

Endoscopy Suite - Friends and Family Test - Jul-17 to Aug-17

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.	%	%	%
Jul-17	9	100.0	0.0	0.0
Aug-17	36	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	Jul-17	Extremely Likely	You all were very kind and looked after me so well. Thank you.			Over 65		
2	Jul-17	Extremely Likely	To thank all the staff for their kindness and understanding.	All good.	Female	Over 65	White British	
3	Jul-17	Extremely Likely	All the staff were most excellent.	Keep smiling.	Male	Over 65	White British	
4	Jul-17	Extremely Likely	Very friendly staff. Made to feel very comfortable.		Female	Over 65	White British	
5	Jul-17	Extremely Likely	All information given was understandable. Staff were very professional and friendly. It was a quiet environment which is always needed. Beautifully clean area.	[Illegible] sachet - needs more time to take there prior to [illegible] have procedure.	Female	Over 65	White British	
6	Jul-17	Extremely Likely	All staff very friendly, efficient and excellent caring manner whilst always professional.	None whatsoever - excellent. Thank you.	Female	Over 65	White British	
7	Jul-17	Extremely Likely	Everyone very kind and caring & very professional. I felt at ease.		Female	Over 65	White British	
8	Jul-17	Extremely Likely	So very well looked after and the procedure was well explained. Fantastic service. Thank you!		Male	36-45	Other ethnic group	
9	Jul-17	Likely	Very good care with total reassurance of any potential problems for total peace of mind.		Female	46-55	White British	
1	Aug-17	Extremely Likely	Very nice & helpful staff. Procedure went very well and without me noticing. It was over very quickly.		Female	56-65	White British	
2	Aug-17	Extremely Likely	Friendly staff. Quick, efficient service.	None.		56-65	White British	

3	Aug-17	Extremely Likely	Really kind, good staff. Learned results straightaway. Both tests on same day/same app. Thank you.		Female	56-65	White British	
4	Aug-17	Extremely Likely	Professional, efficient and friendly from all the staff.		Male	56-65	White British	
5	Aug-17	Extremely Likely	Efficient, competent and friendly service by all staff on unit. NHS at its best! Thank you.	No.	Female	46-55	White British	
6	Aug-17	Extremely Likely	Fantastic care, thank you.	None.	Male	Over 65	White British	
7	Aug-17	Extremely Likely	Lovely staff. Help you feel relaxed - well done.		Female	46-55	White British	
8	Aug-17	Extremely Likely	Very happy with everything.	It would save time if you could let patient know in advance of possible extra telephone number for contacting family member (to pick up after op).	Male	Over 65	White British	
9	Aug-17	Extremely Likely	I would like to say [name withheld] and all the [illegible] were all excellent. Very nice hospital - spotlessly clean, wonderful staff. Very lovely, caring. 100%.	All excellent. 100% - cannot improve.	Male		White British	
10	Aug-17	Extremely Likely	Reassuringly top healthcare by a caring and friendly team.					
11	Aug-17	Extremely Likely	Very kind and caring staff. Ward is clean and organised. Well done!	No.	Female	Over 65	White British	
12	Aug-17	Extremely Likely			Female	Over 65	White British	Do not publish
13	Aug-17	Extremely Likely	Staff looked after me very well. Told everything that was going to happen.					
14	Aug-17	Extremely Likely	I was made to feel very relaxed. Very kind staff who put me at my ease and made what could be very scary procedure into something straightforward. Thank you.					
15	Aug-17	Extremely Likely	Kind, friendly people.					

16	Aug-17	Extremely Likely	Happy staff put me at ease. Thank you.		Female	Over 65	White British	
17	Aug-17	Extremely Likely			Female	56-65	White British	Do not publish
18	Aug-17	Extremely Likely						
19	Aug-17	Extremely Likely	Even when there is a delay the department remain helpful and give first class treatment, I have found a [illegible] doctor, nurse and clerk. Thank you all.	Sometimes overcrowded in reception but whether a larger space is questionable.	Male	Over 65	White British	
20	Aug-17	Extremely Likely			Female	46-55	White British	Do not publish
21	Aug-17	Extremely Likely	All staff were extremely kind and helpful. Ward beautiful & clean. Many thanks [name withheld].					
22	Aug-17	Extremely Likely	Very good service. Excellent staff.	None.	Male	56-65	White British	
23	Aug-17	Extremely Likely	Compassionate and caring staff who treated me exceptionally well and put me at my ease. Thank you very much. All of the staff without exception are a credit to the NHS.	Would have helped me to know sedated meant I would still have an awareness of the procedure.	Male	46-55	White British	
24	Aug-17	Extremely Likely	Staff very friendly and attentive. They introduce themselves by name. Explanation of procedure very good.		Female	Over 65	Other ethnic group	
25	Aug-17	Extremely Likely	The staff were excellent, made you feel confident and comfortable. It was very quick, hardly any waiting. A lot of care taken of the patient.		Female	46-55	White British	
26	Aug-17	Extremely Likely	Fantastic service & very caring staff. About time you all had a pay rise.	More biscuits.	Male	Over 65	White British	
27	Aug-17	Extremely Likely	Excellent care and treatment.		Male	Over 65	White British	
28	Aug-17	Extremely Likely	Staff had time - treated me like a person with feelings. Appreciated I was incredibly fearful & was reassuring	No.	Female	Over 65	White British	

			without giving false hope. Clean & comfortable surroundings. Everything regarding procedure explained clearly. Lovely people! Tea & biscuits appreciated.					
29	Aug-17	Extremely Likely	Efficient, kind, helpful staff. Information clearly given. Excellent all around.					
30	Aug-17	Extremely Likely	When I came in I was very, very nervous! The staff in this department were so very kind to me and so good-natured! If I had to come back I would not be looking for the nearest escape route!! It was painless, stress-less and the staff took such great care of me. Now I can say it's a doddle! Thanks to all of you.	No improvement needed.	Female	56-65	White British	
31	Aug-17	Extremely Likely	So relaxing and welcoming and professional all through procedure. Thank you very much from [name withheld].	Strawberry throat spray please.		46-55	White British	
32	Aug-17	Extremely Likely	Staff very friendly, knowledgeable and helpful.	None - perfect.	Male	56-65	White British	
33	Aug-17	Extremely Likely	Well treated. Very professional.			Over 65	White British	
34	Aug-17	Extremely Likely	I have been treated professionally with respect. The staff are friendly & efficient. A service well delivered & with a smile.	No.	Male	46-55	White British	
35	Aug-17	Likely				Over 65	White British	Do not publish
36	Aug-17	Likely	The standard of excellent service given. Would have no hesitation in recommending N.D. staff.	Better guidance to find the Gemini Suite.	Female	Over 65	White British	