

**Endoscopy Suite - 'Friends and Family Test' - Aug-15 to Sep-15**

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

**Quantitative Results**

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

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.	%	%	%
Aug-15	11	100.0	0.0	0.0
Sep-15	1	100.0	0.0	0.0

### Qualitative Feedback - Aug-15

	'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	Extremely likely	A very calm & relaxing atmosphere. Staff extremely friendly and efficient.	Keep going as you are.		over 65	White British	No tick
2	Extremely likely	All staff are wonderful, kind & considerate. x					No tick
3	Extremely likely	Very caring staff. Efficient.		Female	56-65	White British	No tick
4	Extremely likely	Staff are very helpful and friendly. Everything explained and was treated ok.		Female	56-65	White British	No tick
5	Extremely likely	From beginning to end everything was explained & everyone was reassuring all the time.	No.	Female	56-65	White British	No tick
6	Extremely likely	I was very anxious about the procedure which was totally unnecessary as it went very well and the staff were lovely.	Highlight the 'Stop [illegible]' in red.	Female	36-45	White British	No tick
7	Extremely likely	Clear explanation of procedure. Helpful, friendly staff. Help you to feel at ease.	Excellent service.	Female	36-45	Black / African / Caribbean / Black British	No tick
8	Extremely likely	So kind, friendly, relaxed. Well done! Informative, polite.		Female	36-45	White British	No tick
9	Extremely likely	Very efficient staff, friendly and knowledgeable.		Female	56-65	White British	No tick
10	Extremely likely	Extremely helpful & friendly staff & very competent staff.	No.	Male	over 65	White British	No tick

11	Extremely likely	All staff very polite and helpful.	Couldn't expect any more. First class.	Male	over 65	White British	No tick
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**Qualitative Feedback - Sep-15**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Very professional, very knowledgeable and do everything to make you feel relaxed. Very well cared for and procedures and delays are fully explained. Very friendly.		Male	56-65	White British	No tick