

Friends and Family Test - Outpatients - North Devon District Hospital - Aug-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	44	90.9	4.5	4.5

Medicine Division	69	100	0.0	0.0
Clinical Support and Specialist Services Division	No data	No data	No data	No data
Division not stated	3	100	0.0	0.0
Total	116	96.6	1.7	1.7

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	Audiology	Patient	Very good	Friendly and courteous.		
2	Audiology	Other	Very good	Perfect.	All good.	
3	Audiology	Relative	Very good	Very efficient and friendly.		
4	Audiology	Patient	Good			Do not publish
5	ENT	Patient	Very good	Staff very friendly and thorough.		
6	Exmoor Unit	Patient	Very good	Very helpful and all explained really well. Very happy.		
7	Exmoor Unit	Patient	Very good			
8	Exmoor Unit	Patient	Very good	Everyone are all friendly and helpful.		
9	Exmoor Unit	Patient	Very good	Because it's the truth. You are all very helpful, friendly and reassuring.	Nothing. You are all angels.	
10	Exmoor Unit	Patient	Very good	Prompt treatment and all procedures were explained clearly.	First laser treatment was beginning of June when the consultant said follow-up clinic would be in two	

					weeks. But this visit in early August was the first one offered by the Eye Clinic.	
11	Exmoor Unit	Patient	Very good	After 5 years experience, well qualified to.	Given more information on state of eyes.	
12	Exmoor Unit	Relative	Very good	Pleasant staff. No long waits.	Clearer feedback perhaps more frequently than at the moment, more suited to a patient over 90 yrs old.	
13	Exmoor Unit	Not entered	Very good	Good welcome, friendly staff and appointment on time.	You're doing ok!	
14	Exmoor Unit	Patient	Very good	Nice atmosphere in dept. Quick service.	N/A	
15	Exmoor Unit	Patient	Very good	Satisfied with treatment. Everyone pleasant - very good.		
16	Exmoor Unit	Patient	Very good	Quite happy with appt.	Don't think so.	
17	Exmoor Unit	Relative	Very good	Staff friendly and helpful (desk reception). Spoke so you could hear (desk reception). Clinicians also helpful.	Nothing, you are all amazing.	
18	Exmoor Unit	Patient	Neither good nor poor	Very uncomfortable wear mask for long periods. Often have to wait a long time to be seen. Feel like I have to justify my daughter waiting with me as need support.	Give an idea of waiting times.	
19	Fracture Clinic	Parent/Guardian	Very good	On time and good humour from staff!!		
20	Fracture Clinic	Patient	Very good	Quick being seen. Very clear instruction from the doctor. Thank you.		
21	Fracture Clinic	Patient	Very good	Pleasant staff, didn't wait too long.		
22	Fracture Clinic	Patient	Very good			
23	Fracture Clinic	Parent/Guardian	Very good			
24	Fracture Clinic	Not	Very good	We always find everyone in this hospital	Nothing!	

		entered		very helpful and very kind.		
25	Fracture Clinic	Not entered	Very good	Friendly service, well run.	Waiting time.	
26	Fracture Clinic	Patient	Neither good nor poor	Came with my husband. Last time his name wasn't on list. Good job I brought the letter.		
27	Fracture Clinic	Patient	Very poor	At the time of writing, been waiting 60 minutes for x-ray to answer their phone so that I could attend x-ray before seeing doctor.	Employ someone to answer their phone!!	
28	Maxillofacial and Orthodontics	Patient	Very good			
29	Maxillofacial and Orthodontics	Not entered	Very good	Polite, helpful.		
30	Maxillofacial and Orthodontics	Not entered	Very good	Quick, polite and professional! Thank you!		
31	Maxillofacial and Orthodontics	Relative	Very good	Very kind staff, always friendly.		
32	Maxillofacial and Orthodontics	Relative	Very good	Well organised, felt Covid-safe and staff friendly.		
33	Maxillofacial and Orthodontics	Patient	Very good	Friendly staff and environment also very clean!		
34	Maxillofacial and Orthodontics	Patient	Very good	Always friendly and explains everything clearly.		
35	Maxillofacial and	Patient	Very good			

	Orthodontics					
36	Maxillofacial and Orthodontics	Patient	Very good	Quick service at front desk.		
37	Maxillofacial and Orthodontics	Relative	Very good			
38	Maxillofacial and Orthodontics	Patient	Very good	The staff were brilliant on both my visits and the communication was also very good.		
39	Maxillofacial and Orthodontics	Patient	Very good	Receptionist v. nice. Dr v. nice and helpful.		
40	Maxillofacial and Orthodontics	Patient	Very good	I come for regular check-ups and service is always really good.		
41	Maxillofacial and Orthodontics	Relative	Very good	Good service.		
42	Maxillofacial and Orthodontics	Patient	Very good	Very well organised.		
43	Maxillofacial and Orthodontics	Patient	Good			
44	Maxillofacial and Orthodontics	Patient	Poor	Didn't feel as though I needed to be there - consultation could have been done over the phone. The consultation was rushed and was just an exercise in discharging me from the waiting list.	Would have helped if the consultant was interested. Felt completely hopeless about condition when I got home.	

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 drive-through	Patient	Very good			Do not publish
2	Cardio-respiratory drive-through	Patient	Very good			Do not publish
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	Not entered	Very good			Do not publish
6	Cardio-respiratory drive-through	Patient	Very good	Friendly, helpful service, everything well explained.		
7	Cardio-respiratory drive-through	Not entered	Very good	Very efficient.		
8	Cardio-respiratory drive-through	Patient	Very good	There was a concern about the letter I was sent as it said the 2/8/21 instead of the 3/8/21 for 7 days not 6 days, but it was sorted out promptly by the hospital.	You organised the error by the heart [illegible], discussing it with me followed by a phone call. Thank you. Excellent service.	

9	Cardio-respiratory drive-through	Patient	Very good	Explanation clear, simple.	Nothing more.	
10	Cardio-respiratory drive-through	Patient	Very good	No waiting - quick and efficient.		
11	Cardio-respiratory drive-through	Patient	Very good	Very good, felt welcome and not judged which is lovely. Very friendly staff. Felt like I was being listened to rather than being ignored as I'm young, which made me feel better.	Not that I can think.	
12	Cardio-respiratory drive-through	Patient	Very good	Very efficient drive-through service. Friendly and helpful.		
13	Cardio-respiratory drive-through	Patient	Very good	Very informative and helpful.		
14	Cardio-respiratory drive-through	Patient	Very good	The drive-through system was run really smoothly. I was given very clear instructions (how to use/fit 7-day heart monitor) and the whole process was completed quickly and efficiently. Both ladies were lovely and friendly.	Glass of champagne on arrival?? Really, it couldn't have gone better.	
15	Cardio-respiratory drive-through	Patient	Very good	Very helpful, explained everything clearly.	Nothing.	
16	Cardio-respiratory drive-through	Patient	Very good	Very quick, no waiting times, fuss free and a highly effective way of keeping patients being seen. Nice not having to be in a building, felt safe and chances of coming into contact with Covid-19 felt next to none. Thank you.		
17	Cardio-	Not	Very good	Most helpful and very friendly.		

	respiratory drive-through	entered				
18	Cardio-respiratory drive-through	Patient	Very good	I really liked the ease and prompt appointment (and friendly staff) at the drive-through collection / drop-off station.	Nothing I can think of.	
19	Cardio-respiratory drive-through	Patient	Very good	Everything was explained well and the appointment ran on time.	Would have preferred a face-to-face appointment, just to make sure the monitor was placed correctly.	
20	Cardio-respiratory drive-through	Spouse/ Partner	Very good			
21	Cardio-respiratory drive-through	Patient	Very good			
22	Cardio-respiratory drive-through	Not entered	Very good			
23	Cardio-respiratory drive-through	Not entered	Very good	Staff very helpful.		
24	Cardio-respiratory drive-through	Patient	Very good	Very good at explaining how to fit it and record my diary. Very good at answering any questions.		
25	Cardio-respiratory drive-through	Not entered	Very good	All done very efficiently.		
26	Cardio-respiratory drive-through	Not entered	Very good	Pleasant people and nice, clear instructions.		
27	Cardio-respiratory drive-through	Patient	Very good	Efficiently organised. Helpful staff.		

28	Cardio-respiratory drive-through	Patient	Very good	I am truly happy to be in the [illegible] of the NHS. From the time I was born no help then.	Nothing whatsoever.	
29	Cardio-respiratory drive-through	Patient	Very good	Very helpful staff.		
30	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Drive-through cardiac nurse very pleasant and explained all we needed to know. Very thorough.		
31	Cardio-respiratory drive-through	Patient	Very good	The nurse who issued the heart monitor explained clearly and succinctly and was very pleasant. The drive-through outpatient facility is efficient.		
32	Cardio-respiratory drive-through	Not entered	Very good	Efficient and friendly.		
33	Cardio-respiratory drive-through	Patient	Very good	The lady that handed me the plastic folder was patient and helpful. She took time to explain things thoroughly to me and she had a sympathetic and understanding attitude. God bless her and the NHS!		
34	Cardio-respiratory drive-through	Not entered	Very good	Good advice at hospital.	None.	
35	Cardio-respiratory drive-through	Not entered	Very good	Facility easy to use. Personal, friendly and efficient. Good information given.	On receipt of letter from NHS, phoned to ask for device to be fitted. Information not passed to service provider.	
36	Cardio-respiratory drive-through	Patient	Very good	[Name withheld] who dealt with me was very informative and reassuring.		
37	Cardio-	Patient	Very good			

	respiratory drive-through					
38	Cardio-respiratory drive-through	Not entered	Very good			
39	Cardio-respiratory drive-through	Patient	Very good	The young lady (nurse) that spoke to me and handed me the heart monitor was very nice and gave me all the information I needed.	Nothing, every was perfect, thank you.	
40	Cardio-respiratory drive-through	Patient	Very good	Very patiently given detailed explanation. No waiting. Most impressed with drive-through facility.		
41	Cardio-respiratory drive-through	Patient	Very good	No hassle. Straight in and out on drive-through cardio pick up.	Nothing.	
42	Cardio-respiratory drive-through	Patient	Very good	Great service. Explanation of machine instructions was clear and worker was very helpful.		
43	Cardio-respiratory drive-through	Patient	Very good	Thank you. The visit was as planned. The instructions were clear and everything was safe and clean.	Excellent service - thank you.	
44	Cardio-respiratory drive-through	Not entered	Very good			
45	Cardio-respiratory drive-through	Patient	Very good	Very clear and positive.		
46	Cardio-respiratory drive-through	Patient	Very good	Drive-thru' was very easy and the nurse was patient with her explanations.		
47	Cardio-respiratory drive-through	Patient	Very good			

48	Cardio-respiratory drive-through	Patient	Very good	It was a very relaxed, welcoming atmosphere which put everyone at ease. It couldn't have been simpler.		
49	Cardio-respiratory drive-through	Patient	Very good	Good signposts. No waiting, efficient staff.		
50	Cardio-respiratory drive-through	Patient	Very good			
51	Cardio-respiratory drive-through	Patient	Very good	Very easy and a lovely, friendly nurse who explained everything very clearly.		
52	Cardio-respiratory drive-through	Patient	Very good	Because of the friendly / professional nature of the staff who are working in such difficult circumstances.		
53	Cardio-respiratory drive-through	Patient	Very good	Good service.		
54	Cardio-respiratory drive-through	Not entered	Very good	Had a clearer diagram!		
55	Cardio-respiratory drive-through	Patient	Very good			
56	Cardio-respiratory drive-through	Not entered	Very good	Quick service.		
57	Cardio-respiratory drive-through	Not entered	Very good			
58	Cardio-respiratory drive-through	Patient	Very good	Professional, friendly and informative service/staff!	Keep up the good work!! 100/100	

59	Cardio-respiratory drive-through	Not entered	Very good	Because it is very 'Good'!		
60	Cardio-respiratory drive-through	Not entered	Very good	Nurse was very informative and answered my questions. Not in a hurry.		
61	Cardio-respiratory drive-through	Patient	Very good	Very friendly service. Helpful and answered all my questions in a warm and considerate manner.		
62	Cardio-respiratory drive-through	Patient	Very good	Very easy and straightforward.	Nothing.	
63	Cardio-respiratory drive-through	Spouse/ Partner	Good			Do not publish
64	Cardio-respiratory drive-through	Patient	Good			
65	Cardio-respiratory drive-through	Not entered	Good			
66	Cardio-respiratory drive-through	Patient	Good	Quick, safe, efficient drive-through to collect cardio monitor.		
67	Cardio-respiratory drive-through	Patient	Good	Lady who I collected monitor from was very nice and reassuring. Just been in near road accident - causing me more anxiety on arrival.	Shame! [Illegible] could not be put on... struggled to get right place because of skin moles and position getting it right but did my best.	
68	Cardio-respiratory drive-through	Patient	Good	Clean, easy and effective. Explained well.		
69	Cardio-respiratory	Not entered	Good	I found the site easily and was given good instructions.		

drive-through					
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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 (NDDH Outpatients)	Patient	Very good	[Name withheld] outstanding!		
2	Clinic / department not entered (NDDH Outpatients)	Patient	Very good	Because it was.		
3	Clinic / department not entered (NDDH Outpatients)	Carer	Very good	Please smaller wheelchairs to get in the rooms. Many thanks.	Small wheelchairs.	