

Endoscopy Suite - Friends and Family Test - Jan-18 to Feb-18

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.	%	%	%
Jan-18	84	100.0	0.0	0.0
Feb-18	98	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	Jan-18	Extremely Likely	Staff all very kind, caring and gave time and attention to me.		Female	26-35	White British	
2	Jan-18	Extremely Likely	All staff very friendly, reassuring, helpful & caring at all times.		Male	Over 65	White British	
3	Jan-18	Extremely Likely	Easy & relaxing atmosphere, yet with professional detail. Feeling of confidence.		Male	Over 65	White British	
4	Jan-18	Extremely Likely	Friendly and efficient.	N/A.	Male	56-65	White British	
5	Jan-18	Extremely Likely	Everyone was very friendly, which helps make people feel relaxed. Explained everything thoroughly.		Female	46-55	White British	
6	Jan-18	Extremely Likely	The staff were helpful, concerned, freely gave helpful information and were extremely positive.	Impeccable.	Female	Over 65	White British	
7	Jan-18	Extremely Likely	Everyone was very friendly, helpful and reassuring. The process was executed with utmost professionalism and efficiency. Full care!	No.		56-65	White British	
8	Jan-18	Extremely Likely	Friendly, warm welcome.	No.	Male	46-55	White British	
9	Jan-18	Extremely Likely	All staff were extremely professional and put me at ease.		Female	56-65	White British	
10	Jan-18	Extremely Likely	Very well organised, kind & professional staff - all very reassuring! Thank you all. x	Dept. a bit cold!	Female	Over 65	White British	
11	Jan-18	Extremely Likely	Friendly, polite and very helpful. Made my short very relaxing and reassuring.		Male	46-55	White British	

12	Jan-18	Extremely Likely	All staff kind and friendly.		Male	Over 65	White British	
13	Jan-18	Extremely Likely	I was so nervous. Every person was very professional and understanding. Good care and very nice people.		Female	46-55	White British	
14	Jan-18	Extremely Likely	Kind, informative.		Female	46-55	White British	
15	Jan-18	Extremely Likely	Nurses & doctors kind and helpful. Very understanding.		Female	46-55	White British	
16	Jan-18	Extremely Likely	Everyone was polite, friendly & very helpful.		Female	Over 65	White British	
17	Jan-18	Extremely Likely	Lovely staff, friendly, reassuring, plenty of opportunities to ask questions but no need as everything is explained fully, Thank you.					
18	Jan-18	Extremely Likely	All the staff were brilliant - thank you.		Male	56-65	White British	
19	Jan-18	Extremely Likely	1) Nice to be in the capable hands of a first class team. 2) Treated as a human being as opposed to a pain in the butt. 3) Well looked after from start to finish of procedure.	You can't improve perfection.	Male	Over 65	White British	
20	Jan-18	Extremely Likely	All my anx was completely taken away by the professionalism of everyone here. A huge thank you.		Male	56-65	White British	
21	Jan-18	Extremely Likely	Everyone in Gemini are very professional. But they also treat you not just as another number passing through, but a person who matters and you are treated with kindness and a smile which matters.	None.	Male	Over 65	White British	
22	Jan-18	Extremely Likely	The expertise of all the staff is perfect.	The department and service does not need improving!!		Over 65	White British	
23	Jan-18	Extremely Likely	Staff helpful, friendly & showed respect & dignity throughout the procedure.		Female	46-55	White British	
24	Jan-18	Extremely Likely	Very helpful, caring. Thank you.		Female	26-35	White British	
25	Jan-18	Extremely Likely	The nurses and the rest of team were all very friendly and professional. They really made me feel at ease and made	Pay the staff more as they all work very hard.	Female	46-55	White British	

			sure I was ok throughout my whole visit.					
26	Jan-18	Extremely Likely	Very kind & courteous staff. Put me at ease. Very professional.		Female	26-35	White British	
27	Jan-18	Extremely Likely	Helpful and efficient.		Male	56-65	White British	
28	Jan-18	Extremely Likely	Very, very good, caring and a friendly manner. Thank you.	It would be very difficult - excellent care.	Male	Over 65	White British	
29	Jan-18	Extremely Likely	Everyone very friendly and efficient and understanding.					
30	Jan-18	Extremely Likely	Excellent service, everyone that I came into contact with. Staff nurse [name withheld], paramedic [name withheld], nurse [name withheld], nurses during the procedure. Professional & friendly & very informative. Thank you from [name withheld].		Female	56-65	White British	
31	Jan-18	Extremely Likely	Friendly staff who are reassuring to the patient.	Pretty slick already.	Male	46-55	White British	
32	Jan-18	Extremely Likely	Kind, caring, efficient staff. Clean, pleasant surroundings. Efficient process. Thank you for looking after me.		Female	56-65	White British	
33	Jan-18	Extremely Likely	Everyone very kind and helpful.		Female	Over 65	White British	
34	Jan-18	Extremely Likely	Super-friendly staff, put any concerns to rest, efficient & caring.	None.	Male	26-35	White British	
35	Jan-18	Extremely Likely	I have been treated with great respect and deep concern by everybody who I have met as well as the surgeon who I am [illegible] has great skills and warmth.					
36	Jan-18	Extremely Likely	I think the screening is important, conducted by friendly staff who made the appointment as easy as it can be.		Male	46-55	White British	
37	Jan-18	Extremely Likely	Because everyone was very kind, & helpful & friendly. Thank you.			Over 65	White British	
38	Jan-18	Extremely Likely	Very kind & gentle, very private, great.		Female	Over 65	White British	
39	Jan-18	Extremely Likely	Very well [illegible]. 100% good nurses. Plus 50%. Great doctor. Will come any	Toast.	Male	56-65	White British	

			time. Thank big time.					
40	Jan-18	Extremely Likely	We have always found the staff very helpful and put our minds at rest. We thank you all for your kindness and help.			Over 65	White British	
41	Jan-18	Extremely Likely	Very helpful staff. Very friendly atmosphere. Nothing too much trouble. Everything explained fully in a way that was easily understood. All the staff very professional. Well done!!		Female	56-65	White British	
42	Jan-18	Extremely Likely	They are very polite and kind and worth all their money & more.		Female	56-65	White British	
43	Jan-18	Extremely Likely	The care from beginning to end was first class - professional but friendly - lovely team who answered all my questions and reassured me completely. Top class service. Thank you to everyone involved in looking after me.		Female	46-55	White British	
44	Jan-18	Extremely Likely	Friendly, professional and efficient attention.		Male	56-65	White British	
45	Jan-18	Extremely Likely	The staff are very friendly and make you feel very at ease.		Female	56-65	White British	
46	Jan-18	Extremely Likely	Everyone is always very friendly, gentle and nice. All runs very smoothly.					
47	Jan-18	Extremely Likely	I found everyone caring & helpful, friendly.		Female	Over 65	White British	
48	Jan-18	Extremely Likely	The staff were very friendly & put you at ease, especially when you are feeling very nervous. Everything was explained in understandable language. Well done everyone.					
49	Jan-18	Extremely Likely	All staff very nice.		Female	Over 65		
50	Jan-18	Extremely Likely	Friendly, efficient staff. Very helpful. Unit is very clean. Made welcome.					
51	Jan-18	Extremely Likely	The biscuits were excellent! Seriously - the professionalism of all the staff throughout.			Over 65	White British	

52	Jan-18	Extremely Likely	Very friendly staff who looked after me very well. Thank you.		Male	46-55	White British	
53	Jan-18	Extremely Likely	Approachable staff - options explained fully. Caring approach, setting patient at ease. Procedure performed swiftly, patient encouraged at all times.	There was a time delay getting here. I had convinced myself I was seriously ill - anxiety due to on-going pressure, I guess.	Male	56-65	White British	
54	Jan-18	Extremely Likely	Very friendly & efficient staff. Also, very caring. Thank you to all.		Female	Over 65	White British	
55	Jan-18	Extremely Likely	Very friendly, making you at ease. Clean and well looked after.			Over 65	Other ethnic group	
56	Jan-18	Extremely Likely	Very happy with the way I was treated.		Male	56-65	White British	
57	Jan-18	Extremely Likely	Excellent care and attention. I cannot fault anything.			Over 65	White British	
58	Jan-18	Extremely Likely	This is a great department. They always look after me very well & always cheerful & reliable. Many thanks again.	No.	Female	56-65	White British	
59	Jan-18	Extremely Likely	I was very apprehensive about coming in for the procedure, but the staff were really supporting and explained everything and made me feel at ease. Thank you.	Already good.		56-65	White British	
60	Jan-18	Extremely Likely	Excellent care from start to finish.		Male	56-65	White British	
61	Jan-18	Extremely Likely	Attentive, empathetic staff. Make you feel relaxed & confident. As always, a good experience.					
62	Jan-18	Extremely Likely	Very important to get yourself checked as I did today.		Male	46-55	White British	
63	Jan-18	Extremely Likely	Everyone was so friendly, put me at my ease.		Female	Over 65	White British	
64	Jan-18	Extremely Likely	Everyone was extremely helpful & friendly. All aspects of the procedure were explained. I had sedation and wasn't even aware that the procedure took place. Nurses ensured I was fit to leave before departure.	Outside waiting room could be made nicer.	Female	56-65	White British	
65	Jan-18	Extremely Likely	Excellent care from all the staff - 5-star.	Nothing.	Male	Over 65	White British	

66	Jan-18	Extremely Likely	Very kind and helpful. Friendly and very reassuring.		Female	Over 65	White British	
67	Jan-18	Extremely Likely	Bright, cheerful staff who explain every step of procedures and put you at ease and look after you and make you feel special. Cannot fault anything.		Female	Over 65	White British	
68	Jan-18	Extremely Likely	Very professional team - very kind & caring & efficient.	Suggest to Endoscopy patients to bring in a snack for afterwards to have with their tea. After starving for 26 hours, a biscuit was not enough.	Female	56-65	White British	
69	Jan-18	Extremely Likely	Care from time of arrival through Endoscopy & pre and post-test were exceptional. Thank you.	No.	Female	Over 65	Other ethnic group	
70	Jan-18	Extremely Likely	I couldn't have had better care from the nurses and the skill of the people carrying out the procedure was staggeringly excellent. I came in fearful and the nurses gave me confidence to feel calm and have the procedure without needing to use the cannula put there as my fear safeguard - what a good idea! Thanks to everyone. [Name withheld].					
71	Jan-18	Extremely Likely	Very friendly staff that make you feel relaxed. No waiting for hours.		Female	56-65	White British	
72	Jan-18	Extremely Likely	The kind care from all staff. Always on the ball.	No.	Female	56-65	White British	
73	Jan-18	Extremely Likely	Very friendly, helpful staff. Everything explained clearly. A very clean and calm environment. Thank you.			46-55	White British	
74	Jan-18	Extremely Likely	Always prompt, well looked after. Nothing too much & very caring. A pleasant stay, especially as I was a little anxious.		Female	46-55	White British	
75	Jan-18	Extremely Likely	Very professional, caring staff and fortunate to be treated promptly in view		Female	Over 65	White British	

			of other problems in NHS at moment.					
76	Jan-18	Extremely Likely	I was very worried about the procedure, but the staff are all very calming. The entinox helped!		Female	46-55	White British	
77	Jan-18	Extremely Likely	Thorough explanation & advice throughout whole procedure - reassuring.		Female	Over 65	Asian / Asian British	
78	Jan-18	Extremely Likely	Thank you for making an anxious event so much better than anticipated. I appreciated your kindness and friendliness highly. Very many thanks to [name withheld] and his excellent team of staff helping him.	No - all fabulous.	Female	46-55	White British	
79	Jan-18	Extremely Likely	Excellent, sensitive care and attention. Helpful explanation given as well as reassurance. Thank you, wonderful staff.	Keep being so caring & kind.	Female	Over 65	White British	
80	Jan-18	Extremely Likely	Excellent care, efficient and organised with all staff working in a very pleasant manner. 10/10 for everything. Thank you. Hygiene also an excellent standard.					
81	Jan-18	Extremely Likely	Staff attentive, helpful & friendly, nice atmosphere. The treatment from the whole of Endoscopy suite. Well done to everyone.		Female	Over 65	White British	
82	Jan-18	Extremely Likely	Lovely staff. Relaxed atmosphere. Good information, I was kept well informed.		Female	56-65	White British	
83	Jan-18	Likely			Female	56-65	White British	Do not publish
84	Jan-18	Likely	Staff friendly and helpful. I felt very relaxed.	None.	Female	36-45	White British	
1	Feb-18	Extremely Likely	All staff from reception to discharge, doctors & nurses were amazing, calm, warm & caring.		Female	46-55	White British	
2	Feb-18	Extremely Likely	The extremely nice and efficient staff who make you feel at ease in pleasant surroundings.		Female	Over 65	White British	
3	Feb-18	Extremely Likely	Friendly, helpful & efficient staff.		Female	Over 65	White British	

4	Feb-18	Extremely Likely	All staff very helpful and pleasant. Checks and procedures carried out in a caring and efficient way. Best hospital I have been in.	Everything was first class. Keep on doing what you are doing. From a patient's you are excellent in every way.	Male	Over 65	White British	
5	Feb-18	Extremely Likely	[Illegible] staff. All explained very well. Whole procedure not as uncomfortable as expected. Thank you.					
6	Feb-18	Extremely Likely	Reassuring me about procedure. Friendly & caring.		Female	46-55	White British	
7	Feb-18	Extremely Likely		Suggest you tell patients that there may be a delay in procedure if there is a trainee doctor present.	Male			
8	Feb-18	Extremely Likely	Good explanations - well structured. Care taken around information and pain. Very smooth.	N/A.		56-65	White British	
9	Feb-18	Extremely Likely	Always impressed with the level of care & respect provided.	Appears well organised.	Female	56-65	White British	
10	Feb-18	Extremely Likely	Staff friendly and caring and very efficient. Everything was explained to me clearly.					
11	Feb-18	Extremely Likely	First class care by everybody. My thanks to all. [Name withheld].		Male	Over 65	White British	
12	Feb-18	Extremely Likely	Fab.		Female	56-65	White British	
13	Feb-18	Extremely Likely	Superb care by amazing staff.	More funding for NHS.	Male	46-55	White British	
14	Feb-18	Extremely Likely	Very friendly & helpful. Made the whole experience less painful. Thanks. xx					
15	Feb-18	Extremely Likely	Very polite and friendly nurses and doctor. Very calm & professional. Thank you!	No.	Male	46-55	White British	
16	Feb-18	Extremely Likely	Very friendly staff. Felt very relaxed & comfortable during my stay.		Male	36-45	White British	
17	Feb-18	Extremely Likely	Very friendly & caring staff. Didn't have to wait too long.		Female	16-25	White British	
18	Feb-18	Extremely Likely	Lovely, caring staff throughout the ward.					
19	Feb-18	Extremely Likely	Excellent care.	When providing the liquid	Male	Over 65	White British	

				(anal) enema to explain it is not so powerful as the enema that you drink. This would allay concern as to taking it & whether effective.				
20	Feb-18	Extremely Likely		No - everything well organised.	Male	Over 65	White British	
21	Feb-18	Extremely Likely	The staff very good and after treatment. Also, very good cup of tea.	Service very good as it is.	Male	56-65	White British	
22	Feb-18	Extremely Likely	Very good. Care excellent. Nurses great.		Male	Over 65	White British	
23	Feb-18	Extremely Likely	Helpful, kind and professional nurses.		Female	Over 65	White British	
24	Feb-18	Extremely Likely	Kind staff, put you at ease.		Female	Over 65	White British	
25	Feb-18	Extremely Likely	Very helpful & friendly, thank you.		Female	Over 65	White British	
26	Feb-18	Extremely Likely	Good information, pleasant surroundings, quality nursing.	Maybe additional signs to the entrance.	Male	Over 65	White British	
27	Feb-18	Extremely Likely	Good attention from all the nurses. [Name withheld].		Female	Over 65	White British	
28	Feb-18	Extremely Likely	Staff kind & reassuring.	No.		Over 65	White British	
29	Feb-18	Extremely Likely	Terrifically good service. Very well looked after, as always. Thanks to all.		Male	Over 65	White British	
30	Feb-18	Extremely Likely	Excellent care. Told everything that was going on. All staff very caring.		Female	Over 65	White British	
31	Feb-18	Extremely Likely	The service & treatment is first class and the staff are like friends. Well done the NHS.	An impossible question to answer.		Over 65	White British	
32	Feb-18	Extremely Likely	They were all very kind.		Female	Over 65	White British	
33	Feb-18	Extremely Likely	Personally, I found the staff & the way treatment was performed was excellent in all ways. I felt relaxed, comfortable & very satisfied.	No.	Male	Over 65	White British	
34	Feb-18	Extremely Likely	Everyone was so cheerful & reassuring, making the whole procedure as pleasant as it could possibly be. [Name withheld].			Over 65	White British	
35	Feb-18	Extremely Likely	All staff made me feel at ease and explained everything to me. They were both friendly and professional.		Female	46-55	White British	

36	Feb-18	Extremely Likely	The kindness & politeness of the staff was excellent, before & after my treatment.		Male	46-55	White British	
37	Feb-18	Extremely Likely	Kind staff, great communications. Very good dept.	Not certain.	Male	46-55	White British	
38	Feb-18	Extremely Likely	We've not had a bad experience - staff very good, respectful & caring.	Quite happy.	Female	Over 65	White British	
39	Feb-18	Extremely Likely	Very satisfactory and very helpful.		Male	Over 65	White British	
40	Feb-18	Extremely Likely	Friendly & efficient staff.	Keep doing what you are doing.	Female	46-55	White British	
41	Feb-18	Extremely Likely	Very kind & considerate staff to all patients, myself included. Introduced themselves and very friendly, which makes a lot of difference to help someone to relax.		Female	Over 65	White British	
42	Feb-18	Extremely Likely	The staff are really nice and friendly.		Female	Over 65	White British	
43	Feb-18	Extremely Likely	Everyone was friendly & helpful & it all ran smoothly.	Not really. A clean & new-feeling room - seems newish.	Female	Over 65	White British	
44	Feb-18	Extremely Likely	The department was clear and easy to find. All the staff are very helpful and kind. The procedure was not very painful or intrusive (considering)!	Healthy post snack option? Mixed nuts packs?	Male	36-45	White British	
45	Feb-18	Extremely Likely	Well looked after. Thank you.	None.	Male	46-55	White British	
46	Feb-18	Extremely Likely	Very professional and friendly service. All went very smoothly and I was kept well informed.			56-65	White British	
47	Feb-18	Extremely Likely	Kindness of all staff. Genuinely felt cared for. Super clean in all areas. Thank you.	No.	Male	56-65	White British	
48	Feb-18	Extremely Likely	Excellent staff. Looked after very well. Could not ask for more friendly staff.					
49	Feb-18	Extremely Likely	From the moment I entered the suite, I found all the staff very welcoming & friendly. Everything was explained to me and I have been very well looked after. Thank you!	Everything was entirely satisfactory.	Female	Over 65	White British	
50	Feb-18	Extremely Likely	All staff make the whole experience go smoothly and make you feel at ease		Female	56-65	White British	

			before procedure and into recovery. Keep up the good work & thank you!					
51	Feb-18	Extremely Likely	The professional manner of all the staff from reception to the tea & biscuits. Thank you.	None.	Male	Over 65	White British	
52	Feb-18	Extremely Likely	The team were most courteous and helpful, also very professional. All procedures were on time and worked well. I am most grateful for the treatment given.		Male	Over 65	White British	
53	Feb-18	Extremely Likely	Excellent care. Nice tea.		Male	56-65	White British	
54	Feb-18	Extremely Likely	I was really anxious before having this done but all the staff here are very professional, caring and put me at my ease from first walking through the doors to the procedure. Brilliant!!! They are all an asset to the NHS at NDH. Thank you.	No, don't change a thing.	Female	56-65	White British	
55	Feb-18	Extremely Likely	Staff helpful, courteous & obliging. Efficient & reassuring.		Male	Over 65	White British	
56	Feb-18	Extremely Likely	Calm, relaxed ward, very pleasant staff, well explained. Good procedure to have had done - not an area one normally has explored!					
57	Feb-18	Extremely Likely			Male	Over 65	White British	
58	Feb-18	Extremely Likely	Amazing staff, friendly helpful. Reassuring. Informative. Kind.	No.	Female	36-45	White British	
59	Feb-18	Extremely Likely	All staff (admin, nurses & doctors) were very helpful and reassuring.		Male	Over 65	White British	
60	Feb-18	Extremely Likely	Everyone friendly, efficient, which puts you at ease.		Female	46-55	White British	
61	Feb-18	Extremely Likely	Relaxing, quite fun really, quick and caring.	None.	Male	56-65	White British	
62	Feb-18	Extremely Likely	Very kind & helpful.	None.	Female	Over 65	White British	
63	Feb-18	Extremely Likely	All good. Just the best you can get.					

64	Feb-18	Extremely Likely	Very friendly staff. I was well looked after & felt comfortable.		Female	16-25	White British	
65	Feb-18	Extremely Likely	All the staff - you do a marvellous job.	None.	Male	Over 65	White British	
66	Feb-18	Extremely Likely	Everyone very kind and understanding.		Male	46-55	White British	
67	Feb-18	Extremely Likely	Staff are excellent, very friendly and efficient.		Female	Over 65	White British	
68	Feb-18	Extremely Likely	I have been here for 5yrs now and everything and people have been lovely.	No.	Female	Over 65	White British	
69	Feb-18	Extremely Likely	Very helpful & put u at ease. A lovely bunch of girls.		Female	Over 65	White British	
70	Feb-18	Extremely Likely	Very efficient. Good explanations of procedure. Sympathetic attitude to patient - felt very well looked after - excellent!		Female	Over 65	White British	
71	Feb-18	Extremely Likely	Past and present experience excellent. Polite. Courteous. Professional. Efficient. Informative. Friendly. Thank you for the good care.		Female	56-65	White British	
72	Feb-18	Extremely Likely	All staff were very friendly and very good at their jobs.	No.		Over 65		
73	Feb-18	Extremely Likely	Very pleased with all people who cared and treated me.		Male	Over 65	White British	
74	Feb-18	Extremely Likely	Very friendly & efficient. Calming. Like 5-star service.		Male	Over 65	White British	
75	Feb-18	Extremely Likely	Fast and on time. Staff extremely helpful. Very comfortable.		Male	Over 65	White British	
76	Feb-18	Extremely Likely	Great - could not do better.	No.	Male	Over 65	White British	
77	Feb-18	Extremely Likely	Friendly & efficient.			56-65	Asian / Asian British	
78	Feb-18	Extremely Likely			Female	56-65	White British	Do not publish
79	Feb-18	Extremely Likely	Very efficient & kind staff.	No. All seems to run smoothly.	Female	36-45	White British	
80	Feb-18	Extremely Likely	The staff were very kind and explained what was going to happen. Dr [name withheld] again explained everything to me. The staff are friendly.	No. All the staff are lovely. Couldn't ask for better treatment. Thank you so much everyone.	Female	Over 65	White British	

81	Feb-18	Extremely Likely			Female	Over 65	White British	Do not publish
82	Feb-18	Extremely Likely	You all are very good here in Barnstaple. Thank you.	None. Very good.	Male	56-65	White British	
83	Feb-18	Extremely Likely	I cannot praise all the staff enough for the care and attention I have received in the Endoscopy Suite.					
84	Feb-18	Extremely Likely	Staff all very friendly and made me feel very comfortable and at ease. Thank you.		Female	Over 65	White British	
85	Feb-18	Extremely Likely	Very efficient & friendly. Certainly know their job. Make one feel very much at ease.	None.	Female	Over 65	White British	
86	Feb-18	Extremely Likely	From start to finish, I have yet another wonderful experience from Barnstaple North Devon Hospital. A really lovely team who treat everybody with respect. Thank you very, very much. [Name withheld].		Male	Over 65	White British	
87	Feb-18	Extremely Likely	Friendly, helpful staff. They genuinely seem to love what they do and make it a pleasant place to be.	None.	Male	26-35	White British	
88	Feb-18	Extremely Likely	Everything explained well. Always checking you are ok. Nice relaxing environment. Friendly staff.		Female	46-55	White British	
89	Feb-18	Extremely Likely	Everyone is helpful, caring and reassuring. They explain everything you need to know clearly and allow you time to digest or ask??		Female	Over 65	White British	
90	Feb-18	Extremely Likely	I was made to feel welcome and safe. Like the rest of my time in this hospital I cannot praise all your staff for their unending patience, skill and kindness. We are privileged to be here as your patients. Sorry about my handwriting - it's normally better than this! [Name withheld].	Just stay as sweet as you are!	Female	Over 65	White British	

91	Feb-18	Extremely Likely	All staff explained everything really clearly & all were friendly & reassuring. Test was uncomfortable but bearable with throat spray & sedation.	No.	Female	56-65	White British	
92	Feb-18	Extremely Likely	Very friendly, efficient, caring staff who always explain everything about procedure & answer any queries you may have.			46-55	White British	
93	Feb-18	Extremely Likely	It is good to know I am in safe hands and reassuring that checks are made annually.	It works fine for me.	Female	Over 65	White British	
94	Feb-18	Extremely Likely	From arrival for my colonoscopy, the staff have been brilliant. Well done all.	None.	Male	56-65	White British	
95	Feb-18	Extremely Likely	Staff have been wonderful from entrance up to aftercare. Thank you all. What a great unit. Well done.	None.	Male	56-65	White British	
96	Feb-18	Extremely Likely	I have had wonderful treatment in all of the different wards I have been in in the last few weeks. Nothing is too much trouble for them. They are wonderful.		Female	Over 65	White British	
97	Feb-18	Likely	Appointment 10.00am. In for procedure 11.50. Out from procedure 12.00.	Maybe stagger appointments more.	Male	Over 65	White British	
98	Feb-18	Likely	Friendly & professional. Clear, concise info given by all.	Try to be careful discussing private matters - it is easy to hear.	Female	36-45	White British	