

Endoscopy Suite - 'Friends and Family Test' - Apr-15 to May-15

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Apr-15	12	100.0	0.0	0.0
May-15	22	100.0	0.0	0.0

Qualitative Feedback

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	Extremely likely	Excellent by all nurses - made me feel very relaxed.		Female	over 65	White British	No tick
2	Apr	Extremely likely	It was my first time in hospital and it was a very professional and friendly atmosphere - thank you to all the team.					No tick
3	Apr	Extremely likely	On time. Everything clean and well organised. Well looked after.	No.	Male	over 65	White British	No tick
4	Apr	Extremely likely	Staff lovely and friendly.			56-65	White British	No tick
5	Apr	Extremely likely	All the staff were friendly and welcoming. Every opportunity was taken to explain procedures. Information sheets easy to understand.		Male	over 65	White British	No tick
6	Apr	Extremely likely	Everyone I met and spoke to were very sympathetic and kind and did their best to make me feel relaxed.	No, not really.	Male	over 65	White British	No tick
7	Apr	Extremely likely	Very friendly and competent at what they do. 10/10.	Just to keep patient informed at what's going on just for reassurance.	Male	over 65	White British	No tick

8	Apr	Extremely likely	I was made to feel relaxed and comfortable, all staff very friendly and efficient.		Female	46-55	White British	No tick
9	Apr	Extremely likely	Everybody was friendly and caring and my procedure was carefully explained to me. A bit of confusion about who was to ring my daughter to fetch me. I waited ages before she rang.	Only as I have said over the page - about being collected.	Female	over 65	White British	No tick
10	Apr	Extremely likely	Excellent service from all staff very pleasant area to wait in and nothing too much trouble for anyone so well cared for in spotless unit, thank you all, very much appreciated.		Female	over 65	White British	No tick
11	Apr	Extremely likely	Very friendly - clear instruction, kept informed by everyone at each stage of procedure. Clean and light waiting area.		Female	56-65	White British	No tick
12	Apr	Extremely likely	Excellent service and procedure.	Carry on as it is.	Male	over 65	White British	No tick
1	May	Extremely likely	The staff at Barnstaple Hospital and the nurses and doctors in the Endoscopy unit have always been very kind and helpful. They reassure you when you are having your procedure done and take you through it step by step. Thank goodness for					No tick

			all the staff at the great NHS hospital at Barnstaple and elsewhere. Thanks.					
2	May	Extremely likely	Kindness, consideration, helpful in all regards.	Get solution for vertigo.	Male	over 65	White British	No tick
3	May	Extremely likely			Female	46-55	White British	No tick
4	May	Extremely likely	Everyone was kind and friendly and very professional.	No, not really.	Female	over 65	White British	No tick
5	May	Extremely likely	Excellent care - compassionate - put me at ease - lovely personnel.		Male	56-65	White British	No tick
6	May	Extremely likely	Everybody was extremely helpful and pleasant. Thank you all.	None.	Male	over 65	White British	No tick
7	May	Extremely likely	Staff so kind and understanding. 10/10.					No tick
8	May	Extremely likely	Everybody was extremely kind and gentle and everything was explained clearly at all times - wouldn't hesitate to recommend the endoscopy suite to anyone.					No tick
9	May	Extremely likely	Very relaxed and efficient environment.					No tick
10	May	Extremely likely	Excellent staff and care.	Please do not change anything.	Male	over 65	White British	No tick
11	May	Extremely likely	Friendly help of all the staff.	Clarify the rule about my fluids but need some water to swallow pills.	Male	over 65	White British	No tick
12	May	Extremely likely	Superb, friendly, efficient, put me at ease and gave me 100% confidence. Thank you,	Earl Grey tea or Lapsang Souchong! Cheers.		46-55	White British	No tick

			team, excellent.					
13	May	Extremely likely	Fantastic staff. Made me feel completely at ease, clearly they were all extremely busy but still found time to reassure. Quite long wait for procedure but too few staff made this happen. Overall excellent care and concern from all staff.		Female	56-65	White British	No tick
14	May	Extremely likely	All the staff were very kind and efficient.	I am completely satisfied with my treatment so no suggestions required.	Male	56-65	White British	No tick
15	May	Extremely likely	Looked after me so very well, thank you.		Female	over 65	White British	No tick
16	May	Extremely likely	Staff friendly and helpful but didn't like wait. They listened and informed you what's going on.		Female	46-55	White British	No tick
17	May	Extremely likely	Polite, friendly and professional staff who made me feel at ease. They explained fully the procedure and were mindful of me being anxious. A warm and friendly team of professionals. Thank you!	Keep doing the same.	Male	56-65	White British	No tick
18	May	Extremely likely	The staff were lovely and friendly. Couldn't do enough for all the patients.	No keep up the good work.	Female	56-65	White British	No tick
19	May	Extremely likely	All good.		Male	46-55	White British	No tick
20	May	Extremely likely	Very good level of care and always kept well informed at		Male	over 65	White British	No tick

			all times. Thanks very much.					
21	May	Extremely likely	Just brill care.					No tick
22	May	Extremely likely	Everyone very pleasant and patient.	Forget the enema given the extreme medium for a colonoscopy - spare you time.	Female	over 65	White British	No tick