

Endoscopy Suite - Friends and Family Test - May-17 to Jun-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.	%	%	%
May-17	1	100.0	0.0	0.0
Jun-17	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	May-17	Extremely Likely	Receptionist C. was very welcoming, professional & friendly. Very clean waiting area. Nursing staff made eye contact with patient (my husband) and myself.	As a relative, felt confident that my husband would be well cared for in this very professional environment - clean & bright.	Male	56-65	White British	
1	Jun-17	Extremely Likely	Very receptive staff with a pleasant, professional manner. Good results.	Warn patients to use plenty of fruit juice in the Klean Prep.	Male	Over 65	White British	
2	Jun-17	Extremely Likely	Short waiting times. Friendly staff.		Male	Over 65	White British	