

Friends and Family Test - Outpatients - North Devon District Hospital - Sep-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	53	90.6	0.0	9.4

Medicine Division	81	100	0.0	0.0
Clinical Support and Specialist Services Division	5	100	0.0	0.0
Division not stated	90	95.6	0.0	4.4
Total	229	96.1	0.0	3.9

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	Breast Care Nurses	Patient	Very good	The breast care nurse took time to listen and reassure. Was very pleasant and I didn't feel rushed.		
2	Breast Clinic	Patient	Very good	I was seen very promptly. Dealt with, with care and compassion and all well explained.		
3	Breast Clinic	Patient	Very good	Lovely team. Seen on time, clear information given. Thank you.	Nothing.	
4	Breast Clinic	Patient	Very good	My care was efficient, caring and outstanding. Thank you!		
5	Colorectal	Patient	Very good	[Illegible], prompt attention. On time.		
6	Colorectal	Patient	Very good	Felt very comfortable.		
7	Colorectal	Patient	Very good	Neither myself nor my wife have any questions about visiting this hospital. All	One A&E experience a few months ago left us anxious as the doctor	

				our previous visits have been positive experiences. The staff are wonderful and caring. Facilities clean, couldn't wish for easier, more efficient treatment.	did not explain what was happening. Fortunately the doctor who took over took time to discuss events. Possibly communication inability.	
8	Colorectal	Patient	Very good	Very efficient and timely.		
9	Colorectal	Carer & Spouse/ Partner	Good			
10	Colorectal	Patient	Good			
11	Eye Clinic	Patient	Very good	Thank you to [name withheld] yesterday at the Eye Clinic. She addressed my concerns, arranging a scan and took trouble to locate an available doctor for his opinion saving me a long journey at a later date - first class care.		
12	Eye Clinic	Patient	Neither good nor poor			Do not publish
13	Fracture Clinic	Carer	Very good			
14	Fracture Clinic	Not entered	Very good	Because it was a fast service.		
15	Fracture Clinic	Patient	Very good	[Name withheld], very professional, kind. Plenty of time allowed for the appointment. Very interesting with the information provided for my case.		
16	Fracture Clinic	Patient	Very good	No problems!!		
17	Fracture Clinic	Patient	Very good	On time, very polite and helpful staff.		
18	Fracture Clinic	Patient	Very good	Polite, friendly staff which is typical for a NHS worker!		
19	Fracture Clinic	Patient	Very good	Quick service and good reassurance, only a sprain.		
20	Fracture Clinic	Patient	Very good	Receptionist helpful, took [illegible] as		

				holding crutches. Nurse friendly. Dr very nice and clear explanations and limitations.		
21	Fracture Clinic	Patient	Very good	Receptionist very friendly and polite.	Nothing.	
22	Fracture Clinic	Patient	Very good	Short wait time. Seen Doctor who was extremely helpful. Good all round experience.		
23	Fracture Clinic	Patient	Very good	Straightforward.		
24	Fracture Clinic	Patient	Very good	Very friendly staff.		
25	Fracture Clinic	Patient	Very good			
26	Fracture Clinic	Patient	Very good			
27	Fracture Clinic	Patient	Good	Fracture clinic, late appointment (30 mins). However, consultant thorough and pleasant. Clear explanations.		
28	Fracture Clinic	Patient	Good	Friendly staff. Reasonable waiting time.		
29	Fracture Clinic	Patient	Good	Nice, quick and easy in and out. Could have done with a bit more info though.	Bit more info with regards my injury.	
30	Fracture Clinic	Patient	Good	To keep your morale up.		
31	Fracture Clinic	Relative	Good			
32	Fracture Clinic	Patient	Neither good nor poor	Not really been able to help today. Need appointment to see Mr [name withheld].		
33	Fracture Clinic	Patient	Neither good nor poor			
34	Fracture Clinic	Relative	Neither good nor poor			
35	Fracture Clinic	Patient	Neither good nor poor	I checked in spot on time for my 1415 hours appointment. After taking my details the receptionist asked me to take a seat in the waiting area. This I did. There were two consultants listed on the appointments board. Against mine it was noted that there was 30 minutes waiting		

				<p>time and against the other 60 minutes. I waited patiently. Patients were being called in and presumably being attended to, coming out and presumably going home. After 30 minutes, the 30 minute waiting time was removed from the board. Patients continued going in and coming out. I continued waiting patiently. Another 30 minutes passed and I decided to give it a little more time and then make some enquiries as to why I was not being seen. Another 15 minutes passed. A nurse came to the receptionist and I heard her say, "What happened to Mr [name withheld]? Did he not turn up?" I called, "I'm here and have been for over an hour." The nurse said I should go with the receptionist who took me out to the hospital main reception area. I asked where we were going and was told to the x-ray department. We walked what seemed like a mile and a half and she knocked on a door and out came the male x-ray nurse. The receptionist tried to hand him the slip of paper which had been given to her by the nurse but he refused to take it (Covid restrictions) and said she should put it in the little empty box on a nearby table, which she did. I asked what he was going to x-ray. He took the paper and showed me where it said x-ray right shoulder. I asked why he was going to x-ray the right shoulder as</p>		
--	--	--	--	---	--	--

				<p>there had never been anything wrong with it. He said, "Is it your other one?" I said, "Well, I only have two." He said, "Right, to be on the safe side we will do both!" The positioning was quite precise - stand one inch that way, now two this way - x-ray taken. Then one more x-ray - positioning different - but just before taking the x-ray he said "Oh sorry - wrong one." - more repositioning and x-ray taken!</p> <p>So - back to the Fracture Clinic and the nurse got me in to see the consultant straightaway. He was studying the x-rays. She came in and sat down. There was another young woman sitting in a chair to one side. I thought perhaps she might be a junior doctor or a student on work experience or perhaps another patient who had been 'put on hold' whilst I was dealt with. Usually any such person is introduced and the patient is asked if they mind them being present but no such introduction was made. The consultant studied the x-rays and studied various exercises he asked me to do, and was pleased with the result and cleared me to return to normal activities with no restrictions. Referring to the various mix-ups of the afternoon, he commented, "Unfortunately, these things happen". I said that they had certainly been happening to me during the afternoon</p>		
--	--	--	--	--	--	--

				<p>but in view of the final outcome and result, all was forgiven! Dare I say it? As I was being driven home I did wonder if anyone had been mistakenly looking at an x-ray of the right shoulder of the stranger woman in the consulting room. Should anyone wish to comment on my feedback could this please be done by post or telephone as my e-mail does not work. I can neither receive or send.</p>		
36	Orthopaedics	Not entered	Very good	Satisfactory outcome.		
37	Orthopaedics	Patient	Very good	Had good communication with all staff. Explained the problem in detail. A very good service. Thank you.		
38	Orthopaedics	Patient	Very good	Polite, efficient and friendly staff.		
39	Orthopaedics	Patient	Very good			
40	Orthopaedics	Patient	Very good		Car parking very poor.	
41	Orthopaedics	Patient	Good			Do not publish
42	Pain Management Service	Patient	Good	I have seen the pain team before, always very reassuring and friendly. Reception staff polite and professional.		
43	Pain Management Service	Patient	Good			
44	Plastic Surgery	Patient	Very good			
45	Plastic Surgery	Patient	Very good	Very caring, supportive nurses, following skin graft surgery. Excellent reception/administration staff.	Keep up the good work!	
46	Plastic Surgery	Patient	Very good	Very close to on time. Reception very		

				friendly. Nurses and care staff very efficient.		
47	Plastic Surgery	Relative	Very good	Everyone at the hospital so very kind, and patient to my mum who isn't always the easiest to be with. Many thanks for your kindness.		
48	Upper Gastrointestinal	Patient	Very good	All on time, and very friendly and efficient.		
49	Upper Gastrointestinal	Patient	Very good	Did not feel rushed, my questions were answered clearly and fully. Clinic was running on time.		
50	Upper Gastrointestinal	Patient	Very good	Great service and friendly staff.		
51	Urology	Not entered	Very good	I was treated with kindness and great skill and professionalism. Thanks to all concerned.	Very professional. Nothing could have been done better.	
52	Urology	Patient	Very good	The two nurses I seen were very professional, and talked me through all my concerns I had. They were excellent. This was a Urology appointment.	All good, not ever a wait.	
53	Urology	Patient	Very good	Went in on time. Excellent consultation. Well explained.		

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	Arrhythmia Service	Patient	Very good	Always friendly and helpful.		
2	Cardiac	Patient	Very good	No waiting. No problem booking in. Staff all helpful.	Could not think of anything.	
3	Cardiac	Patient	Very good	Very thorough. It was made to be a really friendly, pleasant experience. Excellent. *****		
4	Cardiology	Patient	Very good	Everybody helpful. Seen on a timely basis.		
5	Cardiology	Patient	Very good	Friendly and efficient.		
6	Cardiology	Patient	Very good	That's how I found it.		
7	Cardiology	Patient	Very good	I have always been treated with great respect. Thank you.		
8	Cardiology	Patient	Very good	Very calming, pleasant greeting, reassuring too.	Very happy with everything. Well done!	
9	Cardiology	Patient	Very good			
10	Cardiology	Patient	Very good			
11	Cardiology	Spouse/ Partner	Very good	Everyone always polite and helpful.		
12	Cardiology	Patient	Good			
13	Cardio-respiratory drive-through	Carer	Very good	Despite being unable to collect at planned time, staff helpfully co-ordinated [name withheld] with [name withheld], sec. in rehab to hand over [illegible].		
14	Cardio-respiratory	Carer	Very good	Very well organised drive through.		

	drive-through					
15	Cardio-respiratory drive-through	Not entered	Very good	Arrive too early, no problem.		
16	Cardio-respiratory drive-through	Not entered	Very good	Chatty, informative nurse who saw me on time. No waiting and gave clear instructions.		
17	Cardio-respiratory drive-through	Not entered	Very good	Drive-through appointment on time, and straightforward. Clear explanation of pack. Friendly.		
18	Cardio-respiratory drive-through	Not entered	Very good	Easy, [illegible], prompt attention. Clear advice and instructions.		
19	Cardio-respiratory drive-through	Not entered	Very good	Efficient and friendly service.		
20	Cardio-respiratory drive-through	Not entered	Very good	Held up by traffic accident on the way to hospital but they still fitted me in.		
21	Cardio-respiratory drive-through	Not entered	Very good	I found it very good, [illegible] immediately attended. Can't see any way it could be made better.	Nothing.	
22	Cardio-respiratory drive-through	Not entered	Very good	No waiting, explained everything very well. Very efficient team.		
23	Cardio-respiratory drive-through	Not entered	Very good			Do not publish
24	Cardio-respiratory drive-through	Not entered	Very good	Quick and efficient		
25	Cardio-respiratory	Not entered	Very good	The lady who gave me the monitor was most helpful, very pleasant in explaining		

	drive-through			what to do.		
26	Cardio-respiratory drive-through	Not entered	Very good	The lady who we picked the ECG thing from was very friendly and explained everything so well. It was also very efficient.		
27	Cardio-respiratory drive-through	Not entered	Very good	Very friendly, efficient service.		
28	Cardio-respiratory drive-through	Not entered	Very good	Very helpful when arranging a convenient time for family member to pick up and return monitor.		
29	Cardio-respiratory drive-through	Not entered	Very good	Very straightforward collecting the monitor. Clear guidance, both verbally and written. (Completed by wife as [illegible] health)		
30	Cardio-respiratory drive-through	Not entered	Very good			
31	Cardio-respiratory drive-through	Not entered	Very good			
32	Cardio-respiratory drive-through	Patient	Very good	Because everything was explained very well, and in great detail. I got my appointment time wrong and they were still very good. The cardio nurses are some of the best in the country.	Nothing.	
33	Cardio-respiratory drive-through	Patient	Very good	Efficient, polite, very informative.		
34	Cardio-respiratory drive-through	Patient	Very good	Everything was straightforward. Instructions from nurse was clear and concise.		

35	Cardio-respiratory drive-through	Patient	Very good	Found drive-through straightforward. Found the nurse very helpful and explained how to use monitor very well.		
36	Cardio-respiratory drive-through	Patient	Very good	Friendly, informative.		
37	Cardio-respiratory drive-through	Patient	Very good	Friendly member of staff, knowledgeable. Put me at ease.	Nothing.	
38	Cardio-respiratory drive-through	Patient	Very good	Friendly, informative nurse.	Super service, can't see how it could be improved.	
39	Cardio-respiratory drive-through	Patient	Very good	I didn't have to wait very long at all and explained everything very clearly. It's a shame that the heart monitor wasn't so easy to use, it did keep falling off.		
40	Cardio-respiratory drive-through	Patient	Very good	Information was clearly explained, and staff were very pleasant.		
41	Cardio-respiratory drive-through	Patient	Very good	Nurse gave a clear explanation, only had to wait 2 or 3 mins.		
42	Cardio-respiratory drive-through	Patient	Very good	On time with the appointment. No waiting, clear instructions given. No parking to pay.		
43	Cardio-respiratory drive-through	Patient	Very good	Pleasant, efficient staff with clear explanation of procedure with heart monitor.		
44	Cardio-respiratory drive-through	Patient	Very good	Polite, efficient and a little rushed.	Would have liked to be a little less rushed.	
45	Cardio-respiratory	Patient	Very good	Quick, efficient and friendly service.		

	drive-through					
46	Cardio-respiratory drive-through	Patient	Very good	The cardiographer who explained how the monitor worked etc. was very helpful and gave clear instructions and explanation.		
47	Cardio-respiratory drive-through	Patient	Very good	The drive-in arrangement worked very well, even though I was on foot as I use the bus.		
48	Cardio-respiratory drive-through	Patient	Very good	The lady was very helpful and sympathetic to my problem. She explained how to use the heart monitor in depth and so I could understand it easily. Very friendly.	N/A	
49	Cardio-respiratory drive-through	Patient	Very good	Very easy to follow instructions and quickly in and out of hospital marquee.		
50	Cardio-respiratory drive-through	Patient	Very good	Very efficient, very helpful lady providing kit.		
51	Cardio-respiratory drive-through	Patient	Very good	Very friendly, gave thorough instructions. Explained process in detail. Gave me reassurance and all with a lovely smile!		
52	Cardio-respiratory drive-through	Patient	Very good	Very friendly, approachable, and explained the whole process very clearly.	Nothing.	
53	Cardio-respiratory drive-through	Patient	Very good	Very helpful nurse who guided me through everything. She was lovely!		
54	Cardio-respiratory drive-through	Patient	Very good	Very quick and efficient drive-through service.		
55	Cardio-respiratory	Patient	Very good	Warm, friendly welcome which put me at ease. Clean description of home monitor		

	drive-through			use. Chance to ask a couple of questions. Drive-through facility made things easy. Thank you very much.		
56	Cardio-respiratory drive-through	Patient	Very good			
57	Cardio-respiratory drive-through	Patient	Very good			
58	Cardio-respiratory drive-through	Relative	Very good	Very easy and quick.	Not sure how my mother would have got there and managed if I wasn't available.	
59	Cardio-respiratory drive-through	Relative	Very good	Very nice, friendly staff. Clear explanation. No waiting/queueing.		
60	Cardio-respiratory drive-through	Relative	Very good	Very pleasant staff.		
61	Cardio-respiratory drive-through	Spouse/ Partner	Very good	We were told very clearly how to use the heart monitor in a friendly way by the nurse who handed the monitor to us. (This form is filled in by patient's wife because of his dementia)		
62	Cardio-respiratory drive-through	Not entered	Good	Considering drive-through [illegible] seemed ok.		
63	Cardio-respiratory drive-through	Not entered	Good	Efficient drive-through monitor pick up.		
64	Cardio-respiratory drive-through	Not entered	Good			
65	Cardio-	Patient	Good	Convenient drive-through service.	Battery went dead 24hrs before	

	respiratory drive-through			Excellent written info.	drop-off. Can they not give operator [illegible] time left as [illegible] etc.	
66	Cardio-respiratory drive-through	Patient	Good	The drive-through pick up for 7-day heart monitor was good. Some wait, but minimal, from Covid-secure point of view very good. I'd retain this going forward (as a process).	Found location out of the main car park.	
67	Cardio-respiratory drive-through	Patient	Good			
68	Cardio-respiratory drive-through	Patient	Good			
69	Cardio-respiratory drive-through	Not entered	Not entered		I have had excellent care. Thank you.	
70	Cardio-respiratory drive-through	Patient	Not entered	Appointment arranged quickly. Seen on time at appointment. Staff friendly.		
71	Healthcare For Older People	Patient	Good			
72	Hepatology	Patient	Very good			
73	Nephrology	Patient	Very good	Appointment on time.		
74	Neurology	Patient	Very good	It is important to know how things are running and how the patient is feeling.		
75	Respiratory	Not entered	Very good	Quick, helpful and efficient.		
76	Respiratory	Patient	Very good	Friendly, prompt and a lovely smile.		
77	Respiratory	Patient	Very good	So much kindness, smiles, and reassurance in a nervous person like me. Thank you.		

78	Respiratory	Patient	Very good	Staff caring and attentive.	Nothing.	
79	Rheumatology	Patient	Very good			Do not publish
80	Rheumatology	Patient	Very good	Excellent service.		
81	Rheumatology	Patient	Very good	Gave me clear advice and understanding. Very helpful with my questions.		
82	Rheumatology	Patient	Very good			
83	Stroke Clinic	Patient	Very good	Efficient, clean environment and polite staff.		

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	Children's Outpatients Department	Parent/ Guardian	Very good	Always friendly staff. Always clean.		
2	Children's Outpatients Department	Parent/ Guardian	Very good	Quick to be seen, listened to.		
3	Children's Outpatients Department	Parent/ Guardian	Very good			Do not publish
4	Children's Outpatients Department	Parent/ Guardian	Good			
5	Gynaecology	Patient	Very good	Very kind, considerate, professional staff. Thank you [name withheld] and Mr [name withheld].		

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	Carer	Very good	Staff are always very polite, helpful, and informative.	Husband is deaf so lip read. Transparent masks would be a great help, if staff wore them.	
2	Clinic / department not entered	Not entered	Very good	Friendly, reassuring members of staff. Helped relax you.		
3	Clinic / department not entered	Not entered	Very good	Very helpful and polite staff. Nothing to much trouble.		
4	Clinic / department not entered	Patient	Very good	Easy process.		
5	Clinic / department not entered	Patient	Very good	Everyone is always friendly and helpful.		
6	Clinic / department not entered	Patient	Very good			Do not publish
7	Clinic / department not entered	Patient	Very good	Friendly, polite, knowledgeable.		
8	Clinic / department not entered	Patient	Very good	Polite and efficient service, friendly.		
9	Clinic / department not entered	Patient	Very good	So far so good.	Do not know yet.	

	entered					
10	Clinic / department not entered	Patient	Very good	Staff polite and helpful.		
11	Clinic / department not entered	Patient	Very good	Staff very polite and professional.		
12	Clinic / department not entered	Patient	Very good	Usual good service.		
13	Clinic / department not entered	Patient	Very good	Very helpful people that I saw. Well explained options. Good outcome. [Name withheld]		
14	Clinic / department not entered	Patient	Very good			Do not publish
15	Clinic / department not entered	Patient	Very good		Nothing, all good.	
16	Clinic / department not entered	Patient	Very good			
17	Clinic / department not entered	Patient	Very good			
18	Clinic / department not entered	Carer	Good			
19	Clinic / department not entered	Patient	Good	Attentive reception and good service.		
20	Clinic / department not entered	Patient	Good	Fast and efficient admission service.		

	entered					
21	Clinic / department not entered	Patient	Good			
22	Clinic/dept not entered - Area A	Carer	Very good	Very smooth process for a nervous [age withheld]-yr old. Thank you.	We are hoping all procedures can be done in one visit, to minimize stress of further visits.	
23	Clinic/dept not entered - Area A	Not entered	Very good	Despite the pressure that the NHS is under, I'm always greeted with a smile, and the team always give me the highest standard of care. You are all superheroes.		
24	Clinic/dept not entered - Area A	Not entered	Very good	Excellent practitioner, very efficient, not much wait. Excellent. Patient.		
25	Clinic/dept not entered - Area A	Not entered	Very good	Found no problems.		
26	Clinic/dept not entered - Area A	Not entered	Very good	Staff make you feel so relaxed and treatment so professional. Leave feeling very good.		
27	Clinic/dept not entered - Area A	Not entered	Very good	Very efficient and on time.		
28	Clinic/dept not entered - Area A	Not entered	Very good	Well organised.		
29	Clinic/dept not entered - Area A	Not entered	Very good	Well organised and friendly.		
30	Clinic/dept not entered - Area A	Not entered	Very good			
31	Clinic/dept not entered - Area A	Not entered	Very good			
32	Clinic/dept not entered - Area A	Patient	Very good	All the staff are very nice, helpful. Seen quickly under staff shortage.	All good.	
33	Clinic/dept not entered - Area A	Patient	Very good	Also, friendly and helpful and I always feel relaxed during any appointment.		

34	Clinic/dept not entered - Area A	Patient	Very good	Always easy at NDDH.	Free parking.	
35	Clinic/dept not entered - Area A	Patient	Very good	Always polite and welcoming.	None.	
36	Clinic/dept not entered - Area A	Patient	Very good	As it's been an incredibly challenging time, you are all incredible and we are so lucky to have our NHS.		
37	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
38	Clinic/dept not entered - Area A	Patient	Very good	[Name withheld] on reception was bright, friendly, positive and organised. A really nice welcome to an environment that can make people feel nervous.	I only received my appointment via text message, so was unsure where to go/be.	
39	Clinic/dept not entered - Area A	Patient	Very good	Easy to check in.		
40	Clinic/dept not entered - Area A	Patient	Very good	Friendly and prompt, no problem.		
41	Clinic/dept not entered - Area A	Patient	Very good	Friendly staff, receptionist informed us to why there was a delay. Thank you.		
42	Clinic/dept not entered - Area A	Patient	Very good	Good concern, knowledgeable, route forward [illegible].		
43	Clinic/dept not entered - Area A	Patient	Very good	Good receptionist, pleasant person. Very helpful, reassuring.		
44	Clinic/dept not entered - Area A	Patient	Very good	Good service.		
45	Clinic/dept not entered - Area A	Patient	Very good	Great reception team, very welcoming. Clean and well signposted outpatients area.		
46	Clinic/dept not entered - Area A	Patient	Very good	Had x-ray dead on time.		
47	Clinic/dept not entered - Area A	Patient	Very good	Lady on reception very nice and welcoming.		

48	Clinic/dept not entered - Area A	Patient	Very good	Lovely, friendly staff.		
49	Clinic/dept not entered - Area A	Patient	Very good	Never had a bad experience. Excellent hospital.		
50	Clinic/dept not entered - Area A	Patient	Very good	Prompt, on time.		
51	Clinic/dept not entered - Area A	Patient	Very good	Quick and efficient. Thorough too.		
52	Clinic/dept not entered - Area A	Patient	Very good	Quick and polite.		
53	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
54	Clinic/dept not entered - Area A	Patient	Very good	Staff kind ad helpful.	More cycle parking. It has improved but always full.	
55	Clinic/dept not entered - Area A	Patient	Very good	The lady answered all my questions, and explained the next step.		
56	Clinic/dept not entered - Area A	Patient	Very good	Very concise, helpful, let us speak, or any concerns we may have.		
57	Clinic/dept not entered - Area A	Patient	Very good	Very friendly and helpful.		
58	Clinic/dept not entered - Area A	Patient	Very good	Very helpful and polite.		
59	Clinic/dept not entered - Area A	Patient	Very good	Very informative. Completely at ease.		
60	Clinic/dept not entered - Area A	Patient	Very good			Do not publish
61	Clinic/dept not entered - Area A	Patient	Very good	Was seen very soon upon arrival. Helps that it was good news. Very pleasant nurse and lady doctor. Took time to explain in detail the outcome.		
62	Clinic/dept not entered - Area A	Patient	Very good			

63	Clinic/dept not entered - Area A	Patient	Very good			
64	Clinic/dept not entered - Area A	Patient	Very good			
65	Clinic/dept not entered - Area A	Patient	Very good			
66	Clinic/dept not entered - Area A	Patient	Very good			
67	Clinic/dept not entered - Area A	Patient	Very good			
68	Clinic/dept not entered - Area A	Patient	Very good			
69	Clinic/dept not entered - Area A	Patient	Very good			
70	Clinic/dept not entered - Area A	Patient	Very good			
71	Clinic/dept not entered - Area A	Spouse/ Partner	Very good	Prompt attention at reception. Pleasant lady at desk.		
72	Clinic/dept not entered - Area A	Not entered	Good	Always find the service good.		
73	Clinic/dept not entered - Area A	Not entered	Good	I was satisfied with the consultant.		
74	Clinic/dept not entered - Area A	Not entered	Good			
75	Clinic/dept not entered - Area A	Not entered	Good		Get a better car park.	
76	Clinic/dept not entered - Area A	Not entered	Good			
77	Clinic/dept not entered - Area A	Patient	Good			Do not publish
78	Clinic/dept not entered - Area A	Patient	Good	Feel safe in open outpatients, not busy. Friendly staff, always runs late though.	Nothing really.	

79	Clinic/dept not entered - Area A	Patient	Good	Staff polite, smooth service.		
80	Clinic/dept not entered - Area A	Patient	Good	Staff very helpful and also cheerful. I'm slow in my walking, but was not made to feel I was making anyone wait.		
81	Clinic/dept not entered - Area A	Patient	Good			Do not publish
82	Clinic/dept not entered - Area A	Patient	Good			
83	Clinic/dept not entered - Area A	Patient	Good			
84	Clinic/dept not entered - Area A	Patient	Good			
85	Clinic/dept not entered - Area A	Patient	Good			
86	Clinic/dept not entered - Area A	Patient	Good			
87	Clinic/dept not entered - Area A	Not entered	Neither good nor poor	Staff were all lovely. Only problem was long wait followed by phone call to ask where I was when I had been waiting in waiting room for 3/4hr and had been triaged.		
88	Clinic/dept not entered - Area A	Not entered	Neither good nor poor			
89	Clinic/dept not entered - Area A	Patient	Neither good nor poor	Standard.		
90	Clinic/dept not entered - Area A	Relative	Neither good nor poor	At 10.30 the clinic appeared to already be running 25 minutes late.		