-respiratory drive-through	Not entered	Good	Quick in/out with no waiting. Clear, unhurried explanation plus time given for queries. A very pleasant experience and I left knowing exactly what to do.	There was no mention of 'Don'ts' which I did not see until I read the [illegible] form 2 days later when I had time to list medication. I therefore did not switch off electric blanket before bed.	
148	Cardio-respiratory drive-through	Patient	Good	It was not explained to my partner when she collected the heart monitor that the time had already started ticking, so by the time I put it on I had lost 6 hours.		
149	Cardio-respiratory drive-through	Parent/Guardian	Good	The staff were very polite and friendly. They were kind and caring to my little girl who was nervous. Only downside was that my girl had nowhere to sit and had to sit on the floor.	Seating.	
150	Cardio-respiratory drive-through	Not entered	Good	Staff polite and helpful.		
151	Cardio-respiratory drive-through	Patient	Good	A visit to the department would obviously be preferable. Felt a bit remote - but staff very good.		
152	Cardio-respiratory drive-through	Patient	Good	There is always room for improvement with anything!	An example of what you would like written in the 'Activity' column.	
153	Cardio-respiratory drive-through	Spouse/Partner	Good	Quick and easy.		
154	Cardio-respiratory drive-through	Not entered	Good	The attending nurse made me feel at ease and explained what I needed to know and do.		

155	Cardio-respiratory drive-through	Not entered	Good	Only drive-through pick up.		
156	Cardio-respiratory drive-through	Patient	Poor	Can't see how this can be a true reading as our daughter put on monitor, another daughter had to come out Friday night to do it again as coming off, this was put in a different place which she thought it needed so no, we are not nurses, so poor.		
157	Cardio-respiratory drive-through	Not entered	Not entered	I didn't know I had to take a car to the drive-through, so walked there. The receptionist was abrupt, impatient and unfriendly. However, the secretary at cardio-respiratory was brilliant and very helpful.		
158	EEG / EMG	Patient	Very good			
159	EEG / EMG	Spouse/ Partner	Very good			
160	EEG / EMG	Patient	Very good	Very helpful.		
161	Rheumatology	Patient	Very good	I've always found staff very helpful and polite.		

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	Not entered	Very good	Staff was very helpful.		

2	Clinic / department not entered	Patient	Very good		Nothing.	
3	Clinic / department not entered	Patient	Very good			
4	Clinic / department not entered	Patient	Good	Well organised and very quick.		
5	Clinic / department not entered	Carer	Very poor	Upon arrival, my disabled son needed a change of his pad, he is double incontinent. There are no changing facilities for wheelchair users who are double incontinent, no changing beds unless you are a toddler. I had to resort to lying my son on a urine-splashed floor.	Facilitate for wheelchair / incontinent people. My son has numerous outpatient appointments and is at the hospital a lot. I'm sure it's not just myself that has struggled with this.	
6	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
7	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
8	Clinic/dept not entered - Area A	Not entered	Very good	But did not receive letter notification, I had to phone hospital to confirm booking.	None, thank you.	
9	Clinic/dept not entered - Area A	Patient	Very good			
10	Clinic/dept not entered - Area A	Patient	Very good	Ample parking. No queues to register. Well-spaced waiting room.		
11	Clinic/dept not entered - Area A	Patient	Very good	Efficient and professional.	More disabled parking spaces outside the main entrance.	
12	Clinic/dept not entered - Area A	Patient	Very good	Always good.		
13	Clinic/dept not entered - Area A	Patient	Very good			

14	Clinic/dept not entered - Area A	Patient	Very good	Lovely reception staff. Covid-secure. Lovely nursing staff and doctors.		
15	Clinic/dept not entered - Area A	Patient	Very good	Nothing could be improved.		
16	Clinic/dept not entered - Area A	Not entered	Very good	On time. Delightful staff. Professional attention.	Nothing. Love this hospital.	
17	Clinic/dept not entered - Area A	Not entered	Very good	Friendly and polite.		
18	Clinic/dept not entered - Area A	Patient	Very good	Polite staff at reception.	N/A	
19	Clinic/dept not entered - Area A	Patient	Very good	Great welcome. Nice staff.		
20	Clinic/dept not entered - Area A	Patient	Very good	Efficient visit.		
21	Clinic/dept not entered - Area A	Patient	Very good	Car parking possible. Well signposted (where to go when here). Clear information before arrival. Covid precautions seemed good. Consultants very friendly and helpful.		
22	Clinic/dept not entered - Area A	Patient	Very good		Better/more disabled parking.	
23	Clinic/dept not entered - Area A	Patient	Very good	Friendly staff. Kept informed.		
24	Clinic/dept not entered - Area A	Patient	Very good			
25	Clinic/dept not entered - Area A	Patient	Very good	Clean. Friendly.		
26	Clinic/dept not entered - Area A	Patient	Very good			
27	Clinic/dept not entered - Area A	Patient	Very good			
28	Clinic/dept not entered - Area A	Not entered	Very good	Very polite and friendly.		

29	Clinic/dept not entered - Area A	Not entered	Very good	Helpful and courteous.		
30	Clinic/dept not entered - Area A	Patient	Very good	Friendly and helpful staff.		
31	Clinic/dept not entered - Area A	Not entered	Good			
32	Clinic/dept not entered - Area A	Patient	Good			
33	Clinic/dept not entered - Area A	Not entered	Good	Very friendly staff, lady at the hand sanitiser was lovely, staff at the desk very helpful in these conditions, it can't be easy, their job is hard enough without Covid.		
34	Clinic/dept not entered - Area A	Patient	Good			
35	Clinic/dept not entered - Area A	Patient	Good			
36	Clinic/dept not entered - Area A	Not entered	Neither good nor poor	No one at reception.	A computer check-in system at reception.	
37	Clinic/dept not entered - Area A	Patient	Neither good nor poor			
38	Clinic/dept not entered - Area A	Spouse/ Partner	Not entered	Very quick and efficient.		