

## Friends and Family Test - Outpatients - North Devon District Hospital - Oct-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	11	100	0.0	0.0

Medicine Division	166	100	0.0	0.0
Clinical Support and Specialist Services Division	4	100	0.0	0.0
Division not stated	26	92.3	3.8	3.8
Total	207	99.0	0.5	0.5

### 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	Colorectal	Patient	Very good	Mrs [name withheld] and [name withheld] were excellent. Very kind and helpful.		
2	Colorectal	Patient	Very good	Seen on time. Specialist and his team were very helpful and informative.		
3	Colorectal	Patient	Good			
4	Covid Vaccination Clinic		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
5	Eye Clinic		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
6	Fracture Clinic	Patient	Very good	Friendly and helpful staff. Very clean and time keeping was excellent!		
7	Fracture Clinic	Not	Very good	Reception staff lovely and helpful. [Name		

		entered		withheld], senior ortho practitioner, fantastic, very knowledgeable and great manner. [Illegible] very good.		
8	Fracture Clinic	Patient	Good			
9	General Surgery	Patient	Very good	Clean environment. Staff approachable and professional.		
10	Maxillofacial and Orthodontics		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
11	Maxillofacial and Orthodontics		Good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		

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	Because it is true.	Nothing at all.	
2	Cardio-respiratory drive-through	Not entered	Very good			Do not publish
3	Cardio-respiratory drive-through	Spouse/ Partner	Very good			Do not publish
4	Cardio-respiratory drive-through	Patient	Very good			Do not publish
5	Cardio-respiratory	Patient	Very good			Do not publish

	drive-through					
6	Cardio-respiratory drive-through	Not entered	Very good			
7	Cardio-respiratory drive-through	Relative	Very good	Quick and efficient.		
8	Cardio-respiratory drive-through	Patient	Very good	Very well organised. Drive through experience was very positive. Instructions and guidance very detailed and clear.		
9	Cardio-respiratory drive-through	Patient	Very good	Well organised at the drive through, and explained very well. Thank you.		
10	Cardio-respiratory drive-through	Patient	Very good	Everything was excellent.		
11	Cardio-respiratory drive-through	Not entered	Very good	The nurse was very helpful, and clear about everything to me. Thank you. [Name withheld]	Nothing.	
12	Cardio-respiratory drive-through	Patient	Very good	Excellent care throughout. Nothing was left to chance. Nursing staff empathetic and professional with everyone.		
13	Cardio-respiratory drive-through	Patient	Very good	Nurse was very polite and helpful.		
14	Cardio-respiratory drive-through	Patient	Very good	Very polite, efficient, humorous, and [illegible] in very difficult circumstances and environment.	Nothing.	
15	Cardio-respiratory drive-through	Patient	Very good			
16	Cardio-respiratory	Patient	Very good	Dedicated site for issue of monitor. Removed parking issues and removed	Excellent facility.	

	drive-through			anxiety of normal hospital visits.		
17	Cardio-respiratory drive-through	Patient & Spouse/ Partner	Very good	Very easy to collect monitor for partner, following his stroke.		
18	Cardio-respiratory drive-through	Patient	Very good		Ok.	
19	Cardio-respiratory drive-through	Patient	Very good	Friendly and informative.		
20	Cardio-respiratory drive-through	Patient	Very good			
21	Cardio-respiratory drive-through	Patient	Very good	Friendly and informative.		
22	Cardio-respiratory drive-through	Patient	Very good	Prompt, efficient, friendly.		
23	Cardio-respiratory drive-through	Patient	Very good	Efficient and friendly.		
24	Cardio-respiratory drive-through	Patient	Very good	The process of collecting and returning the device was really straightforward. Also, the lady who handed me the device was really nice and explained it's use very clearly.		
25	Cardio-respiratory drive-through	Patient	Very good	Since being admitted to hospital in May 2021 I have received the utmost attention from the Cardio Dept. From the Cardio clinic in Bideford to the telephone consultation with the consultant. Collecting my heart monitor was		

				straightforward procedure, well explained.		
26	Cardio-respiratory drive-through	Patient	Very good	Clear instructions on location. Friendly, efficient, speedy.	All perfect.	
27	Cardio-respiratory drive-through	Not entered	Very good	Very well organised. Nice, professional, friendly people.		
28	Cardio-respiratory drive-through	Patient	Very good	The service I received was prompt and delivered with care. I couldn't wish for better.		
29	Cardio-respiratory drive-through	Patient	Very good	Clear instructions. Pleasant and efficient.		
30	Cardio-respiratory drive-through	Patient	Very good	All NHS staff I came into contact with were very caring and helpful. Can't sing their praises enough. Thank you all. xx	Nothing.	
31	Cardio-respiratory drive-through	Not entered	Very good	Drive through - picked up heart monitor, quick, simple. Lady very helpful, explained it all well.		
32	Cardio-respiratory drive-through	Patient	Very good	The nurse was very helpful.		
33	Cardio-respiratory drive-through	Not entered	Very good			
34	Cardio-respiratory drive-through	Patient	Very good	I gave my answer because they made me relaxed.	Nothing at all.	
35	Cardio-respiratory drive-through	Patient	Very good	The lady was very nice, friendly and explain what I had to do very well, and made sure I understood it.		
36	Cardio-	Patient	Very good	Met by very friendly nurse who was		

	respiratory drive-through			helpful and reassuring in explaining the procedure.		
37	Cardio-respiratory drive-through	Patient	Very good	Lovely, caring, kind lady at the drive through. The idea of the drive through must be here to stay as so convenient, fast and minimises people in the hospital.	Nothing.	
38	Cardio-respiratory drive-through	Patient	Very good	Easy pick up. Easy instructions. Friendly.		
39	Cardio-respiratory drive-through	Not entered	Very good	To collect and return was very straightforward. The equipment was easy to install and change when showering. I did have only two alarm calls, only when bending forward.		
40	Cardio-respiratory drive-through	Spouse/ Partner	Very good	I found this very efficient and polite with especially under the Covid situation. [Name withheld]		
41	Cardio-respiratory drive-through	Patient	Very good	The service we had from your operative was very good.		
42	Cardio-respiratory drive-through	Not entered	Very good	The appointment was on time and very informative.		
43	Cardio-respiratory drive-through	Patient	Very good	Because I did not have any problems and understood what to do.		
44	Cardio-respiratory drive-through	Patient	Very good	Fuss-free, fast and friendly.	The monitor electrodes were not sticky enough. Continually became detached.	
45	Cardio-respiratory drive-through	Patient	Very good			
46	Cardio-	Patient	Very good			

	respiratory drive-through					
47	Cardio-respiratory drive-through	Not entered	Very good	Very helpful.		
48	Cardio-respiratory drive-through	Not entered	Very good	Great attitude.		
49	Cardio-respiratory drive-through	Patient	Very good	Very efficient and friendly. Thank you!		
50	Cardio-respiratory drive-through	Patient	Very good	The technician, [name withheld], was very friendly, and helpful. A real star!		
51	Cardio-respiratory drive-through	Patient	Very good	Very easy and helpful.		
52	Cardio-respiratory drive-through	Patient	Very good	Courteous and polite. Very helpful, took time with explanations.	N/A	
53	Cardio-respiratory drive-through	Not entered	Very good			
54	Cardio-respiratory drive-through	Patient	Very good	Very quick and concise.		
55	Cardio-respiratory drive-through	Patient	Very good	Very speedy collection of monitor at drive-through so didn't have to pay to park.		
56	Cardio-respiratory drive-through	Not entered	Very good	Well thought access. Quick and polite attention.		
57	Cardio-	Patient	Very good	The lady was very informative and kind.		



	respiratory drive-through			Clear in her instructions. Well done to her.		
58	Cardio-respiratory drive-through	Patient	Very good	Very simple and straightforward drive-in clinic to collect heart monitor. Everything explained very well.		
59	Cardio-respiratory drive-through	Patient	Very good	Very informative staff.	The handover of equipment all went well but pick up from local GP surgery could be better. Had 80-mile journey x2.	
60	Cardio-respiratory drive-through	Patient	Very good	Informative.		
61	Cardio-respiratory drive-through	Patient	Very good	The lady was very polite, very helpful, and very clear with her instructions. A****	N/A	
62	Cardio-respiratory drive-through	Patient	Very good	Brilliant drive-through service. Quick and straightforward. Helpful volunteer and informative Cardiology staff member.	Nothing!	
63	Cardio-respiratory drive-through	Patient	Very good	So easy, so friendly. Great service.	Nothing.	
64	Cardio-respiratory drive-through	Patient	Very good			
65	Cardio-respiratory drive-through	Not entered	Very good	To thanks for good service.		
66	Cardio-respiratory drive-through	Patient	Very good	So convenient and quick to be able to have a drive-through appointment. Info clear and concise.		
67	Cardio-respiratory drive-through	Patient	Very good	I had to change an appointment. Not made to feel this was problem, even under extremely busy hospital time.	Nothing.	

68	Cardio-respiratory drive-through	Patient	Very good			
69	Cardio-respiratory drive-through	Patient	Very good	Very clean and straightforward process. Staff very friendly and helpful.		
70	Cardio-respiratory drive-through	Patient	Very good			
71	Cardio-respiratory drive-through	Patient	Very good			
72	Cardio-respiratory drive-through	Patient	Very good			
73	Cardio-respiratory drive-through	Patient	Very good	Efficient and empathic.		
74	Cardio-respiratory drive-through	Spouse/ Partner	Very good			
75	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Helpful, polite.		
76	Cardio-respiratory drive-through	Not entered	Very good			
77	Cardio-respiratory drive-through	Not entered	Very good	Dealt with efficiently and informed of everything needed to know.		
78	Cardio-respiratory drive-through	Patient	Very good	I arrived 10 mins early and was seen immediately. The advice was clear and succinct. Excellent service. Thank you.		

79	Cardio-respiratory drive-through	Not entered	Very good			
80	Cardio-respiratory drive-through	Not entered	Very good	The cardio monitor lady went out of her way to assist me in fitting the gadget to my body and explaining how to cope with any problems.	In view of present Covid circumstances, I think you all did very well but all these cables are so outdated. Surely, a small digital device would be more effective.	
81	Cardio-respiratory drive-through	Patient	Very good	Quite quick and efficient. Friendly staff.		
82	Cardio-respiratory drive-through	Patient	Very good	Courtesy, politeness. Clear instructions from someone who clearly knew what she was doing. Efficient - no time wasted.	Nothing.	
83	Cardio-respiratory drive-through	Not entered	Very good	Everything was made very clear. Very polite and efficient.	Nothing that I could think of.	
84	Cardio-respiratory drive-through	Not entered	Very good	The whole process was very easy and efficient. The nurse I dealt with giving me the pack was friendly and very clear with the instructions.	No. All very good.	
85	Cardio-respiratory drive-through	Relative	Very good	Quick and simple to use.		
86	Cardio-respiratory drive-through	Patient	Very good	The lady was very friendly, and explained everything clearly.		
87	Cardio-respiratory drive-through	Patient	Very good	The staff member was knowledgeable, patient, and very polite.	N/A	
88	Cardio-respiratory drive-through	Patient	Very good	Very organised and explained everything very well for breathing tasks and heart monitor. Polite, and very professional and	Could not fault anything.	

				caring. We are so lucky to have lovely staff in our NHS system. Also, have a NHS system!!		
89	Cardio-respiratory drive-through	Patient	Very good	Efficient. Everything explained very well.		
90	Cardio-respiratory drive-through	Patient	Very good	The cardio technician very friendly and helpful.		
91	Cardio-respiratory drive-through	Patient	Very good	Very well organised in current circumstances.		
92	Cardio-respiratory drive-through	Not entered	Very good	The technician explained everything thoroughly.		
93	Cardio-respiratory drive-through	Patient	Very good	Arrived early and seen immediately. Staff lovely and friendly and patient. Instructions clear and easy. Thanks!		
94	Cardio-respiratory drive-through	Patient	Very good			
95	Cardio-respiratory drive-through	Patient	Very good	I received caring, professional and efficient treatment at a time when the NHS was under pressure.		
96	Cardio-respiratory drive-through	Patient	Very good	Excellent reception, all explained very clearly.	Nothing to add.	
97	Cardio-respiratory drive-through	Not entered	Very good	Very friendly staff. Explanation very good. Also, where to ring if you need help. [Name withheld]		
98	Cardio-respiratory drive-through	Not entered	Very good			

99	Cardio-respiratory drive-through	Patient	Very good	Efficient, friendly and effective.		
100	Cardio-respiratory drive-through	Patient	Very good	This hospital and C.R. Dept. are run very, very well. Thank you.		
101	Cardio-respiratory drive-through	Not entered	Very good			
102	Cardio-respiratory drive-through	Patient	Very good	Very efficient, helpful and friendly.		
103	Cardio-respiratory drive-through	Not entered	Very good	A very short waiting time. Instructions very straightforward.		
104	Cardio-respiratory drive-through	Patient	Very good			
105	Cardio-respiratory drive-through	Patient	Very good			
106	Cardio-respiratory drive-through	Not entered	Very good	Very helpful staff, very kind.		
107	Cardio-respiratory drive-through	Not entered	Very good	Pleasant and efficient service. Gave me all info I needed.		
108	Cardio-respiratory drive-through	Patient	Very good	An efficient service.		
109	Cardio-respiratory drive-through	Patient	Very good	Considering the climate we are in, I was very impressed with the fairly quick response to the appointment and the		

				well-organised drive-through appointment. Staff were helpful and informative.		
110	Cardio-respiratory drive-through	Patient	Very good	Very friendly staff always in the NDDH.	I could have avoided 4hrs travelling if the monitor could have been picked up locally (or posted), but free parking was appreciated.	
111	Cardio-respiratory drive-through	Patient	Very good	The staff member was very pleasant and helpful.		
112	Cardio-respiratory drive-through	Not entered	Very good	Drive-in system very convenient.		
113	Cardio-respiratory drive-through	Carer	Very good	Straightforward. Well done and thanks.		
114	Cardio-respiratory drive-through	Not entered	Very good	Efficient and quick, and good service.		
115	Cardio-respiratory drive-through	Patient	Very good			
116	Cardio-respiratory drive-through	Patient	Very good	Efficient, quick, good explanation of how to use the monitor.		
117	Cardio-respiratory drive-through	Not entered	Very good	Great communication and friendly service from start to finish. Clear instructions too.		
118	Cardio-respiratory drive-through	Relative & Carer	Very good			
119	Cardio-respiratory	Patient	Very good			

	drive-through					
120	Cardio-respiratory drive-through	Patient	Very good	We drove straight in, no queue. A very efficient lady gave us a good explanation of what to do, collected the monitor, and off we went.		
121	Cardio-respiratory drive-through	Patient	Very good	Very quick and easy to collect and drop off, with no parking charges.		
122	Cardio-respiratory drive-through	Patient	Very good	Really helpful nurse and clear instructions.		
123	Cardio-respiratory drive-through	Not entered	Very good			
124	Cardio-respiratory drive-through	Patient	Very good			
125	Cardio-respiratory drive-through	Not entered	Very good			
126	Cardio-respiratory drive-through	Patient	Very good	Everything ran smoothly. Everything explained to me. Pleasant member of staff.	Nothing couldn't have made my appointment any better.	
127	Cardio-respiratory drive-through	Patient	Very good		Lower speed humps as car scraped underside.	
128	Cardio-respiratory drive-through	Patient	Very good	Prompt service. Staff polite, helpful and friendly.		
129	Cardio-respiratory drive-through	Patient	Very good	Nurse was very friendly and took the time to explain what I had to do.		

130	Cardio-respiratory drive-through	Patient	Very good	Well organised, no waiting.		
131	Cardio-respiratory drive-through	Patient	Very good			
132	Cardio-respiratory drive-through	Not entered	Very good	The technician was very helpful and made sure I understood how to work the monitor. All the tests I was given were conducted in a caring way. The specialist has been very caring and thorough.		
133	Cardio-respiratory drive-through	Patient	Very good	Clear paperwork, simple instructions, helpful member of staff.	N/A	
134	Cardio-respiratory drive-through	Not entered	Very good	Explained everything clearly and very friendly.	Everything was fine.	
135	Cardio-respiratory drive-through	Patient	Very good	Very well organised. Friendly and helpful at all times. Explanations done well and any questions I had were explained again. It was very efficiently run.	I could not think of anything that should or can be improved. I was very impressed.	
136	Cardio-respiratory drive-through	Not entered	Very good	Easy hand over. Very well explained by staff nurse.		
137	Cardio-respiratory drive-through	Not entered	Very good	Very well organised. Thank you.		
138	Cardio-respiratory drive-through	Patient	Very good	Because everything was clearly explained, both in the letter and by the nurse who gave me the pack.	Nothing.	
139	Cardio-respiratory drive-through	Patient	Very good	Very efficient, right on time, no time lost and quick. Nurse very helpful.	All good.	



140	Cardio-respiratory drive-through	Not entered	Good	The nurse explained the procedure very well. She was very pleasant and had a ready smile.		
141	Cardio-respiratory drive-through	Patient	Good	Because that is what I thought. Somewhat inane question.		
142	Cardio-respiratory drive-through	Patient	Good			
143	Cardio-respiratory drive-through	Patient	Good			
144	Cardio-respiratory drive-through	Not entered	Good	Because it appeared to be well organised.		
145	Cardio-respiratory drive-through	Patient	Good	Well signposted. No queues.	Faster response to initial referral.	
146	Cardio-respiratory drive-through	Not entered	Good	No waiting at drive-through. Nurse explained how to use ECG monitor in easily understandable way.	N/A	
147	Cardio-respiratory drive-through	Patient	Good			
148	Cardio-respiratory drive-through	Patient	Good	Had to go to Covid drive-through. Nurse ready with equipment. Well explained, very sensitive to needs and in time for the bus.		
149	Cardio-respiratory drive-through	Not entered	Good	Drive through for heart monitor. The staff were pleasant, helpful, explained fully what I was to do with the device.		
150	Cardio-respiratory	Patient	Good			

	drive-through					
151	Cardio-respiratory drive-through	Not entered	Good	Drive-thru - no waiting. Procedure clearly explained by pleasant young lady. (Though reality of fitting device at home slightly more stressful!)		
152	Cardio-respiratory drive-through	Patient	Good	They did very well under the circumstances.		
153	Cardio-respiratory drive-through	Not entered	Good			
154	Cardio-respiratory drive-through	Patient	Good			
155	Cardio-respiratory drive-through	Not entered	Good	In the state we're in at moment, I don't think it could have been done any better.	Nothing.	
156	Cardio-respiratory drive-through	Relative	Good	Would have preferred someone to attach it to him. However, under the circumstances it was explained well.		
157	Cardio-respiratory drive-through	Patient	Good	Satisfactory explanation of equipment that had to be used.		
158	Cardio-respiratory drive-through	Patient	Good	Nurse gave very clear instructions and asked if I had any questions, which I didn't. Also, made clear what to do on return.	No section for this comment. Had machine on and about to go to bed, said battery low so was not lit so I removed it.	
159	Cardio-respiratory drive-through	Patient	Good	We were met by the NHS professional quickly and checked quickly. Taken through procedure for attaching electrodes and completing form efficiently.		

160	Cardio-respiratory drive-through	Not entered	Not entered		Could of collected from GP. Instead of driving an hour to Barnstaple.	
161	Heart Failure Clinic		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
162	Heart Failure Clinic		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
163	Nephrology	Patient	Very good	Everyone really helpful, friendly and efficient.		
164	Respiratory	Patient	Very good	I have received exemplary service over the last 2 years.		
165	Respiratory Medicine	Patient	Very good	I appreciated my recent respiratory appointment as many teams still have concerns with coronavirus and patients suffering because of this. I was seen by respiratory consultant Dr [name withheld] whom I know well as he has managed my medical problems previously. The actual outpatient appointment was a thorough and pleasant experience with much reassurance from the doctor.	I have had many outpatient appointments over the years and have always been satisfied with consultancies with different doctors and recommended treatments, so for me my journey with people in NDDH always a good experience.	
166	Stroke Clinic	Spouse/ Partner	Very good	Really happy with information and aftercare. Thank you.		
167	Stroke Clinic	Patient	Very 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	Covid Swabbing Unit		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
2	Covid Swabbing Unit		Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
3	Covid Swabbing Unit		Good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
4	Occupational Therapy	Patient	Very good	Very impressed with the OT, [name withheld]. She picked up straightaway on first visit the symptoms of CRPS and dealt with it accordingly. She is a credit to the NHS.		

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	Staff were polite and helpful.	Nothing, a great service.	

2	Clinic/dept not entered - Area A	Not entered	Very good			Do not publish
3	Clinic/dept not entered - Area A	Not entered	Very good	Outstanding care. Appointment came quickly, and with an immediate x-ray. [Name withheld], at reception, very efficient. Thank you - my dear old NHS.		
4	Clinic/dept not entered - Area A	Patient	Very good	Prompt, helpful staff.		
5	Clinic/dept not entered - Area A	Not entered	Very good	All that you tend me for is perfect.		
6	Clinic/dept not entered - Area A	Spouse/ Partner	Very good	Pleasant, efficient, on time.	N/A	
7	Clinic/dept not entered - Area A	Patient	Very good		Toilet broken and dirty.	
8	Clinic/dept not entered - Area A	Not entered	Very good			
9	Clinic/dept not entered - Area A	Patient	Very good	I forgot my appointment card and the staff helped me get to the right place.		
10	Clinic/dept not entered - Area A	Not entered	Very good			
11	Clinic/dept not entered - Area A	Not entered	Very good	Very good service.		
12	Clinic/dept not entered - Area A	Patient	Very good	Very efficient.		
13	Clinic/dept not entered - Area A	Patient	Very good			
14	Clinic/dept not entered - Area A	Patient	Very good	Friendly faces.		
15	Clinic/dept not entered - Area A	Patient	Very good			
16	Clinic/dept not entered - Area A	Patient	Very good	Very pleasant staff.		

17	Clinic/dept not entered - Area A	Not entered	Very good	Friendly, helpful staff and efficient.		
18	Clinic/dept not entered - Area A	Not entered	Very good	Very efficient and helpful staff.		
19	Clinic/dept not entered - Area A	Patient & Spouse/ Partner	Very good	Polite and clearly spoken receptionist.		
20	Clinic/dept not entered - Area A	Not entered	Very good	Always find staff very helpful, NDDH is always clean and we stayed in a few times this year and found wards fantastic. Amazing staff!		
21	Clinic/dept not entered - Area A	Patient	Very good	Very polite and seen to fairly quickly.		
22	Clinic/dept not entered - Area A	Patient	Good	Efficient and polite.		
23	Clinic/dept not entered - Area A	Patient	Good			
24	Clinic/dept not entered - Area A	Patient	Good	Pleasant staff.		
25	Clinic/dept not entered - Area A	Not entered	Poor			
26	Clinic/dept not entered - Area A	Patient	Don't know			