

Endoscopy Suite - 'Friends and Family Test' - Jun-15 to Jul-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 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. | % | % | % |
| Jun-15 | 13 | 100.0 | 0.0 | 0.0 |
| Jul-15 | 9 | 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 | Jun | Extremely likely | They are all wonderful, so very nice. | Stay as you are - wonderful. | Female | over 65 | White British | No tick |
| 2 | Jun | Extremely likely | Very friendly but professional attention by all the staff. | | Male | 56-65 | White British | No tick |
| 3 | Jun | Extremely likely | I was treated very well - could not fault. | None. | | over 65 | White British | No tick |
| 4 | Jun | Extremely likely | The staff are lovely and all procedures are fully explained. The new suite is very bright and airy. | | Female | over 65 | White British | No tick |
| 5 | Jun | Extremely likely | Cheerful staff from reception to surgery - many thanks. | | | | | No tick |
| 6 | Jun | Extremely likely | Great care received. | | Female | 16-25 | White British | No tick |
| 7 | Jun | Extremely likely | Treated so well by all the staff. Treatment and afterwards all explained to me so well. | | Female | 56-65 | White British | No tick |
| 8 | Jun | Extremely likely | Lovely people, put at ease. | | Female | 56-65 | White British | No tick |
| 9 | Jun | Extremely likely | Everyone is supportive, and all questions, everyone is very kind and friendly, thank you. | | Female | 56-65 | White British | No tick |
| 10 | Jun | Extremely likely | Lovely clean ward. Staff | | Female | over 65 | White British | No tick |

| | | | | | | | | |
|----|-----|------------------|--|--------------------------------|--------|---------|---------------|---------|
| | | | members friendly and efficient and explain everything in detail, thank you. | | | | | |
| 11 | Jun | Extremely likely | Competent, friendly knowledgeable staff who put me at ease from arrival. Answered my questions with care and made the whole experience as good as could be expected. | | Male | 36-45 | White British | No tick |
| 12 | Jun | Extremely likely | | | Male | over 65 | White British | No tick |
| 13 | Jun | Extremely likely | I was very pleased by the short time which it took between my first meeting with the doctor and this appointment (only three days!). | | Female | over 65 | White British | No tick |
| 1 | Jul | Extremely likely | Very friendly and professional nursing and medical consultant staff. Very reassuring about the procedure. A great NHS experience! | Better reading material in WR. | Male | 26-35 | White British | No tick |
| 2 | Jul | Extremely likely | Brilliant & helpful nurses! | | Female | over 65 | White British | No tick |
| 3 | Jul | Extremely likely | Very helpful + friendly staff. Pleasant surroundings + comfortable. | | | 46-55 | White British | No tick |
| 4 | Jul | Extremely likely | Very kind & efficient staff. Excellent care throughout, procedures very well explained. Minimal waiting time. | None. | Male | over 65 | White British | No tick |

| | | | | | | | | |
|---|-----|------------------|---|---------|--------|---------|---------------|---------|
| 5 | Jul | Extremely likely | Wonderful staff & care. Thank you. | No. | Female | 56-65 | White British | No tick |
| 6 | Jul | Extremely likely | Everyone was marvellous. Did not feel a thing. Did not know the camera was inserted. | No way. | Male | over 65 | White British | No tick |
| 7 | Jul | Extremely likely | So very friendly and talked so that it was very understanding. | | Female | over 65 | White British | No tick |
| 8 | Jul | Likely | Good, kind staff, very relaxing suite before and after. Thank you for your care. | | | | | No tick |
| 9 | Jul | Likely | | | Male | over 65 | | No tick |