

## Endoscopy Suite - 'Friends and Family Test' - Feb-16 to May-16

*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 'Would recommend' score is 75%.**

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Feb-16	2	100.0	0.0	0.0
Mar-16	No data	No data	No data	No data

Apr-16	No data	No data	No data	No data
May-16	2	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	Feb	Extremely likely	The care of all the staff from receptionists to nurses, doctors and other staff that I have come across has been superb. They make you feel very calm & relaxed in a situation which is not the most pleasant. Many thanks.		Female	56-65	White British	No tick
2	Feb	Extremely likely	Made to feel welcome, things well explained. Friendly staff, felt well supported by all members of staff.		Female	56-65	White British	No tick
1	May	Extremely likely	Friendly & very helpful staff from reception to the nurses and of course the doctors.	Already very good.	Male	over 65	White British	No tick
2	May	Extremely likely	Very nice unit & very friendly staff. 2 points: would be nice to be told to bring a book & on things to drink before colonoscopy it does not say to avoid alcohol. Thank you.			56-65	White British	No tick