

Endoscopy Suite - Friends and Family Test - Nov-17 to Dec-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.	%	%	%
Nov-17	41	100.0	0.0	0.0
Dec-17	42	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	Nov-17	Extremely Likely	Friendly, quality nurses. Relaxed environment. Service provided was second to none.		Male	46-55	White British	
2	Nov-17	Extremely Likely	Very friendly staff.		Female	56-65	White British	
3	Nov-17	Extremely Likely	Staff all very efficient & friendly.	Keep up the high standard.	Male	Over 65	White British	
4	Nov-17	Extremely Likely	Very pleasant staff. Made me feel relaxed and comfortable. 10/10. Good cup of tea!!		Female	46-55	White British	
5	Nov-17	Extremely Likely	Pardon the pun but mine was a [omitted] job to do but done so efficiently and with much care. Everyone so good at their job. Thank you.	None - it's all so good.	Male	46-55	White British	
6	Nov-17	Extremely Likely	The kindness, love & care given was exemplary. The procedure was painless & not worth all the worry I had given to it. Thank you to you all.					
7	Nov-17	Extremely Likely	A) The friendly reception, efficiency and care experienced at all stages of the procedure. B) And in my case, the prompt reassurance of communication of results. Thank you.	None.	Male	Over 65	White British	
8	Nov-17	Extremely Likely	Lovely nurses and doctor. Everything was explained to me in detail. Thank you.					
9	Nov-17	Extremely Likely	Fantastic staff - efficient, friendly, put me at ease, also understood my 'pain		Female	46-55	White British	

			needs! Lovely ladies. Give them a pay rise.					
10	Nov-17	Extremely Likely	Everyone very helpful & pleasant.		Male	Over 65	White British	
11	Nov-17	Extremely Likely	Very friendly, efficient. You are told what's happening all the way through procedure. [Illegible] excellent.	No. Very thorough. Good people skills - all staff.	Male	Over 65	White British	
12	Nov-17	Extremely Likely	Very friendly - explained everything. Put me at ease. Very clean & friendly environment. Thank you.	No suggestions required.	Female	46-55	White British	
13	Nov-17	Extremely Likely	Everyone treated me so well from the reception, all staff to the doctor and made me feel very good. Thank you all.	A nice bit of toast would go down well with the tea.	Male	Over 65	White British	
14	Nov-17	Extremely Likely	Everyone has been very helpful & caring and every aspect/stage has been well explained with great care & cheery detail & everyone clearly knows their job & role very well.	None.	Male	46-55	White British	
15	Nov-17	Extremely Likely	Excellent service. Every member of staff was very considerate and caring. The procedure was done efficiently and very well - all my needs were looked after and I am very pleased. Excellent service. I am so pleased with our hospital here.	Excellent service. Thank you for all the staff.	Female	Over 65	White British	
16	Nov-17	Extremely Likely	Everyone is so willing to help - almost to the point of fussing!		Male	Over 65	White British	
17	Nov-17	Extremely Likely	All staff efficient & friendly. Calm place to be - very reassuring.	No - excellent.	Female	Over 65	White British	
18	Nov-17	Extremely Likely	So nice.			46-55	White British	
19	Nov-17	Extremely Likely	Fast. Efficient. Lovely staff.		Female	46-55	White British	
20	Nov-17	Extremely Likely	Treated with dignity and professionalism throughout. Very friendly and helpful.		Male	Over 65	White British	

21	Nov-17	Extremely Likely	1) All staff very good and helpful. 2) It's been a pleasure on this ward. 3) Can I come again?		Male	Over 65	White British	
22	Nov-17	Extremely Likely	Great care & attention.					
23	Nov-17	Extremely Likely	All of the people that I have been in contact with have been friendly and very helpful. Thanks to all concerned.		Male	Over 65	White British	
24	Nov-17	Extremely Likely	Pleasant staff. Well and cheerfully looked after - hated the treatment.		Male	Over 65	White British	
25	Nov-17	Extremely Likely	Friendly staff put me at ease during my visit.		Male	46-55	White British	
26	Nov-17	Extremely Likely	Treated very kindly. Staff great.		Female	56-65	White British	
27	Nov-17	Extremely Likely	Fantastic staff - all of them.	Cannot be improved.		Over 65	White British	
28	Nov-17	Extremely Likely	Being professional, kind and courteous.		Male	56-65	White British	
29	Nov-17	Extremely Likely	Fantastic staff. Lovely, clean/modern ward.					
30	Nov-17	Extremely Likely	First time. Everyone so kind, I felt very relaxed. Thank you to all the staff for the care I was given. Merry Christmas to everyone. [Name withheld].	You have a good service to everyone.	Female	Over 65	White British	
31	Nov-17	Extremely Likely	Friendly, reassuring staff.					
32	Nov-17	Extremely Likely	Very pleasant & kind staff. I felt I was well looked after.	Telling the patient when the procedure will start.	Male	56-65	White British	
33	Nov-17	Extremely Likely	Good, individual care. Speedy. Very professional.	None.		56-65	White British	
34	Nov-17	Extremely Likely	Friendly/helpful. Explained procedure clearly. Put you at ease. Not embarrassed. Looked after me beautifully.	No - perfect as you are.	Female	46-55	White British	
35	Nov-17	Extremely Likely	Really friendly, caring staff. Explain things very well. Do everything to					

			make you feel comfortable. Thank you.					
36	Nov-17	Extremely Likely	Very friendly staff and very helpful. Nice to see smiley faces.	None - apart from more staff needed.	Female	46-55	White British	
37	Nov-17	Extremely Likely	Helpful, caring staff. Well organised. Approachable & friendly procedure/process explained clearly at all times.					
38	Nov-17	Extremely Likely	I asked for gas & air which I was given as usual. Without it, I find the procedure extremely painful. This time hardly any pain at all. The nurses were extremely kind and understanding.	None at all. Thank you.	Male	Over 65	White British	
39	Nov-17	Extremely Likely	Staff are top class.		Male	56-65	White British	
40	Nov-17	Extremely Likely	Everyone was so friendly. The procedure was smooth and everyone was thoughtful and attentive. I felt very safe. Thank you to all concerned.		Female	56-65	White British	
41	Nov-17	Likely	Pleasant experience overall, considering I was very nervous.		Female	Over 65	White British	
1	Dec-17	Extremely Likely	Friendly, friendly and made me feel very at ease. Thank you x.		Female	46-55	White British	
2	Dec-17	Extremely Likely			Female	Over 65	White British	Do not publish
3	Dec-17	Extremely Likely	Everyone was so lovely and caring.	No, nothing.	Female	Over 65	White British	
4	Dec-17	Extremely Likely	Excellent care from all staff with attention to detail.		Male	36-45	White British	
5	Dec-17	Extremely Likely	Very friendly staff. Relaxed atmosphere. All helped to put me at ease. All very efficient. Kept informed, as well.	Seems good already.	Male	56-65	White British	
6	Dec-17	Extremely Likely	Very friendly, reassuring and thoroughly professional service.		Male	Over 65	White British	
7	Dec-17	Extremely Likely	Staff are so nice, totally professional and compassionate. The procedure	Suggest cancelling MoviPrep & offering colonic washout instead!	Female	Over 65	White British	

			wasn't as bad as anticipated.					
8	Dec-17	Extremely Likely	Friendly, efficient and polite staff.		Male	46-55	White British	
9	Dec-17	Extremely Likely	First class service.					
10	Dec-17	Extremely Likely	Extremely well organised. Clean. Friendly, helpful staff.	None.	Male	56-65	White British	
11	Dec-17	Extremely Likely	Very friendly staff & a stress-free environment.		Female	Over 65	White British	
12	Dec-17	Extremely Likely	Caring, reassuring staff. Making the experience as pleasant as possible. Aftercare very good. Also, the procedure as painless as possible.	None.	Female	Over 65	White British	
13	Dec-17	Extremely Likely	Could not fault the attention I received. Thank you.		Female	Over 65	White British	
14	Dec-17	Extremely Likely	The best, best ever.		Female	Over 65	White British	
15	Dec-17	Extremely Likely	Very attentive, friendly & caring staff.		Male	Over 65	White British	
16	Dec-17	Extremely Likely	I suffer from anxiety and panic attacks and depression. The staff made me feel totally safe and relaxed to make my experience much more easy. Thank you all. [Name withheld].					
17	Dec-17	Extremely Likely	Everyone was so friendly and helpful, especially [name withheld] who was lovely in making me feel at ease.		Female	46-55	White British	
18	Dec-17	Extremely Likely	Very efficient service. I was treated politely and with respect and patience. The treatment I had was nothing to be feared.					
19	Dec-17	Extremely Likely	Things were all good. Every nurse on ward was really good. Overall, the whole [illegible] was fine with the care I got on the ward. Good doctors as well. I was really happy.		Female	56-65	Asian / Asian British	

20	Dec-17	Extremely Likely	All staff friendly and helpful. Student practitioner, in particular, was kind and caring.	No.	Female	Over 65	White British	
21	Dec-17	Extremely Likely	I was seen in A&E on the 5th November, by the consultant on the 6th and received an appointment for a sigmoidoscopy on the 27th November. I cannot fault the system but, more importantly, the care given by the staff in the endoscopy service.			Over 65	White British	
22	Dec-17	Extremely Likely	Calm, friendly staff who made me feel at ease and confident. Thank you!		Female	56-65	White British	
23	Dec-17	Extremely Likely	Everyone really friendly, reassuring.		Male	56-65	White British	
24	Dec-17	Extremely Likely	Friendly and have time for you.			Over 65	White British	
25	Dec-17	Extremely Likely	Staff are very polite, always helpful & take time with patient to help & relax when nervous. Never have any problems at all.					
26	Dec-17	Extremely Likely	The staff are so very friendly and caring. Very informative. Look after you every step of the way which is very relaxing. Top marks to them all.	The government keep the service open and invest in them so they can keep their good work up. Well done to you all.	Male	46-55	White British	
27	Dec-17	Extremely Likely	Very efficient, kind department. Always good. Thank you.	No.	Male	Over 65	White British	
28	Dec-17	Extremely Likely	I am an anxious patient but all the staff made me feel well looked after. Thank you!	Keep it up!	Female	56-65	White British	
29	Dec-17	Extremely Likely	Well looked after & happy staff!		Female	36-45	White British	
30	Dec-17	Extremely Likely	Staff extremely cheerful and efficient.	Shorten waiting times - but difficult I know.	Male	Over 65	White British	
31	Dec-17	Extremely Likely	The staff make a horrible procedure so much better by just being amazing, caring & nice. Thank you.		Female	36-45	White British	

32	Dec-17	Extremely Likely	Very friendly & reassuring staff.	Adjust the heating controls when the weather is warm.	Female	46-55	White British	
33	Dec-17	Extremely Likely	Everyone put me at ease & were lovely.		Female	46-55	White British	
34	Dec-17	Extremely Likely	Made to feel very comfortable. All staff extremely helpful and kind. Felt really relaxed and assured. Credit to NHS.		Male	Over 65	White British	
35	Dec-17	Extremely Likely	Having just had the procedure myself, I have found all staff, from entry to exit, excellent.		Male	56-65	Other ethnic group	
36	Dec-17	Extremely Likely	Informative & attentive in all that they did. Friendly & caring.		Male	56-65	White British	
37	Dec-17	Extremely Likely	Very caring staff made you feel at ease.		Female	56-65	White British	
38	Dec-17	Extremely Likely	Very well cared for by the staff. Quick appt. and everything explained very well.	Fix the heating! Very cold in the unit.	Female	56-65	White British	
39	Dec-17	Extremely Likely	Very satisfied with the care & support by all the staff. Well done.	No.	Male	Over 65	White British	
40	Dec-17	Likely	Amazing improvement compared to my experience 5 years ago!!		Male	Over 65	White British	
41	Dec-17	Likely			Male	16-25	White British	
42	Dec-17	Likely	Was treated with kindness & understanding & my concerns were listened to. Thank you.		Female	Over 65	White British	