

Friends and Family Test - Outpatients - North Devon District Hospital - Jun-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 | 8 | 100 | 0.0 | 0.0 |
| Medicine Division | 126 | 99.2 | 0.0 | 0.8 |

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|--|------------|-------------|------------|-------------|
| Clinical Support and Specialist Services Division | 2 | 50.0 | 0.0 | 50.0 |
| Division not stated | 59 | 100 | 0.0 | 0.0 |
| Total | 195 | 99.0 | 0.0 | 1.0 |

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 | Breast Care Nurses | Patient | Very good | From the reception staff to the breast care nurse ([name withheld]) was friendly and efficient. | To be honest, nothing. | |
| 2 | Exmoor Unit | Patient | Very good | Staff are happy and friendly. Also, supportive and reassuring. | | |
| 3 | Fracture Clinic | Patient | Very good | | | |
| 4 | Fracture Clinic | Patient | Very good | | | |
| 5 | Fracture Clinic | Patient | Not entered | Second visit in twenty-one years. Very good then (first time). Ditto second time. | | |
| 6 | Orthopaedic / Trauma | Patient | Very good | | | |
| 7 | Orthopaedic / Trauma | Not entered | Very good | Everything is always smooth at NDDH, almost a pleasure to attend! | | |
| 8 | Phlebotomy drive-through | Patient | Very good | This service is a blessing! And needs to be advertised more. | | |
| 9 | Urology | Patient | Very good | Always lovely, supporting and mindful. | | |

| 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 | Efficient service. | | |
| 2 | Cardiology | Not entered | Very good | Very friendly. | More wheelchairs at entrance!! | |
| 3 | Cardiology | Patient | Good | Well organised, not too long to wait. Friendly staff. | | |
| 4 | Cardio-respiratory | Patient | Very good | Lovely, friendly mannerisms - very professional! Thank you. | | |
| 5 | Cardio-respiratory | Not entered | Very good | Very efficient and on time. | Think all working well. | |
| 6 | Cardio-respiratory | Patient | Very good | | | |
| 7 | Cardio-respiratory | Not entered | Very good | Everyone was very professional and kind. | Everything was just right. | |
| 8 | Cardio-respiratory | Patient | Very good | Appointment on time. Staff very efficient and pleasant. | | |
| 9 | Cardio-respiratory | Patient | Very good | Courteous, polite and professional attention. | Nothing. Continue. | |
| 10 | Cardio-respiratory | Patient | Very good | | | |
| 11 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 12 | Cardio-respiratory drive-through | Patient | Very good | | | Do not publish |
| 13 | Cardio- | Patient | Very good | | | Do not publish |

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| | respiratory drive-through | | | | | | |
| 14 | Cardio-respiratory drive-through | Patient | Very good | | | Do not publish | |
| 15 | Cardio-respiratory drive-through | Not entered | Very good | | | Do not publish | |
| 16 | Cardio-respiratory drive-through | Patient | Very good | | | Do not publish | |
| 17 | Cardio-respiratory drive-through | Patient | Very good | | | Do not publish | |
| 18 | Cardio-respiratory drive-through | Not entered | Very good | | | Do not publish | |
| 19 | Cardio-respiratory drive-through | Patient | Very good | | | Do not publish | |
| 20 | Cardio-respiratory drive-through | Not entered | Very good | | | Do not publish | |
| 21 | Cardio-respiratory drive-through | Patient | Very good | | | Well set up. | No, I cannot. |
| 22 | Cardio-respiratory drive-through | Patient | Very good | | | Everything was explained clearly, leaving me confident of managing the monitor myself. | |
| 23 | Cardio-respiratory drive-through | Not entered | Very good | The drive-through was very good, helpful and friendly. I was explained to how to use the heart monitor very well. I'm very happy with your service. | | | |

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| 24 | Cardio-respiratory drive-through | Patient | Very good | Good info on how to use heart monitor. | | |
| 25 | Cardio-respiratory drive-through | Patient | Very good | Prompt, friendly, communicative. | | |
| 26 | Cardio-respiratory drive-through | Not entered | Very good | Excellent service. Unfortunately, the device did not work for me - used it on Wednesday, Thursday and Friday but played up on Friday during the night. | | |
| 27 | Cardio-respiratory drive-through | Not entered | Very good | | | |
| 28 | Cardio-respiratory drive-through | Patient | Very good | | Sweat-proof sticky pads for the heart monitor would have helped. | |
| 29 | Cardio-respiratory drive-through | Patient | Very good | Great service from start to finish! Love the drive-up idea - should do more things like that! | | |
| 30 | Cardio-respiratory drive-through | Patient | Very good | All the staff bent over backwards to accommodate me and to get my investigations scheduled as quickly as possible as they understood the implications for my job. Thanks to everyone, especially [name withheld]. | You provide an excellent service. | |
| 31 | Cardio-respiratory drive-through | Patient | Very good | Very courteous and very helpful staff, as always, from our NHS. | | |
| 32 | Cardio-respiratory drive-through | Patient | Very good | Pick up heart monitor from drive-through. Easy, quick, efficient, simple, no [illegible] up of hospital waiting room. | | |
| 33 | Cardio-respiratory | Not entered | Very good | Professional and precise instruction. | | |

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| | drive-through | | | | | |
| 34 | Cardio-respiratory drive-through | Patient | Very good | Very helpful. | | |
| 35 | Cardio-respiratory drive-through | Not entered | Very good | Straight in. Explained clearly. Always helpful. | | |
| 36 | Cardio-respiratory drive-through | Patient | Very good | Very kind and thorough. On time and good communication. | Nothing! | |
| 37 | Cardio-respiratory drive-through | Patient | Very good | Nurse patient, pleasant, efficient. | | |
| 38 | Cardio-respiratory drive-through | Not entered | Very good | Extremely helpful and friendly nurse who explained things clearly and helped me arrange my drop-off time - now agreed time to drop off after 5pm, thank you! | Explanation about taking off the monitor - what buttons do I need to press, if any? | |
| 39 | Cardio-respiratory drive-through | Patient | Very good | Friendly. Quick. Efficient. | | |
| 40 | Cardio-respiratory drive-through | Not entered | Very good | Pleasant, helpful and efficient staff. Minimal waiting times. Excellent service. | | |
| 41 | Cardio-respiratory drive-through | Not entered | Very good | I was dealt with on time and the monitor use was explained very well. | | |
| 42 | Cardio-respiratory drive-through | Not entered | Very good | | | |
| 43 | Cardio-respiratory drive-through | Not entered | Very good | Excellent service, nice and polite. Explained everything really well. | | |

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| 44 | Cardio-respiratory drive-through | Patient | Very good | The lady I met at the drive-thru was very happy and took the time to explain everything and answered all my questions. | Given more sticky pads. | |
| 45 | Cardio-respiratory drive-through | Spouse/ Partner | Very good | Got there 10mins early. Drove straight in. Had the procedure explained clearly by a very pleasant lady. | | |
| 46 | Cardio-respiratory drive-through | Patient | Very good | Very well explained on how to use the monitor. Drive-through was very clear and well thought out. | | |
| 47 | Cardio-respiratory drive-through | Patient | Very good | Service was great, explained very clearly. | | |
| 48 | Cardio-respiratory drive-through | Patient | Very good | Very friendly and helpful advice. | | |
| 49 | Cardio-respiratory drive-through | Patient | Very good | Procedures explained clearly. Seen at close to the appointment time. Helpful staff. | | |
| 50 | Cardio-respiratory drive-through | Patient | Very good | Very quick, clean, well-organised and a very nice lady there to advise. Excellent service. | | |
| 51 | Cardio-respiratory drive-through | Not entered | Very good | | | |
| 52 | Cardio-respiratory drive-through | Patient | Very good | The drive-through was well thought out. Staff were extremely pleasant and very knowledgeable. Very smooth pick-up. Well done NHS - again! | Nothing - perfect. | |
| 53 | Cardio-respiratory drive-through | Not entered | Very good | We were seen by a very pleasant young lady who explained it all very well. | | |
| 54 | Cardio- | Not | Very good | Easy collection. Very quick. No queuing. | Nothing. | |

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| | respiratory drive-through | entered | | Polite, informative staff. Very well organised | | |
| 55 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 56 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 57 | Cardio-respiratory drive-through | Patient | Very good | Nice, helpful young lady. Made everything very clear to me. | | |
| 58 | Cardio-respiratory drive-through | Patient | Very good | The nurse was so lovely and helpful. Showing me how to use the monitor, clear, explicit instructions. She was very patient with me and in no hurry to get through the info. She had a very pleasant disposition. | Nothing. | |
| 59 | Cardio-respiratory drive-through | Patient | Very good | Very clear instructions given. Spoken to in a nice manner. | | |
| 60 | Cardio-respiratory drive-through | Patient | Very good | There were no delays. Everything was explained clearly. Staff were pleasant and polite and everything went smoothly. | | |
| 61 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 62 | Cardio-respiratory drive-through | Patient | Very good | Everyone is very pleasant and helpful. Making you feel calm and relaxed at all stages of contact. | | |
| 63 | Cardio-respiratory drive-through | Patient | Very good | Very helpful on collecting 7-day heart monitor. | | |
| 64 | Cardio- | Patient | Very good | Lovely, helpful, kind staff. Plenty of | | |

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| | respiratory drive-through | | | room/space. Safe environment. | | |
| 65 | Cardio-respiratory drive-through | Not entered | Very good | Very efficient. | N/A | |
| 66 | Cardio-respiratory drive-through | Patient | Very good | The drive-through clinic was very well organised and no waiting. | | |
| 67 | Cardio-respiratory drive-through | Not entered | Very good | Great staff. Very helpful. | | |
| 68 | Cardio-respiratory drive-through | Patient | Very good | Used drive-through. Very efficient and on time. | | |
| 69 | Cardio-respiratory drive-through | Patient | Very good | Well-organised, friendly, informative. | | |
| 70 | Cardio-respiratory drive-through | Patient | Very good | Well-explained and easy to operate. Many thanks. | | |
| 71 | Cardio-respiratory drive-through | Not entered | Very good | | | |
| 72 | Cardio-respiratory drive-through | Patient | Very good | The drive-through system was very efficient and safe. The staff explained everything clearly and in a friendly manner. | | |
| 73 | Cardio-respiratory drive-through | Patient | Very good | The lady was very explanatory on how to use and put on. It didn't take too long either. | | |
| 74 | Cardio-respiratory drive-through | Patient | Very good | Easy process, well explained. Stressed direct number and to call if any questions/problems. Efficient and | Nothing. Whole experience very well managed. | |

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| | | | | friendly. | | |
| 75 | Cardio-respiratory drive-through | Patient | Very good | Quick, friendly, efficient, no waiting, all information needed was given. | Nothing. | |
| 76 | Cardio-respiratory drive-through | Patient | Very good | I attended the drive-thru facility to collect my 7-day heart monitor. The nurse who attended me was very thorough, explaining how I should attach and use the monitor. All very satisfactory. Well done NHS. | | |
| 77 | Cardio-respiratory drive-through | Patient | Very good | Collected heart monitor from car park. Seen by [name withheld], she was brilliant. | Nothing. | |
| 78 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 79 | Cardio-respiratory drive-through | Patient | Very good | Very friendly with full explanation of what I need to do. | | |
| 80 | Cardio-respiratory drive-through | Patient | Very good | Efficient, friendly, swift. | N/A | |
| 81 | Cardio-respiratory drive-through | Patient | Very good | Pleasant manner, helpful, informative. | | |
| 82 | Cardio-respiratory drive-through | Patient | Very good | All staff were very helpful and pleasant. | | |
| 83 | Cardio-respiratory drive-through | Not entered | Very good | I think the drive-through clinics are a fantastic idea as parking can be tricky and your amazing nurse must be able to see many more patients this way. Many thanks for drive-through clinic. | Please keep this service. | |

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| 84 | Cardio-respiratory drive-through | Patient | Very good | Very friendly nurses and staff. Really helpful. Explained everything to me in detail. Ten out of ten! | | |
| 85 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 86 | Cardio-respiratory drive-through | Patient | Very good | The two ladies in the drive-through were very thorough and explained everything. Even telling me how to stick the pads on without touching me. They put me at ease (I had been worrying). | | |
| 87 | Cardio-respiratory drive-through | Patient | Very good | Very quick and efficient. Procedures explained very well. | A bit more explanation of what happens after the 7-day tests. | |
| 88 | Cardio-respiratory drive-through | Patient | Very good | The staff member who gave me the machine was lovely and explained everything very clearly. | | |
| 89 | Cardio-respiratory drive-through | Relative | Very good | The instruction was very clear. | Would have liked a health professional to fit the device. | |
| 90 | Cardio-respiratory drive-through | Not entered | Very good | Very good. Treated very well. | Everything very good. | |
| 91 | Cardio-respiratory drive-through | Not entered | Very good | Because it was. | | |
| 92 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 93 | Cardio-respiratory drive-through | Not entered | Very good | Very informative, friendly and helpful nurse. | | |
| 94 | Cardio- | Not | Very good | Everyone was very helpful and kind. | | |

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| | respiratory drive-through | entered | | | | |
| 95 | Cardio-respiratory drive-through | Patient | Very good | The drive-through was easy, fast and time-efficient. The advice for fitting the monitor was helpful and supportive. | | |
| 96 | Cardio-respiratory drive-through | Patient | Very good | Good equipment. Good instructions. Lovely, helpful nurse. | | |
| 97 | Cardio-respiratory drive-through | Not entered | Very good | It was a lot quicker service than having to go inside the hospital and waiting to be seen. The drive-through was so easy and the technician explained everything so well I had no fear of not being able to attach the electrodes correctly. | | |
| 98 | Cardio-respiratory drive-through | Patient | Very good | | | |
| 99 | Cardio-respiratory drive-through | Not entered | Very good | Prompt. Efficient. Clearly explained. | | |
| 100 | Cardio-respiratory drive-through | Not entered | Very good | | | |
| 101 | Cardio-respiratory drive-through | Not entered | Very good | Much quicker way of being seen for outpatients. | | |
| 102 | Cardio-respiratory drive-through | Patient | Very good | Straightforward process and clear instructions. | | |
| 103 | Cardio-respiratory drive-through | Patient | Very good | [Name withheld] was very helpful and informative. | | |
| 104 | Cardio- | Not | Very good | Extremely helpful, professional manner. | | |

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| | respiratory drive-through | entered | | Answered my questions. | | |
| 105 | Cardio-respiratory drive-through | Patient | Very good | The reception was very professional and extremely efficient. The pick-up was simple and well directed. The receptionist explained the procedure very well and simple [illegible]. | I felt very much at ease and thank you all for your help and professionalism in this matter. | |
| 106 | Cardio-respiratory drive-through | Patient | Very good | Nurse was very helpful and explained everything clearly. | Nothing - great service. | |
| 107 | Cardio-respiratory drive-through | Spouse/ Partner | Very good | Because the service I received was very good. From instructions of collecting monitor, returning and what to do in between times was clear, concise and easy to follow. | | |
| 108 | Cardio-respiratory drive-through | Patient | Very good | Because I always get good treatment in ND Healthcare. | Everything was ok. Thank you. | |
| 109 | Cardio-respiratory drive-through | Patient | Very good | Very polite. Explained everything to me well. | | |
| 110 | Cardio-respiratory drive-through | Patient | Very good | It was quick and easy. | Maybe a few extra pads. | |
| 111 | Cardio-respiratory drive-through | Not entered | Very good | Fast, efficient, well-explained. | | |
| 112 | Cardio-respiratory drive-through | Patient | Very good | Good greeting. Clear and succinct description of what needs to be done. They checked to ensure I understood instruction. | | |
| 113 | Cardio-respiratory | Patient | Very good | Seen on time. All staff friendly and helpful at all times. Thank you all. | Nothing at all. | |

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| | drive-through | | | | | |
| 114 | Cardio-respiratory drive-through | Patient | Very good | Drive-through - all very clear as how to use heart monitor. Easy to drive through and discuss with staff member. | | |
| 115 | Cardio-respiratory drive-through | Patient | Good | | | Do not publish |
| 116 | Cardio-respiratory drive-through | Patient | Good | The drive-thru was good and the nurse was great but when I got home I got in a pickle putting on the electrodes. The diagram is crazy - is that a male figure with pecs? Would rather have the monitor fitted by a nurse. | Better diagram - female figure with breasts. No info about wired bras or what to wear at night - I sleep in my skin. | |
| 117 | Cardio-respiratory drive-through | Patient | Good | All went smoothly, no waiting around. Everything explained clearly. | | |
| 118 | Cardio-respiratory drive-through | Not entered | Good | | | |
| 119 | Cardio-respiratory drive-through | Patient | Good | Looked after very well. Very pleasant and information given was helpful. | None to my experience. | |
| 120 | Cardio-respiratory drive-through | Patient | Good | | | |
| 121 | Cardio-respiratory drive-through | Not entered | Good | Friendly, helpful and knowledgeable staff. | Due to a certain lack of internal communication, the heart monitor I had come to collect had to be fetched from another location. | |
| 122 | Cardio-respiratory drive-through | Patient | Good | Clear instructions and friendly staff. | | |

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| 123 | Cardio-respiratory drive-through | Not entered | Neither good nor poor | | | Do not publish |
| 124 | Cardio-respiratory drive-through | Not entered | Not entered | Very good. Speedy. Friendly. [Illegible] sticker came off after I went to sleep I presume. Replaced when I woke c. 7am. | | |
| 125 | Respiratory | Patient | Very good | Friendly, efficient staff. | | |
| 126 | Rheumatology | Patient | Very good | Wasn't kept waiting too long. Staff v. [illegible]. | | |
| 127 | Rheumatology | Patient | Very good | Very friendly staff. Good checks about Covid. Seating area arranged well. Doctor was very nice, spent a bit of time explaining what was going on with me. | | |

| 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 | 1. Guide 'Living with Bronchiectasis' very clear and informative 2. Having [illegible] discussion with physio very helpful and reassuring. While accepting that the condition is long-term, I now feel confident on what to do if there is deterioration or infection - so not worried. Many thanks. *Telephone consultation great - saved journey!! | Nothing. | |
| 2 | Physiotherapy | Relative | Neither good nor poor | The appointment was 40 mins overdue. | | |

| 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 & Carer | Very good | Amazing. Thank you for everything at NHS and staff are amazing. | | |
| 2 | Clinic / department not entered | Not entered | Very good | Through my life I have been in hospital for various things and have come out alive and been treated very well. | Fine as far as I am concerned. | |
| 3 | Clinic / department not entered | Patient | Very good | Very efficient. Very friendly staff. | N/A | |
| 4 | Clinic / department not entered | Patient | Very good | Everyone very competent and caring. | | |
| 5 | Clinic / department not entered | Patient | Very good | Efficient and quick. | | |
| 6 | Clinic / department not entered | Patient | Very good | Running a few minutes late but that's to be expected in the current climate. Very friendly and professional. | | |
| 7 | Clinic / department not entered | Patient | Very good | No waiting. Very good staff. Good explanation of op expected. | | |
| 8 | Clinic / department not entered | Patient | Very good | | | |
| 9 | Clinic / department not entered | Patient | Very good | Efficient and friendly. | | |

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| | entered | | | | | |
| 10 | Clinic / department not entered | Patient | Good | Receptionists have been very friendly and helpful. | | |
| 11 | Clinic / department not entered | Patient | Good | Because it was valid. | | |
| 12 | Clinic / department not entered | Patient | Good | Pleasant and safe environment. However, survey given to submit before seeing doctor? | | |
| 13 | Clinic/dept not entered - Area A | Not entered | Very good | | | Do not publish |
| 14 | Clinic/dept not entered - Area A | Patient | Very good | | | Do not publish |
| 15 | Clinic/dept not entered - Area A | Not entered | Very good | Polite. Friendly. | | |
| 16 | Clinic/dept not entered - Area A | Patient | Very good | Polite and efficient staff. Clean environment. | | |
| 17 | Clinic/dept not entered - Area A | Patient | Very good | Because staff were very pleasant and help. | | |
| 18 | Clinic/dept not entered - Area A | Patient | Very good | Quick, efficient, friendly. All staff explained each stage of appointment. Consultant spent time to explain findings of treatment and to answer all my questions. | | |
| 19 | Clinic/dept not entered - Area A | Patient | Very good | A simple process. | Probably nothing. | |
| 20 | Clinic/dept not entered - Area A | Patient | Very good | Very informative. | | |
| 21 | Clinic/dept not entered - Area A | Patient & Spouse/ Partner | Very good | Attentive reception staff and spaced seating. | | |

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| 22 | Clinic/dept not entered - Area A | Spouse/ Partner | Very good | Very prompt, swift, friendly and informative. Thank you. | | |
| 23 | Clinic/dept not entered - Area A | Patient | Very good | | | |
| 24 | Clinic/dept not entered - Area A | Not entered | Very good | Everyone was very friendly, professional and competent. | Nothing. All excellent. | |
| 25 | Clinic/dept not entered - Area A | Patient | Very good | Clean, efficient, nice reception staff. | | |
| 26 | Clinic/dept not entered - Area A | Patient | Very good | Because my experience was informative. | | |
| 27 | Clinic/dept not entered - Area A | Patient | Very good | | | |
| 28 | Clinic/dept not entered - Area A | Not entered | Very good | I was treated with respect and the staff were courteous and friendly. | | |
| 29 | Clinic/dept not entered - Area A | Patient | Very good | | | |
| 30 | Clinic/dept not entered - Area A | Not entered | Very good | Polite. Direct. Efficient. | Have this filled in at end of visit (not beginning). | |
| 31 | Clinic/dept not entered - Area A | Patient | Very good | Very polite. | | |
| 32 | Clinic/dept not entered - Area A | Not entered | Very good | | | |
| 33 | Clinic/dept not entered - Area A | Not entered | Very good | Quick and easy. | | |
| 34 | Clinic/dept not entered - Area A | Not entered | Very good | The hospital seems to run smoothly, therefore making my experience good. | | |
| 35 | Clinic/dept not entered - Area A | Not entered | Very good | Everyone who dealt with me was friendly and professional and I felt valued and reassured. | | |
| 36 | Clinic/dept not entered - Area A | Patient | Very good | I was running late due to an RTI and the receptionist was lovely, rung me back to say I could still attend my appointment. Very lovely, efficient service. | Nothing. | |

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| 37 | Clinic/dept not entered - Area A | Not entered | Very good | Everyone very efficient and friendly. | | |
| 38 | Clinic/dept not entered - Area A | Carer | Very good | Polite staff. | | |
| 39 | Clinic/dept not entered - Area A | Not entered | Very good | Good coms. | N/A | |
| 40 | Clinic/dept not entered - Area A | Patient | Very good | Very organised, polite, friendly staff. Clean-looking area. | N/A | |
| 41 | Clinic/dept not entered - Area A | Not entered | Very good | I always get 1st class service when attending this hospital. | Cannot get better. | |
| 42 | Clinic/dept not entered - Area A | Patient | Very good | | | |
| 43 | Clinic/dept not entered - Area A | Patient | Very good | Always get treated with courtesy by admin staff. | Nothing as far as I can see. | |
| 44 | Clinic/dept not entered - Area A | Not entered | Very good | Good and friendly staff. | | |
| 45 | Clinic/dept not entered - Area A | Patient | Very good | | | |
| 46 | Clinic/dept not entered - Area A | Patient | Very good | All staff incredibly friendly and helpful. Very good, efficient clinic. | | |
| 47 | Clinic/dept not entered - Area A | Not entered | Very good | Friendly staff. Very helpful. | | |
| 48 | Clinic/dept not entered - Area A | Patient | Very good | Always polite and kind. Lovely, clean building. | | |
| 49 | Clinic/dept not entered - Area A | Patient | Very good | Excellent care and explanation on what was going to happen next. Thank you. | | |
| 50 | Clinic/dept not entered - Area A | Not entered | Very good | | | |
| 51 | Clinic/dept not entered - Area A | Patient | Very good | I felt I had excellent service and care from the time I arrived to the time I left this hospital. | | |
| 52 | Clinic/dept not | Patient | Very good | Everybody was so courteous and | | |

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|----|----------------------------------|-------------|-----------|--|---|----------------|
| | entered - Area A | | | efficient. | | |
| 53 | Clinic/dept not entered - Area A | Patient | Very good | On time and proper examination. | | |
| 54 | Clinic/dept not entered - Area A | Patient | Very good | Everyone friendly and helpful, specialist/consultant especially. | Suggest email rather than letter for appointment. | |
| 55 | Clinic/dept not entered - Area A | Patient | Good | | | Do not publish |
| 56 | Clinic/dept not entered - Area A | Patient | Good | | | |
| 57 | Clinic/dept not entered - Area A | Not entered | Good | My mother has had good treatment in Barnstaple hospital. | | |
| 58 | Clinic/dept not entered - Area A | Patient | Good | | | |
| 59 | Clinic/dept not entered - Area A | Patient | Good | Staff helpful and professional. | | |