

Endoscopy Suite - Friends and Family Test - Oct-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.	%	%	%
Oct-17	42	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	All staff members were very welcoming, gave us good advice, instructions and, most of all, listened and explained well all aspects of the procedure. Made us feel we were important to them as a whole person and were very reassuring. Great post-op care and assistance. Thank you so much.	More availability to talk to a member of staff. My only problem was that I was unable to speak to someone, only leave a message. Prompt help and assistance when person answered the message the next day.	Female	Over 65	White British	
2	Extremely Likely	Efficient, caring treatment from all staff.	No.	Female	Over 65	White British	
3	Extremely Likely	All the nurses were really friendly & kind & put you at your ease. Thank you.					
4	Extremely Likely	Very pleasant staff, thorough. Listened to my questions and answered them where they could. All very attentive. Dr. did a great job with colonoscopy and gave me time to talk & ask questions. Procedure well-explained and much easier & quicker than I'd expected. Thank you to all the staff.			56-65	White British	
5	Extremely Likely			Male	Over 65	White British	
6	Extremely Likely	Thoughtful, considerate staff. Maximise putting you at your ease throughout. Efficiency in the procedure room whilst still being considerate & again putting you at your ease.	Better signposting to the unit.	Female	Over 65	White British	

7	Extremely Likely	Highly professional, so kind & supportive. Despite my worries, I leave with my dignity intact! Thanks so much, everyone. x		Female	46-55	White British	
8	Extremely Likely	Staff made me feel at ease and fully ensured I knew what to expect/would happen at each stage. Explained options for pain relief fully & did not force you to having a certain type. Lovely, clean wards & toilets. Music takes mind off procedure (on & off but does help with mind). Thanks to [name withheld] especially.		Female	26-35	White British	
9	Extremely Likely	You are all wonderful! Thank you!		Male	Over 65	White British	
10	Extremely Likely	Nice people - easy atmosphere.	Did have to wait a bit long.	Female	Over 65	White British	
11	Extremely Likely	It was a quiet, reassuring atmosphere and the staff were calm and pleasant. Bearing in mind the nature of the procedure, I was very comfortable with the whole experience.		Female	46-55	White British	
12	Extremely Likely	The very caring staff I have met today. I have been here on several occasions.	The only thing would be the waiting time.	Female	Over 65	White British	
13	Extremely Likely	Staff are very kind & helpful, understanding. 10/10.	Service is excellent.	Female	Over 65	White British	
14	Extremely Likely	Completely felt at ease with all the lovely staff. [Name withheld] and team were fab. Thank you so much from [name withheld].		Female	46-55	White British	
15	Extremely Likely	Very friendly, caring, empathetic staff. Good explanation of procedure. Very professional.		Male	56-65	Other ethnic group	
16	Extremely Likely	Looked after by very pleasant staff. Thanks.	No.	Male	Over 65	White British	

17	Extremely Likely	Friendly, professional team.		Female	56-65	White British	
18	Extremely Likely	The staff are extremely kind and professional and you are made to feel at ease.		Female	36-45	White British	
19	Extremely Likely			Male	56-65	White British	Do not publish
20	Extremely Likely	Exceptional service and communication from all concerned in the procedure. Very clean environment and friendly staff all thorough the procedure.	None.	Male	Over 65	White British	
21	Extremely Likely						
22	Extremely Likely	2 visits in 5 days. The staff were absolutely fantastic on both occasions.			46-55	White British	
23	Extremely Likely	Very friendly but professional care. Everything very well explained.		Female	56-65	White British	
24	Extremely Likely	The staff were wonderful and understanding, explaining what was going to happen and reassuring you all the way.		Female	56-65	White British	
25	Extremely Likely	Made to feel relaxed. Everything explained and you are put at ease. Friendly staff. Relaxed.	None!	Male	Over 65	White British	
26	Extremely Likely	Everyone was so helpful and kind. [Name withheld].		Female	Over 65	White British	
27	Extremely Likely	The whole service from this department was excellent, prompt, friendly & efficient. At all times I was made welcome and relaxed.	Works very well already.	Female	Over 65	White British	
28	Extremely Likely	Very kind and understanding.		Female	Over 65	White British	
29	Extremely Likely	I found all the staff were very friendly and did their best to put me at ease as I had not had this procedure before.		Female	Over 65	White British	
30	Extremely Likely	Very calm. Very clear instructions. Very professional, friendly,		Female	36-45	Other ethnic group	

		reassuring.					
31	Extremely Likely	Very friendly and professional people who put you at ease and treat you as a person and not just a number passing through.	None.	Male	Over 65	White British	
32	Extremely Likely	Friendly staff, clean environment & comfortable.	The endoscopy dept. was not well signposted after the first one directing you right alongside A&E.	Male	56-65	White British	
33	Extremely Likely	I was extremely nervous about having a colonoscopy but the staff made me feel very relaxed about the whole procedure. My treatment throughout was excellent.	No, I think everything is great from nurses & consultant.	Female	Over 65	White British	
34	Extremely Likely	Everyone so friendly & put me at my ease.		Female	Over 65	White British	
35	Extremely Likely	Throughout the process I was made comfortable and felt secure at all times. The staff, as usual, were fantastic, you always need a smile in hospital & they were never left wanting.		Male	Over 65	White British	
36	Extremely Likely	Everyone was kind, friendly and got on with their jobs in a very caring way. Just hope the Prime Minister will see sense and look after all of you.		Female	56-65	White British	
37	Extremely Likely			Male	Over 65	White British	Do not publish
38	Extremely Likely	What a pleasure!! From reception to discharge I cannot fault the attention I was given. Friendly, caring, concerned and reassuring staff.	Not a lot!!!	Male	Over 65	White British	
39	Extremely Likely	Staff were friendly, informative, put you at ease. Very pleased in how I was treated today. From my		Male	Over 65	White British	

		perspective, another good NHS experience. I don't know why people criticise it as it does fantastic given a growing population.					
40	Extremely Likely	Well looked after!	No!	Female	Over 65	White British	
41	Extremely Likely	Yes, I was treated extremely kindly & everything was explained clearly. All the staff were so friendly and couldn't have been more attentive. It was a straightforward experience & I would never worry to have this procedure again.	I think this department is one of the most efficient experienced in NDDH. Everything went smoothly. Everyone was so kind.	Female	Over 65	White British	
42	Likely	All staff helpful and sympathetic but, unfortunately, long waiting time.		Male	Over 65	Other ethnic group	