

Endoscopy Suite - Friends and Family Test - Sep-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. | % | % | % |
| Sep-17 | 34 | 100.0 | 0.0 | 0.0 |

Qualitative feedback

| | 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 | Extremely Likely | I have been coming here since 2013 & I have always found the staff most pleasant, kind & helpful. | | Female | Over 65 | White British | |
| 2 | Extremely Likely | From the receptionist thro' to the staff nurses & doctors, everyone was warm, calm & friendly. At each stage all the staff checked I had been properly informed as to what was going to happen. | | Female | 56-65 | White British | |
| 3 | Extremely Likely | All staff charming, friendly & most professional. | | | | | |
| 4 | Extremely Likely | Very informative and friendly staff. Procedure performed efficiently. | | Female | Over 65 | White British | |
| 5 | Extremely Likely | Efficient, courteous, friendly, kind staff at all levels. | | Female | 46-55 | White British | |
| 6 | Extremely Likely | Very friendly, clean and efficient. Thank you. | | Female | 56-65 | White British | |
| 7 | Extremely Likely | Staff were friendly, efficient, sympathetic. Very clear in their explanations of procedure. Gave good advice re: pre and aftercare. Concerned about comfort and dignity throughout. Everything was done on time. Professional. Thanks to all staff from reception to consultant. | Not qualified for this. Everything seems good. | Male | Over 65 | White British | |
| 8 | Extremely Likely | I was well informed and cared for at every stage of my process through the department. All staff were friendly and always willing to help and reassure me. Excellent! | How can anyone improve on this?! | Male | 56-65 | White British | |

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|----|------------------|---|--|--------|---------|--------------------|----------------|
| 9 | Extremely Likely | Every member of staff was very efficient, polite, chatty & supportive. A great team! Thanks. | Not about the service I received today. | Female | 36-45 | Other ethnic group | |
| 10 | Extremely Likely | If you will excuse the vernacular, everyone was [expletive omitted] marvellous. Thank you for kindness, efficiency. | Just keep up the kindly & considerate treatment of people who usually feel very vulnerable at this time. | Female | Over 65 | White British | |
| 11 | Extremely Likely | | | Female | Over 65 | White British | Do not publish |
| 12 | Extremely Likely | Friendly, caring and respectful staff. | None. | Female | 56-65 | White British | |
| 13 | Extremely Likely | Thank you all for being so kind, very helpful. [Name withheld]. | | Female | Over 65 | White British | |
| 14 | Extremely Likely | Because of the kindness, consideration and professionalism displayed by all members of the Endoscopy team. | In this age of computer technology why is there such a mountain of paperwork to fill in to get admitted/released? Check your requirements. | Male | Over 65 | White British | |
| 15 | Extremely Likely | All the staff were very caring & made me feel at ease. | | Female | Over 65 | White British | |
| 16 | Extremely Likely | Not something I would recommend exactly. However, staff all kind, considerate and, for an embarrassing procedure (it is nude) as little embarrassing as possible. Very professionally handled at all times. | | Female | 46-55 | White British | |
| 17 | Extremely Likely | All of the staff were helpful, friendly and very, very good at their jobs. The ward & the operation room were clean (very) & very comfortable. | It is very good and it is difficult to see anything to improve at moment. | Male | Over 65 | White British | |
| 18 | Extremely Likely | Very caring staff & very pleasant experience. | | Male | Over 65 | White British | |
| 19 | Extremely Likely | Excellent treatment. | | | | | |
| 20 | Extremely Likely | Everyone was really lovely. Put you at your ease. Thank you to all. | | Female | 46-55 | White British | |

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|----|------------------|--|--|--------|---------|---------------|--|
| 21 | Extremely Likely | The whole team working together, very caring staff. | More toilets in unit. | Female | 56-65 | White British | |
| 22 | Extremely Likely | Great nurses, friendly atmosphere, made to feel relaxed, tea 10/10, very clean ward. | | Male | Over 65 | White British | |
| 23 | Extremely Likely | Wonderful staff showing such kindness & understanding. | | Female | Over 65 | White British | |
| 24 | Extremely Likely | All staff were brilliant, everything explained well & care & attention was 1st class. | | Female | 56-65 | White British | |
| 25 | Extremely Likely | Nurses are so kind and put you at ease. | | Female | Over 65 | White British | |
| 26 | Extremely Likely | Friendly staff - felt at ease all through my procedure. | I was 6 months overdue. More staff to cover so that the waiting list is not so long. | Female | 36-45 | White British | |
| 27 | Extremely Likely | The whole experience was not as bad as I thought and all the staff put me at my ease. No complaints about anything. | None. | Female | Over 65 | White British | |
| 28 | Extremely Likely | Felt very well cared for, kept appraised of everything that was going to take place & along the way during the procedure. Aftercare following scope excellent. | None - seemed pretty perfect to me! | Female | 56-65 | White British | |
| 29 | Extremely Likely | Made to feel relaxed and comfortable. Staff kind and helpful. 10/10. | | Male | 56-65 | White British | |
| 30 | Extremely Likely | Very reassuring & helpful members of staff explained all about what was to happen which left me relaxed. Thank you very much. | You are the best. | Male | Over 65 | White British | |
| 31 | Extremely Likely | All staff/consultants are perfect in putting you at ease in a procedure which can be very daunting. | Can't improve a department that is working perfectly!! | | Over 65 | White British | |
| 32 | Extremely Likely | Delightful & knowledgeable staff. A joy to meet them. [Name withheld]. | | Male | Over 65 | White British | |

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|----|------------------|---|--|--------|-------|---------------|--|
| 33 | Extremely Likely | The staff were very helpful & reassuring. [Name withheld] was very helpful & kind. So sorry there is a long wait when petrified (I had endoscopy). | | | | | |
| 34 | Extremely Likely | My experience today was one of a clean, organised and supportive system. All nurses were very kind. Seen promptly. Good, clear information given to me pre & post procedure. Well done NHS. | | Female | 46-55 | White British | |