

## Friends and Family Test - Outpatients - North Devon District Hospital - Nov-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	24	87.5	4.2	8.3

Medicine Division	101	96.0	0.0	4.0
Clinical Support and Specialist Services Division	2	100	0.0	0.0
Division not stated	6	100	0.0	0.0
<b>Total</b>	<b>133</b>	<b>94.7</b>	<b>0.8</b>	<b>4.5</b>

### 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 Clinic	Patient	Very good	Very pleased with prompt attention and lovely staff.		
2	Breast Clinic	Patient	Very good	Everyone was nice and friendly and explained what they were doing. Appointment ran on time.		
3	Colorectal	Patient	Very good	Polite staff, kept fully informed during wait. Treated like an individual not a number.	N/A - no issues.	
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	ENT		Poor	<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	The team are always very kind to me and	Nothing.	

				help me.		
7	Fracture Clinic	Patient	Very good	Excellent.		
8	Fracture Clinic	Not entered	Very good	I always find the staff very helpful and extremely efficient.		
9	Fracture Clinic	Patient	Very good			
10	Fracture Clinic	Not entered	Very good	Very timely and with good humour.		
11	Fracture Clinic	Patient	Very good	Everyone has been friendly and caring.		
12	Fracture Clinic	Patient	Good	Efficient and friendly staff.		
13	Fracture Clinic	Relative	Good			
14	Fracture Clinic	Patient	Good	Friendly staff and doctor, well explained, quickly dealt with.		
15	Fracture Clinic	Relative	Good	The doctor was friendly, kind and didn't rush. Explained in an easy to understand way what my son had broken. Put my young son at ease.	Put something to watch on the TV so it wasn't so boring waiting.	
16	Fracture Clinic	Not entered	Good	The wheelchairs are too heavy and difficult to manoeuvre, they don't go forward.		
17	Fracture Clinic	Patient	Good			
18	Fracture Clinic	Patient	Good			
19	Fracture Clinic	Not entered	Good	Helpful staff.		
20	Fracture Clinic	Patient	Neither good nor poor			
21	Fracture Clinic	Patient	Don't know	Not sure.	Have appointments on time.	
22	Urology	Patient	Very good	Excellent, as always.		
23	Vascular	Patient	Very good	Staff and doctors very helpful.		
24	Vascular	Patient	Very good			

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 & Other	Very good			Do not publish
2	Cardio-respiratory drive-through	Not entered	Very good			Do not publish
3	Cardio-respiratory drive-through	Patient	Very good	Friendly and very helpful.	Nothing.	
4	Cardio-respiratory drive-through	Patient	Very good	The drive-through was quick and efficient with minimal waiting time.		
5	Cardio-respiratory drive-through	Patient	Very good	Went very smoothly, everything well explained.		
6	Cardio-respiratory drive-through	Patient	Very good	In these Covid times, this service is excellent, it provides protection for both the patient and staff and enables the service to continue.	Nothing. Very well organised.	
7	Cardio-respiratory drive-through	Patient	Very good	The lady explained everything on fitting the heart monitor very well, top marks.		
8	Cardio-respiratory drive-through	Patient	Very good	I am honest.	None.	
9	Cardio-	Patient	Very good	I have had 3 monitors now and each time		

	respiratory drive-through			[name withheld] has been very helpful and talked me through the procedure. I have no complaints whatsoever with the service I am receiving from the department.		
10	Cardio-respiratory drive-through	Patient	Very good	Very helpful and informative.		
11	Cardio-respiratory drive-through	Not entered	Very good			
12	Cardio-respiratory drive-through	Not entered	Very good	Very slick and professional. Lovely lady at the drive-through.		
13	Cardio-respiratory drive-through	Patient	Very good	The service that I received was 1st class. The member of staff that dealt with me was polite and pleasant and explained all that I need to know very efficiently.	1st class service - could not, to my mind, be improved upon.	
14	Cardio-respiratory drive-through	Not entered	Very good	Because it was!!	N/A	
15	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Only one person in front of me. Felt safe in my car/drive-through. Woman explained everything. Gave printed out form so know when to come back and what to do.	Have a notice saying to turn engine off when waiting in the queue.	
16	Cardio-respiratory drive-through	Patient	Very good	Lady very friendly and helpful.	No! Was really professional.	
17	Cardio-respiratory drive-through	Patient	Very good	Pleasant, helpful, informative staff at ECG and drive-through. Thanks.		
18	Cardio-	Relative	Very good	My young son is a bit scared about having		

	respiratory drive-through			the monitor on but the cardio nurse was so lovely and calm for my son that it made it easy for the monitor to be attached. Thank you, my son came out very calm afterwards.		
19	Cardio-respiratory drive-through	Patient	Very good	Friendly staff made the visit pleasurable.	Nothing. Staff were on time and very pleasant.	
20	Cardio-respiratory drive-through	Patient	Very good	Really friendly and explained everything well.		
21	Cardio-respiratory drive-through	Not entered	Very good	Good, friendly, quick service.		
22	Cardio-respiratory drive-through	Patient	Very good	Staff member very friendly, helpful and informative.		
23	Cardio-respiratory drive-through	Patient	Very good	Efficient. Like the drive-through, felt safe. [Name withheld] was very kind.		
24	Cardio-respiratory drive-through	Patient	Very good	Very much in favour of drive-through service. Staff helpful, attentive, efficient.	Nothing on this visit.	
25	Cardio-respiratory drive-through	Patient	Very good	Quick and easy.		
26	Cardio-respiratory drive-through	Patient	Very good	Warm welcome. Everything explained in great detail, service very thorough.		
27	Cardio-respiratory drive-through	Not entered	Very good			
28	Cardio-	Not	Very good	Quick and efficient service.		

	respiratory drive-through	entered				
29	Cardio-respiratory drive-through	Patient	Very good	Seen to very quickly and the lady was lovely.		
30	Cardio-respiratory drive-through	Not entered	Very good			
31	Cardio-respiratory drive-through	Patient	Very good	Received excellent, clear and friendly instructions on how to use the equipment.		
32	Cardio-respiratory drive-through	Patient	Very good	Very efficient.		
33	Cardio-respiratory drive-through	Patient	Very good	Friendly, informative staff, clear information.	N/A	
34	Cardio-respiratory drive-through	Patient	Very good	Short wait for ECG monitor from initial A&E visit. [Name withheld] very helpful over phone re my issue and spent 30 mins discussing possible cause. Drive-thru collection and drop off very speedy!		
35	Cardio-respiratory drive-through	Patient	Very good			
36	Cardio-respiratory drive-through	Patient	Very good	I was dealt with promptly and in a very professional way. Everything was explained clearly and concisely.	All very good.	
37	Cardio-respiratory drive-through	Patient	Very good	It's true.		
38	Cardio-respiratory	Patient	Very good	The lady I saw was very friendly and informative to put me at ease.		

	drive-through					
39	Cardio-respiratory drive-through	Patient	Very good	Friendly and clear instructions.		
40	Cardio-respiratory drive-through	Patient	Very good	All was very easy to do.		
41	Cardio-respiratory drive-through	Not entered	Very good	Quick and easy, no hassle.		
42	Cardio-respiratory drive-through	Not entered	Very good			
43	Cardio-respiratory drive-through	Patient	Very good	1. You are very good! Smooth operation and process clearly explained. 2. Everyone deserves encouragement and praise when merited.		
44	Cardio-respiratory drive-through	Patient	Very good	As a drive-in to pick up a monitor, it was organised as to not mix, and dealt with on time. Thank you!		
45	Cardio-respiratory drive-through	Patient	Very good	Lovely, friendly team.	Nothing, obviously very busy, but didn't rush explaining everything to me.	
46	Cardio-respiratory drive-through	Patient	Very good			
47	Cardio-respiratory drive-through	Patient	Very good	Very helpful.		
48	Cardio-respiratory drive-through	Patient	Very good	Very helpful staff with no waiting.		



49	Cardio-respiratory drive-through	Not entered	Very good	Excellent explanation, very empathetic nurse. Thank you very much.	Nothing - all perfect.	
50	Cardio-respiratory drive-through	Patient	Very good	I went to a drive-through. Very quick - I did not have to queue or wait.		
51	Cardio-respiratory drive-through	Patient	Very good	Appointment on time. Good explanation given and opportunity to ask questions.		
52	Cardio-respiratory drive-through	Patient	Very good	To say thank you.		
53	Cardio-respiratory drive-through	Not entered	Very good	Helpful briefing in the drive-through area, and how to use the 7-day heart monitor. Only a short wait while previous person was dealt with.		
54	Cardio-respiratory drive-through	Patient	Very good	Easy access, prompt service and polite.		
55	Cardio-respiratory drive-through	Patient	Very good	Staff acted totally professional and on time and explained everything clearly.		
56	Cardio-respiratory drive-through	Patient	Very good	It was quick and all ready for me, no problems.		
57	Cardio-respiratory drive-through	Patient	Very good	Everything was explained very well. I wasn't rushed through and was dealt with in a welcoming manner.		
58	Cardio-respiratory drive-through	Patient	Very good	Everyone friendly and very helpful.		
59	Cardio-respiratory	Patient	Very good	Cardio nurse was extremely helpful and explained the procedure in a very easy to	Nothing could have been improved.	

	drive-through			explain manner.		
60	Cardio-respiratory drive-through	Patient	Very good	Very helpful, pleasant and organised.		
61	Cardio-respiratory drive-through	Patient	Very good	Efficient, caring treatment. Thank you. [Name withheld]		
62	Cardio-respiratory drive-through	Patient	Very good			
63	Cardio-respiratory drive-through	Not entered	Very good	The person we saw gave us clear and detailed instructions.		
64	Cardio-respiratory drive-through	Patient	Very good	Everything was explained so I left there having no worries about what I had to do.	Nothing. You have it spot on.	
65	Cardio-respiratory drive-through	Patient	Very good	Very efficient and convenient. Instructions concise and easy to follow.		
66	Cardio-respiratory drive-through	Not entered	Very good	Efficient, straightforward info.		
67	Cardio-respiratory drive-through	Patient	Very good		Nothing. Service excellent.	
68	Cardio-respiratory drive-through	Patient	Very good	Very nice, helpful lady and the whole system was an excellent way to do it. Saves a lot of time.		
69	Cardio-respiratory drive-through	Patient	Very good	Very friendly staff.		
70	Cardio-respiratory	Patient	Very good	Very helpful, explained what I had to do very well, excellent.		

	drive-through					
71	Cardio-respiratory drive-through	Patient	Very good	Very efficient drive-through service, pleasant staff.		
72	Cardio-respiratory drive-through	Spouse/ Partner	Very good	Friendly staff made us feel comfortable. [Illegible] precautions taken to be Covid-safe.		
73	Cardio-respiratory drive-through	Patient	Very good			
74	Cardio-respiratory drive-through	Patient	Very good	Easy access, friendly informative staff.	Keep your staff warmer.	
75	Cardio-respiratory drive-through	Patient	Very good	Friendly helpful staff.		
76	Cardio-respiratory drive-through	Spouse/ Partner	Very good			
77	Cardio-respiratory drive-through	Patient	Very good	The whole process was very efficient and nurses were brilliant.	Nothing at all.	
78	Cardio-respiratory drive-through	Patient	Very good	Lady was lovely and very helpful, didn't feel like she was rushing us.	Gave more stickers.	
79	Cardio-respiratory drive-through	Patient	Very good	Because it was!		
80	Cardio-respiratory drive-through	Patient	Very good	The lady who gave me the monitor was very helpful in showing me how to use it. She was caring and sympathetic and did a marvellous job.	I thought the monitor was clunky to wear and me wires pulled on my skin. Might have been better as a necklace. The gel irritated my skin.	

81	Cardio-respiratory drive-through	Not entered	Very good	The staff are very friendly. Thank you. [Name withheld]		
82	Cardio-respiratory drive-through	Not entered	Very good	Efficient far better format, not necessary to enter main building for this sort of appointment.		
83	Cardio-respiratory drive-through	Patient	Very good	Collecting - on time, v. pleasant, welcoming lady, very clear instructions. Returning - as I am in hospital, I am not sure how this will work out. Hopefully it will go ok.		
84	Cardio-respiratory drive-through	Patient	Very good	Helpful, informative, friendly.		
85	Cardio-respiratory drive-through	Patient	Good	Cardio lady was very helpful and informative.		
86	Cardio-respiratory drive-through	Patient	Good	Very good member of staff. It would be nice to be in a normal environment rather than sat in the car.		
87	Cardio-respiratory drive-through	Patient	Good			
88	Cardio-respiratory drive-through	Not entered	Good	The lady I saw very helpful.		
89	Cardio-respiratory drive-through	Patient	Good	Polite staff, easy-to-follow instructions. Very little wait time.		
90	Cardio-respiratory drive-through	Patient	Good	Always a bit strange doing medical things in a car park, especially when other hospitals are returning to relative normality.		

91	Cardio-respiratory drive-through	Patient	Good	Everything explained simply and quickly, instructions very clear.		
92	Cardio-respiratory drive-through	Patient	Good	Was very helpful.		
93	Cardio-respiratory drive-through	Patient	Good	Some delay in collection of heart monitor, no obvious reason for hold up.		
94	Cardio-respiratory drive-through	Patient	Good			
95	Cardio-respiratory drive-through	Patient	Good	To help with the smooth running of this clinic.		
96	Cardio-respiratory drive-through	Patient	Neither good nor poor			
97	Cardio-respiratory drive-through	Patient	Neither good nor poor	1. The drive-through area needs to be properly signposted to ensure you get in the right lane. 2. Pads didn't want to stick and I had to use tape as well.	Provide tape as well as the pads.	
98	Cardio-respiratory drive-through	Patient	Neither good nor poor	Given appt. time of 11.00am, arrived 10.57. 3 cars in front, waited till 11.18 until seen, left car park 11.23. Very stressed again. This was discussed when appt. time offered, would not/could not change appt. I did explain I would be on a very tight schedule to return for work!		
99	Cardio-respiratory drive-through	Not entered	Neither good nor poor	I just picked up the monitor and attached it when home.		
100	Heart Failure		Very good	<i>This response was received via Care</i>		

	Clinic			<i>Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
101	Neurology	Not entered	Good	Polite and friendly staff.		

<b>Clinical Support and Specialist Services Division</b>						
	<b>Clinic / department attended</b>	<b>Feedback from</b>	<b>Friends and Family Test response</b>	<b>Please can you tell us why you gave your answer?</b>	<b>Please tell us about anything that we could have done better</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Gynaecology		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	Gynaecology		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>		

<b>Division not stated</b>						
	<b>Clinic / department attended</b>	<b>Feedback from</b>	<b>Friends and Family Test response</b>	<b>Please can you tell us why you gave your answer?</b>	<b>Please tell us about anything that we could have done better</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Clinic/dept not entered		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	Clinic/dept not entered - Area A	Patient	Very good			

3	Clinic/dept not entered - Area A	Patient	Very good			
4	Clinic/dept not entered - Area A	Patient	Very good	Friendly staff, patient, helpful.		
5	Clinic/dept not entered - Area A	Patient	Very good	Everyone is very courteous.		
6	Clinic/dept not entered - Area A	Not entered	Good			