

Friends and Family Test - Outpatients - North Devon District Hospital - Jul-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

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

'Negative' 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 'Positive' score is 75%

Division	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Surgery Division	20	100	0.0	0.0

Medicine Division	153	98.0	0.0	2.0
Clinical Support and Specialist Services Division	1	100	0.0	0.0
Division not stated	9	88.9	0.0	11.1
Total	183	97.8	0.0	2.2

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	Not entered	Very good	I felt very relaxed with [name withheld]. She is very professional at her job.		
2	Audiology	Parent/ Guardian	Very good	Prompt, efficient, clear and informative.		
3	Audiology	Patient	Very good	I have been suffering from dizzy spells for many months and seen a GP on numerous occasions. When I came here I was carefully and accurately assessed. Already I feel better following the treatment and advice given. I feel I have my life back.		
4	Audiology	Patient	Very good	Put me at ease, very gentle, all well explained, a most successful result. Thank you.		

5	Audiology	Patient	Very good	Having been concerned by possible causes of my tinnitus (and postponed MRI scan) I feel very reassured by explanation of condition. Thank you.		
6	Audiology	Patient	Very good	Very thorough examination and explanation of my problems. Helpful and clear suggestions to improve my condition. No time pressure regarding asking and answering questions.	All fine.	
7	Audiology	Patient	Very good	Friendly and professional, make you feel at ease. Explained the outcome of my results so I could understand them.		
8	Audiology	Patient	Very good	Friendly, clear and efficient.		
9	Audiology	Patient	Very good			
10	Audiology	Patient	Very good	A good appointment, everything was explained thoroughly.		
11	Audiology	Patient	Very good	The audiologist listened to my concerns and was very helpful and polite.		
12	Audiology	Patient	Very good	The audiologists I have seen have all been very good, polite and explained clearly.		
13	Audiology	Patient	Very good	[Name withheld] - amazing. So professional, a pleasant experience, most helpful and extremely grateful!!!	100%.	
14	Audiology	Not entered	Good	Had my hearing aid adapted and waiting for booking re suction for R ear.		
15	Colorectal	Not entered	Very good	I was seen quickly. The staff nurse and consultant made me feel comfortable and relaxed during the rectal examination which I had been nervous about. In general, the consultation made me feel reassured that my medical problem could be cured. The subsequent blood test was		

				also dealt with quickly and efficiently.		
16	ENT	Patient	Very good	Very thorough explanation.		
17	ENT	Patient	Very good	Such lovely people, [name withheld] and [name withheld]. Very kind. (Sorry about the handwriting)	Nothing. My visit was lovely. Thank you.	
18	Exmoor Unit	Patient	Very good	I had eye injection which I get really anxious about. [Name withheld] and [name withheld], the team who were responsible for the procedure today, were excellent, friendly, professional and calming. Just what I needed. They made the procedure less traumatic and I lost my fear as they proceeded and tensed less. The aftereffects were less noticeable - less soreness, redness and stinging. Also, [name withheld] - definitely was so helpful and friendly.	I don't think anything could have been done better today. Thank you.	
19	General Surgery	Patient	Very good			Do not publish
20	Orthopaedics	Spouse/ Partner of patient	Very good	Mr. [name withheld] was very friendly had a sense of humour but apart from that he explained in very understandable information and when showing us my husband's MRI scan we could see all the issues regarding his diagnosis. He explained what would or could happen in the future and also said he would speak to him in 6 months' time but for him to call if his condition got any worse.	Nothing. We came away feeling my husband was in good hands and are thankful for such excellent service.	

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	Patient	Very good	Changed appointment time, fitted and explained the 7-day heart monitor very well.		
2	Cardio-respiratory	Patient	Very good	[Name withheld] and [name withheld] were fantastic, helping with issuing and fitting monitor.	Nothing.	
3	Cardio-respiratory drive-through	Patient	Very good			Do not publish
4	Cardio-respiratory drive-through	Patient	Very good			Do not publish
5	Cardio-respiratory drive-through	Patient	Very good			Do not publish
6	Cardio-respiratory drive-through	Patient	Very good			Do not publish
7	Cardio-respiratory drive-through	Not entered	Very good			
8	Cardio-respiratory drive-through	Patient	Very good	Drive-through collection was so convenient and easy. The information provided was excellent - clear and concise. Staff were very friendly and helpful.		

9	Cardio-respiratory drive-through	Patient	Very good	No waiting at all.		
10	Cardio-respiratory drive-through	Patient	Very good	Everything was well organised for the collection of heart monitor and explained in detail.		
11	Cardio-respiratory drive-through	Patient	Very good	I turned up early due to public transport but still was seen early at the drive-through. The staff were pleasant and the nurse explained what I had to do clearly. Thank you.		
12	Cardio-respiratory drive-through	Other	Very good	Easy and free parking. On time appointment. Clear instructions by staff.		
13	Cardio-respiratory drive-through	Patient	Very good	Simple - straight in and out. No contact with other people is huge for me. I hate contact with other people since the first lockdown.		
14	Cardio-respiratory drive-through	Patient	Very good	There was no waiting about as we drove straight in and the nurse was pleasant and very helpful.		
15	Cardio-respiratory drive-through	Patient	Very good	Hardly any waiting time. Staff well practiced at imparting required information.	Had a managed flow plan for those entering main portal.	
16	Cardio-respiratory drive-through	Patient	Very good			
17	Cardio-respiratory drive-through	Patient	Very good	Not having worn a monitor before, [name withheld] explained everything really well and put me at ease with knowing how to wear it and use it.		
18	Cardio-respiratory	Not entered	Very good	Good service, easy and convenient.		

	drive-through					
19	Cardio-respiratory drive-through	Patient	Very good	No problems. Everything explained.		
20	Cardio-respiratory drive-through	Patient	Very good	The nurse was absolutely lovely. She ensured I was totally happy and clear with all I needed to know. She was polite and even in the blistering heat she was absolutely amazing. Thank you.		
21	Cardio-respiratory drive-through	Not entered	Very good	Very efficient, polite, concise explanation of procedure.		
22	Cardio-respiratory drive-through	Patient	Very good	Appointment on time, clear instructions on how to use the monitor from pleasant member of staff.	Use of a sports-type monitor. Because of the extreme hot weather, the stickers came away and I used Elastoplast to help keep them in place.	
23	Cardio-respiratory drive-through	Patient	Very good	Reception staff came to car, guided me to park up area to receive monitor. Very clear instructions from staff member issuing monitor. All very polite and pleasant.	Nothing. Spot on. Thank you.	
24	Cardio-respiratory drive-through	Patient	Very good	Very nice lady and told us all I had to do very well and clear in what she said.	No. Very good.	
25	Cardio-respiratory drive-through	Not entered	Very good	Clear explanation from [name withheld] (cardiographer) about how to use monitor and what to expect. Still undertaking good social distancing and hygiene practices on 'freedom day' which I found reassuring.		
26	Cardio-respiratory	Patient	Very good	Nothing wrong at all. Everything explained properly. No complaints.	Nothing.	

	drive-through					
27	Cardio-respiratory drive-through	Patient	Very good	Thorough information, friendly manner.		
28	Cardio-respiratory drive-through	Patient	Very good	Pick up was very organised with no waiting at all. The lady who gave out the equipment was very helpful and efficient.	I can't think of anything.	
29	Cardio-respiratory drive-through	Patient	Very good	Good description of what to do and form filling. Well advised by reception generally. Quick and efficient.		
30	Cardio-respiratory drive-through	Patient	Very good	Because it was very good. Good reception, good advice and [illegible] given.		
31	Cardio-respiratory drive-through	Patient	Very good	Both the member of staff were helpful and pleasant, providing all the information required.	Nothing.	
32	Cardio-respiratory drive-through	Patient	Very good	Very well organised, efficient service with clear information.		
33	Cardio-respiratory drive-through	Patient	Very good	Excellent service re drive-through for 24hr heart monitor.		
34	Cardio-respiratory drive-through	Not entered	Very good	Simple - no hassle and quick.		
35	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Great communication with us and between the team. We had a small (but annoying problem). Spoke to the contact team and everything was resolved within a couple of hours. Fantastic service!! Thank you.		
36	Cardio-respiratory	Patient	Very good	The person was very good as she explained what I had to do with the heart		

	drive-through			monitor which really helped.		
37	Cardio-respiratory drive-through	Spouse/ Partner	Very good			
38	Cardio-respiratory drive-through	Patient	Very good	Simple and easy - you should keep present service, drive-through clinic.		
39	Cardio-respiratory drive-through	Not entered	Very good			
40	Cardio-respiratory drive-through	Patient	Very good	Very pleasant and helpful with explanation to use monitor.		
41	Cardio-respiratory drive-through	Patient	Very good	Everyone was so pleasant and helpful. I can't praise them enough.	Everything was perfectly done.	
42	Cardio-respiratory drive-through	Patient	Very good	A very efficient process and fully explained as to how to use the monitor.		
43	Cardio-respiratory drive-through	Patient	Very good	To be helpful.		
44	Cardio-respiratory drive-through	Patient	Very good	All was good.		
45	Cardio-respiratory drive-through	Carer	Very good	Friendly staff. Quick and easy.		
46	Cardio-respiratory drive-through	Patient	Very good	As always, North Devon is an excellent hospital, and feel well looked after every visit.		
47	Cardio-respiratory	Patient	Very good	Well organised. Clear directions and instructions.		

	drive-through					
48	Cardio-respiratory drive-through	Patient	Very good	Very friendly and gave me all the information I needed.		
49	Cardio-respiratory drive-through	Patient	Very good	I was asked to attend my appointment at a certain time and the hospital person was there. The procedure was thoroughly explained to me and all went smoothly. Very impressed with efficiency and courtesy.	Cannot think what could have been done better!	
50	Cardio-respiratory drive-through	Patient	Very good	Organised and very efficient.		
51	Cardio-respiratory drive-through	Not entered	Very good	Because they gave their all! Nothing not too much trouble.	Nothing. Great NHS.	
52	Cardio-respiratory drive-through	Patient	Very good	Easy, quick appointment.		
53	Cardio-respiratory drive-through	Patient	Very good	V. easy process, well explained.		
54	Cardio-respiratory drive-through	Not entered	Very good	First class instruction on how to collect monitor, fit and return. Thank you.		
55	Cardio-respiratory drive-through	Patient	Very good	Quick. Easy. Well organised. Clear instructions - verbal and written. Friendly staff.		
56	Cardio-respiratory drive-through	Not entered	Very good			
57	Cardio-respiratory	Not entered	Very good	No waiting around. Didn't have to pay for parking.		

	drive-through					
58	Cardio-respiratory drive-through	Patient	Very good	The lady I saw was a very helpful lady, friendly and polite. She put on my monitor for me with no trouble to her which I was very thankful to her.	There was nothing you could have done better. I was really pleased with the treatment I received.	
59	Cardio-respiratory drive-through	Patient	Very good	Easy-to-follow directions, well marked out. Nurse was very helpful and informative, friendly and kind. Thank you.	N/A	
60	Cardio-respiratory drive-through	Patient	Very good	Very quick service and things explained well. Thanks.		
61	Cardio-respiratory drive-through	Carer & Spouse/ Partner	Very good	Welcoming and kind. Happy and chatty. Helped with all info and made it feel less scary.		
62	Cardio-respiratory drive-through	Not entered	Very good	Because people always friendly and helpful.		
63	Cardio-respiratory drive-through	Patient	Very good	Hope it is useful.	Confused with regard to return date, Monday? or Sunday?	
64	Cardio-respiratory drive-through	Patient	Very good	Nothing to fault.		
65	Cardio-respiratory drive-through	Patient	Very good	This was a new experience with the drive-through but everything was clearly explained to me and I was quite confident doing it myself.		
66	Cardio-respiratory drive-through	Patient	Very good	Didn't have to wait long. Nurse very friendly and helpful. No parking fee.	Nothing. Very good service.	
67	Cardio-respiratory drive-through	Patient	Very good	Pleased with the service, and very informative.	None.	

68	Cardio-respiratory drive-through	Patient	Very good	Everyone consistently helpful and cheerful. So far, I have had wonderful, prompt service. Thank you.		
69	Cardio-respiratory drive-through	Patient	Very good	Explained very well. Polite.		
70	Cardio-respiratory drive-through	Patient	Very good	Well done, NHS.	You all do your very best.	
71	Cardio-respiratory drive-through	Patient	Very good	The technician explained all instructions in detail and very helpful.	Nothing needs changing.	
72	Cardio-respiratory drive-through	Patient	Very good	The way things have been dealt with overall.		
73	Cardio-respiratory drive-through	Carer	Very good	Because it was so much easier not having to park and come into the hospital.		
74	Cardio-respiratory drive-through	Patient	Very good	I gave my answer because I thought it was well organised on both days.	Nothing.	
75	Cardio-respiratory drive-through	Patient	Very good			
76	Cardio-respiratory drive-through	Patient	Very good	All well explained.		
77	Cardio-respiratory drive-through	Patient	Very good			
78	Cardio-respiratory drive-through	Patient	Very good	Pleasant, friendly clinician who gave concise instructions.		

79	Cardio-respiratory drive-through	Patient	Very good	Very efficient and clearly explained.		
80	Cardio-respiratory drive-through	Patient	Very good	Clear signs. No delay - went straight through. Helpful and thorough briefing on use. Extra electrodes supplied.		
81	Cardio-respiratory drive-through	Patient	Very good	Quick and easy.		
82	Cardio-respiratory drive-through	Not entered	Very good	Well organised, quick and efficient.		
83	Cardio-respiratory drive-through	Not entered	Very good	Friendly greeting by volunteer and staff and clear instructions with time to ask questions.		
84	Cardio-respiratory drive-through	Patient	Very good	The lady was polite, helpful and straight to the point. No messing about, just down to business. She explained everything carefully and made us feel as if we mattered. Thank you.		
85	Cardio-respiratory drive-through	Patient	Very good	I have no problems with all the treatment received so far but I wish my wife could receive the help that she needs.		
86	Cardio-respiratory drive-through	Patient	Very good			
87	Cardio-respiratory drive-through	Patient	Very good	The nurse was very kind and helpful. Thank you!		
88	Cardio-respiratory drive-through	Patient	Very good	Appointments look to have been on time and over the years I have been looked after with my heart condition.		
89	Cardio-	Patient	Very good	Efficient and safe service (collecting heart	Nothing I can think of at this stage!	

	respiratory drive-through			monitor through drive-through facility).		
90	Cardio-respiratory drive-through	Patient	Very good	Very straightforward process. Lovely, helpful staff that explained everything clearly.		
91	Cardio-respiratory drive-through	Patient	Very good	Quick, efficient, clear instructions.		
92	Cardio-respiratory drive-through	Not entered	Very good			
93	Cardio-respiratory drive-through	Patient	Very good	Very friendly and informative of how to use the monitor.		
94	Cardio-respiratory drive-through	Patient	Very good	Prompt service by courteous operative. Everything ready with an unhurried, clear explanation - excellent!	N/A	
95	Cardio-respiratory drive-through	Carer	Very good	Because everything was explained and you could understand the instructions of what had to be done.		
96	Cardio-respiratory drive-through	Patient	Very good	Very efficient service. Staff were lovely.		
97	Cardio-respiratory drive-through	Patient	Very good			
98	Cardio-respiratory drive-through	Not entered	Very good	Lovely staff.		
99	Cardio-respiratory drive-through	Patient & Spouse/ Partner	Very good	The service we have received has been first class.		
100	Cardio-	Not	Very good	[Illegible], quick and professional.		

	respiratory drive-through	entered				
101	Cardio-respiratory drive-through	Patient	Very good	Feel like the team have taken investigation seriously.		
102	Cardio-respiratory drive-through	Patient	Very good	Very pleasant technician. Explained everything well.	Fitted monitor.	
103	Cardio-respiratory drive-through	Not entered	Very good	Very easy, understandable directions for use. Kind, lovely lady.		
104	Cardio-respiratory drive-through	Patient	Very good	It was quick and easy, no parking involved, no need to sit in a waiting room.	Nothing.	
105	Cardio-respiratory drive-through	Not entered	Very good	Very efficient. Clear instructions.	Could have fitted the monitor but we are in a pandemic.	
106	Cardio-respiratory drive-through	Patient	Very good	Very friendly and welcoming, professional and explanations were great, so was the pack and info.	Sadly, I couldn't use the equipment. It was too difficult. I am quite active and it was impossible to wear - sorry.	
107	Cardio-respiratory drive-through	Patient	Very good	Really friendly nurse. Everything explained in an easy to understand way, perfect.		
108	Cardio-respiratory drive-through	Not entered	Very good	Visit was quick, well organised and seen on time. Good instructions and information given.		
109	Cardio-respiratory drive-through	Patient	Very good	The nurse was very kind and explained in detail what I needed to do. I had been feeling a bit anxious about having the monitor day and night for 7 days but she really put my mind at ease. Thank you.		
110	Cardio-	Patient	Very good	Very easy drive-through. No waiting. Very		

	respiratory drive-through			pleasant team member.		
111	Cardio-respiratory drive-through	Patient	Very good	Very easy to collect and drop off. Staff very friendly.		
112	Cardio-respiratory drive-through	Patient	Very good	Under current crisis. Very well organised. Felt ok about everything. Thank you.	Impressed by how the NHS has worked during the pandemic. Thank you to all.	
113	Cardio-respiratory drive-through	Patient	Very good	[Name withheld] was fantastic, very reassuring, helpful and caring. Very thoughtful when explaining how to use the machine as she picked up on my anxiety. Made sure I understood everything before I left. Credit to NHS Barnstaple cardio team.		
114	Cardio-respiratory drive-through	Patient	Very good	Friendly and efficient.	N/A	
115	Cardio-respiratory drive-through	Patient	Very good	Clear instructions. Quick and convenient. Well explained by member of staff. Very professional service.		
116	Cardio-respiratory drive-through	Patient	Very good	Perfect.	Nothing. Carry on the good work.	
117	Cardio-respiratory drive-through	Patient	Very good	Attitude of staff.		
118	Cardio-respiratory drive-through	Patient	Very good	[Name withheld] was excellent. Upbeat, informative, positive and very helpful. I really could not ask for more. Thank you for the excellent care!	Cannot think of anything.	
119	Cardio-respiratory	Patient	Very good	Seen on time. Everything explained very well.		

	drive-through					
120	Cardio-respiratory drive-through	Not entered	Very good			
121	Cardio-respiratory drive-through	Patient	Very good	Collecting from the car park much better and quicker. Continue this service.	Nothing.	
122	Cardio-respiratory drive-through	Not entered	Very good	Helpful and friendly staff.		
123	Cardio-respiratory drive-through	Patient	Very good	Really convenient and very efficient drive-through service.		
124	Cardio-respiratory drive-through	Patient	Very good	Everything was all very well organised in collecting and returning monitor.	Can't think of anything.	
125	Cardio-respiratory drive-through	Patient	Very good	Pickup of heart monitor very straightforward. Explanation of use very good.		
126	Cardio-respiratory drive-through	Patient	Very good			
127	Cardio-respiratory drive-through	Not entered	Very good	Impressed.		
128	Cardio-respiratory drive-through	Not entered	Very good	Very clear instructions. Thank you.		
129	Cardio-respiratory drive-through	Patient	Very good	Friendly greeter who gave very clear instructions. Friendly and informative handover of monitor.		
130	Cardio-respiratory	Spouse/ Partner	Very good	[Name withheld] was very thorough explaining the process. She took time to		

	drive-through			make sure we understood everything. She answered our questions to our satisfaction. Thank you.		
131	Cardio-respiratory drive-through	Patient	Very good	The NHS member of staff I saw could not have been more helpful and pleasant.		
132	Cardio-respiratory drive-through	Patient	Very good	Staff over the telephone and at the drive-through were very clear in their explanation and use of equipment, and friendly.		
133	Cardio-respiratory drive-through	Patient	Very good	Efficient, polite staff. On time appointment.		
134	Cardio-respiratory drive-through	Patient	Very good	Very efficient and thorough and even rang up and offered an appointment later in the day due to a cancellation as my appointment was quite early.		
135	Cardio-respiratory drive-through	Not entered	Good	Everyone appears to have been given the same arrival time to collect monitor so long wait in car park.	Stagger arrival times to avoid queues.	
136	Cardio-respiratory drive-through	Patient	Good			
137	Cardio-respiratory drive-through	Patient	Good	There needs to be a helpline over the weekend as I had an allergic reaction to the pads and it took over 1hr to get hold of someone (Victoria Ward) in the end to get hypoallergenic pads. I did pick some more up on Monday but have consequently made 4 trips to NDDH since 22 July!	Perhaps a mixture of ordinary and hypoallergenic pads. A helpline at weekends!	
138	Cardio-respiratory	Not entered	Good	Very helpful and pleasant.		

	drive-through					
139	Cardio-respiratory drive-through	Patient	Good			
140	Cardio-respiratory drive-through	Patient	Good			
141	Cardio-respiratory drive-through	Not entered	Good			
142	Cardio-respiratory drive-through	Not entered	Good			
143	Cardio-respiratory drive-through	Not entered	Good	[Illegible]	[Illegible]	
144	Cardio-respiratory drive-through	Patient	Good			
145	Cardio-respiratory drive-through	Patient	Good	Experience could have been better if not required to wear a mask in one's own vehicle. It would have enabled me to better understand the instructions.	As over page.	
146	Cardio-respiratory drive-through	Not entered	Good			
147	Cardio-respiratory drive-through	Patient	Neither good nor poor	Too far to come.		
148	Cardio-respiratory drive-through	Patient	Neither good nor poor	Commenting about my 'accent' was not appropriate.		

149	Cardio-respiratory drive-through	Not entered	Don't know			
150	Cardio-respiratory drive-through	Not entered	Not entered			Do not publish
151	Cardio-respiratory drive-through	Patient	Not entered	Very good service. Using the drive-through made it quick and easy, no parking needed.		
152	Cardio-respiratory drive-through	Spouse/ Partner	Not entered	Well organised drive-through, good briefing on requirement.		
153	Epilepsy (NDDH Outpatients)	Not entered	Very good			Do not publish
154	Epilepsy (NDDH Outpatients)	Not entered	Very good	Please with the nurse, gave load of info and was very helpful.		
155	Epilepsy (NDDH Outpatients)	Not entered	Good			Do not publish
156	Epilepsy (NDDH Outpatients)	Patient	Good			

Clinical Support and Specialist Services 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	Physiotherapy	Patient	Very good	Excellent care. Good communication. Respect and courtesy shown.		

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	Patient	Very good			Do not publish
2	Clinic / department not entered	Patient	Very good	NHS is excellent.		
3	Clinic / department not entered	Patient	Very good	Pleasant and efficient.		
4	Clinic / department not entered	Patient	Very good	Fantastic in all areas.	Nothing.	
5	Clinic / department not entered	Patient	Very good	Friendly. Answered questions well.		
6	Clinic / department not entered	Patient	Very good	Friendly and approachable staff. Nothing is never too much trouble to help. Very informative with pre-appointment details and requirements.		
7	Clinic / department not entered	Patient	Good			
8	Clinic / department not entered	Patient	Good			
9	Clinic /	Patient	Neither good	The appointment was not what I	Coordinate so that patients are	

	department not entered		nor poor	understood it to be.	clear on what they are attending.	
10	Clinic / department not entered	Not entered	Not entered		Everything was 100%. Excellent service.	