

## Endoscopy Suite - 'Friends and Family Test' - Jan-15 to Mar-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%.

	<b>Responses</b>	<b>Would recommend</b>	<b>Would not recommend</b>	<b>Neither likely nor unlikely to recommend / Don't know</b>
	<b>No.</b>	<b>%</b>	<b>%</b>	<b>%</b>
<b>Jan-15</b>	<b>2</b>	<b>50.0</b>	<b>0.0</b>	<b>50.0</b>
<b>Feb-15</b>	<b>6</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Mar-15</b>	<b>9</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

## 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	Jan	Extremely likely	Excellent service. Brilliant people. Thank you - especially to M.		Female	56-65	White British	No tick
2	Jan	Neither likely nor unlikely	(I) not very people-friendly.	Friendly staff?!	Female	46-55	White British	No tick
1	Feb	Extremely likely	I received nothing but kindness and all staff were most professional and would recommend ward to all.	None.	Male	over 65	White British	No tick
2	Feb	Extremely likely	Friendly staff, very helpful. Kept me well informed and helped wherever they could. Excellent.		Male	56-65	White British	No tick
3	Feb	Extremely likely	All the staff are very pleasant and put you at your ease. I felt I was their main concern at all the times.		Female	over 65	White British	No tick
4	Feb	Extremely likely	Excellent care from all staff, constantly made you feel at ease, whilst fully explaining procedure. Big thanks Endoscopy team!		Female	36-45	White British	No tick
5	Feb	Extremely likely	Excellent care - thank you.					No tick
6	Feb	Extremely likely			Female	over 65	White British	No tick

1	Mar	Extremely likely	Friendly nurses, completely painless cannula, procedure as a whole felt very efficient and I was kept in the loop about what was happening at all times.	Nope, I'm really impressed.	Male	26-35	White British	No tick
2	Mar	Extremely likely	Friendly, caring staff. Makes a stressful experience much easier.	It's very good.	Male	over 65	White British	No tick
3	Mar	Extremely likely	All members of staff at Gemini/Endoscopy suite are so nice and very helpful and put you at ease - plus they do a nice cup of tea and biscuits at the end of your 'procedure'. Thank you.		Female	over 65	White British	No tick
4	Mar	Extremely likely	The preparation for and the treatment were introduced extremely well and very pleasantly. I was most impressed and thankful. Thank you.		Male	over 65	White British	No tick
5	Mar	Extremely likely	Very friendly, helpful, supportive and understanding.		Female	46-55	White British	No tick
6	Mar	Extremely likely	All the staff are very helpful and kind. There is apprehension which is dealt with very professionally.	No.	Male	over 65	White British	No tick
7	Mar	Extremely likely	Everyone was so kind and thoughtful especially as I was very scared. Totally professional staff. Thank you					No tick

			so much.					
8	Mar	Extremely likely	Friendly, caring and efficient.	Only last time was sent to change and the nurse said see you in a moment - that was in fact 2hrs later - possibly a little more info on that would be nice.	Female	56-65	White British	No tick
9	Mar	Likely	Everybody polite and understanding.		Female	over 65	White British	No tick