

### Endoscopy Suite - 'Friends and Family Test' - Jun-16 to Jul-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.       | %               | %                   | %   |
| Jun-16 | 1         | 100.0           | 0.0                 | 0.0   |
| Jul-16 | 1         | 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                   | The help + treatment I've received has been marvellous + all done very professionally while at the same time making me feel at ease. Also, my appointment came, through very quickly - no anxiety with a long wait. Thank you all for doing your utmost to put me at ease - you all give of your all + it is much appreciated. | No - I think everything is run very efficiently with extremely helpful - as always - staff!                         | Female | over 65 | White British |   |
| 1 | Jul   | Likely                             | Pleasant waiting area, comfortable chairs, helpful staff.  | Offer iced coffee after procedure - no need to wait for throat spray to wear off before they can have a nice drink! | Female | 56-65   | White British |   |