

Endoscopy Suite - Friends and Family Test - Mar-18 to Apr-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.	%	%	%
Mar-18	75	100.0	0.0	0.0
Apr-18	95	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	Mar-18	Extremely Likely	Staff are always very pleasant & help make you relaxed for the procedure. Very efficient suite. Thought it was great to be able to have procedure on a Saturday, save time off work.	None.	Female	46-55	White British	
2	Mar-18	Extremely Likely	Very efficient. Good environment. Good communication. Good care.		Male	Over 65	White British	
3	Mar-18	Extremely Likely	Staff pay attention, are friendly and make an awkward & uncomfortable situation easy. Thank you.		Female	Over 65	White British	
4	Mar-18	Extremely Likely	All staff are extremely helpful and cheerful. I was put at ease as soon as I entered. Excellent treatment from start to finish.		Female	Over 65	White British	
5	Mar-18	Extremely Likely	Everyone very helpful and attentive. Everything explained very well.		Female	46-55	White British	
6	Mar-18	Extremely Likely				Over 65	White British	
7	Mar-18	Extremely Likely	The whole procedure was relaxed and done very smoothly. All the staff were amazing, very helpful very kind and explained everything every step of the way. I was very nervous but the wonderful nurses were very patient. They do an amazing job and should have a big thank you.		Female	56-65	White British	
8	Mar-18	Extremely Likely	Satisfaction. Friendly staff.		Male	Over 65	White British	

9	Mar-18	Extremely Likely	Everyone was lovely - really friendly and full explanations at every step.	None.		46-55	White British	
10	Mar-18	Extremely Likely	Everybody was fantastic and made me feel relaxed. Very professional and well-run unit.		Female	56-65	White British	
11	Mar-18	Extremely Likely	Made to feel welcome & comfortable, staff was lovely.		Female	56-65	White British	
12	Mar-18	Extremely Likely	Helpful and friendly staff. Very professional. Overall excellent care.	None.	Male	36-45	White British	
13	Mar-18	Extremely Likely	Very friendly atmosphere, one felt very comfortable, no pressured feeling, things just moved along according to the planned procedures. Certainly no grumbles.	Job to find any.		Over 65	White British	
14	Mar-18	Extremely Likely	Very caring nurses and doctors, put me at ease before, during and after procedure.		Female	36-45	White British	
15	Mar-18	Extremely Likely	Staff are all very helpful.		Female	Over 65	White British	
16	Mar-18	Extremely Likely						
17	Mar-18	Extremely Likely	Everyone was so pleasant and friendly, not only to me but to one another. This gave me confidence.	No. It was fine.	Male	Over 65	White British	
18	Mar-18	Extremely Likely	Everyone in the department have been professional, helpful friendly & sensitive to privacy. Their manner puts you at ease, very caring.		Female	56-65	White British	
19	Mar-18	Extremely Likely	The staff.	No.	Male	56-65	White British	
20	Mar-18	Extremely Likely			Male	Over 65	White British	Do not publish
21	Mar-18	Extremely Likely	All staff highly professional and kind, resulting in a very stress-free experience.		Female	46-55	White British	
22	Mar-18	Extremely Likely	A good, quick, friendly service.		Male	46-55	White British	
23	Mar-18	Extremely Likely	A lot of care was shown by all.	No.	Male	46-55	White British	
24	Mar-18	Extremely Likely	I think they are overworked. Get more, ease the stress put upon them.	Get more nurses. They are wonderful people.	Female	56-65	White British	
25	Mar-18	Extremely Likely	Friendly & well-explained.					
26	Mar-18	Extremely Likely	I was very nervous about having the		Female	46-55	White British	

			procedure. The staff were very kind and explained everything that would be happening - I did not feel any pain.					
27	Mar-18	Extremely Likely	Staff/nurses/doctors very kind and helpful.	None.	Female	Over 65	White British	
28	Mar-18	Extremely Likely	Everybody has been extremely kind and helpful.		Female	Over 65	White British	
29	Mar-18	Extremely Likely	Friendly staff & efficient & helpful. The actual procedure was helped by the professional & friendly way it was dealt with. Caring staff. Thanks for that!	Not really.		Over 65	White British	
30	Mar-18	Extremely Likely	Everyone was very kind & explained everything thoroughly. All very reassuring & I was put at ease about everything. Wonderful staff.		Female	Over 65	White British	
31	Mar-18	Extremely Likely	Smiling nurses, helpful doctors with their explanations.	It all seemed to work ok.	Male	Over 65	White British	
32	Mar-18	Extremely Likely			Male	Over 65	White British	Do not publish
33	Mar-18	Extremely Likely	Doctors, nursing staff & receptionists were kind, considerate & caring and everything was explained to me in full at every stage.	Everything seemed perfect to myself & you can't improve on that.	Female	Over 65	White British	
34	Mar-18	Extremely Likely	All staff friendly & helpful. Went through all before the procedure. Made me relax & have faith that all would be well.		Female	Over 65	White British	
35	Mar-18	Extremely Likely	I was very happy with the welcome & treatment which I received.		Male	Over 65	White British	
36	Mar-18	Extremely Likely	Kind, professional staff, made to feel relaxed.		Female	56-65	White British	
37	Mar-18	Extremely Likely	Excellent staff - kind, caring and professional.	Klean prep solution is foul-tasting. Is there an alternative brand?	Female	46-55	White British	
38	Mar-18	Extremely Likely	Everyone very kind & patient, very pleasant. [Name withheld]		Female	Over 65	White British	
39	Mar-18	Extremely Likely	My experience in the Endoscopy Suite has been lovely. I entered very anxious and	Not at this time.	Female	46-55	White British	

			nervous but everyone has been lovely, calming, understanding and trying hard to keep my spirits up and take my mind off the procedure. Every member of staff has been welcoming and accommodating.					
40	Mar-18	Extremely Likely	For the professional, considerate care. All the staff are friendly and put you at ease, explaining the treatment to be given.		Male	56-65	White British	
41	Mar-18	Extremely Likely	Lovely, very friendly staff. Top tea & bickies.					
42	Mar-18	Extremely Likely	Good staff all round.		Male	Over 65	White British	
43	Mar-18	Extremely Likely	The nursing staff were lovely and kind. A big thank you, you all need a pay raise, ha-ha.	None. Pay nurses more then you will not have to have agency workers which cost more. It is common sense.		46-55	White British	
44	Mar-18	Extremely Likely	Everybody was very nice and helpful and made the whole experience as pleasant as possible. It was very much appreciated!					
45	Mar-18	Extremely Likely	Very kind & caring staff. Relaxed yet professional atmosphere.	None at all - very impressed. Thank you everyone!	Female	46-55	White British	
46	Mar-18	Extremely Likely	Friendly, comforting, thorough. Put me at my ease and explained everything fully. Great set of people.	Don't change anything.	Male	46-55	White British	
47	Mar-18	Extremely Likely	Everyone were so kind & helpful. Thank you so much & cheerful.		Female	Over 65	White British	
48	Mar-18	Extremely Likely	All staff pleasant and informative. Everything was explained & procedure carried out. Well looked after!!! Many thanks.		Male	46-55	White British	
49	Mar-18	Extremely Likely	Friendly efficient staff. All very clean and caring. Thank you.	No. Perfect.	Male	46-55	White British	
50	Mar-18	Extremely Likely	Very good treatment, staff very kind and thoughtful. Highly recommend.		Female	Over 65	White British	
51	Mar-18	Extremely Likely	Very friendly staff and helpful. Also, great consideration for patient.	Fine as it is.	Male	Over 65	White British	
52	Mar-18	Extremely Likely	All staff caring & friendly. Couldn't wish	None.	Female	36-45	White British	

			for better care. I was well looked after. Staff do an excellent job.					
53	Mar-18	Extremely Likely	Very friendly staff.		Male	46-55	Black / African / Caribbean / Black British	
54	Mar-18	Extremely Likely	From the receptionist, the nurses and doctor were beyond any doubt most helpful, kind and mannerly in every way - keep it up.	The service received today was second to none. Well done.	Male	Over 65	White British	
55	Mar-18	Extremely Likely	Under circumstances, where a patient is nervous & stressed, it is such a relief to be reassured by the nurses & doctors in such a friendly, compassionate & supportive way. Thank you.					
56	Mar-18	Extremely Likely	Very caring staff and everything explained very clearly. No discomfort during procedure. Bowel prep the worst part.	Improve bowel preparation.	Female	Over 65	White British	
57	Mar-18	Extremely Likely	Caring, helpful staff, quick & efficient getting you in and out of the suite.		Female	26-35	White British	
58	Mar-18	Extremely Likely	Everyone is extremely kind & helpful & [name withheld] made me feel comfortable. He was reassuring.		Female	Over 65	White British	
59	Mar-18	Extremely Likely	I was very satisfied with the care and attention from all the staff in the department.		Male	Over 65	White British	
60	Mar-18	Extremely Likely	A very friendly and supporting team. Excellent service.	None.	Female	16-25	Other ethnic group	
61	Mar-18	Extremely Likely			Female	56-65	White British	
62	Mar-18	Extremely Likely	Very nice staff, friendly and pleasant, procedure explained very well.		Female	Over 65	White British	
63	Mar-18	Extremely Likely	Listen to concerns, very reassuring.		Male	56-65	White British	
64	Mar-18	Extremely Likely	The staff & team were extremely efficient & courteous at all times. Helpful during my procedure, checking details & my wellbeing at every stage of my treatment. Many thanks. [Name withheld]		Male	Over 65	White British	

65	Mar-18	Extremely Likely	Everyone was so kind & understanding.		Female	Over 65	White British	
66	Mar-18	Extremely Likely	Everyone is most kind and explain everything all the way through the procedure.		Female	Over 65	White British	
67	Mar-18	Extremely Likely	[Name withheld] (manager) was amazing, really calmed me and helped. What a lovely lady. I can't thank her enough. Everyone was lovely too.		Female	26-35	White British	
68	Mar-18	Extremely Likely	Friendly staff.	Cannulas in the arm please, not hand.	Female	56-65	White British	
69	Mar-18	Extremely Likely	Very well attended to myself. Thank you for your excellent care.		Female	Over 65	White British	
70	Mar-18	Extremely Likely	Friendly, knowledgeable staff. Happy atmosphere. Everything explained as what was the procedure that I was going to have. I was pleased with everything. The whole experience was new to me and the staff put me at ease. Thank you.	No. Thank you. [Name withheld]	Male	56-65	White British	
71	Mar-18	Extremely Likely			Female	56-65	White British	
72	Mar-18	Likely	The staff were friendly and, when I got scared and frightened, I asked if I could hold someone's hand. Two people offered straightaway. I felt safe and, of course, I had my tea which I waited hours for.	I don't have anything to compare your service with, but I felt safe when I began to get scared.	Female	46-55	White British	
73	Mar-18	Likely	All staff helpful and sympathetic! Bowel screening, isn't particularly an attractive experience for anybody involved.	Cannot find fault.	Male	46-55	White British	
74	Mar-18	Likely	All staff were really nice and reassuring. Very clean unit.	None.	Female	Over 65	White British	
75	Mar-18	Likely	Very friendly, helpful nurses. Calm & relaxed feel to the unit. Thank you.	None.	Female	56-65	White British	
1	Apr-18	Extremely Likely	Everyone was very kind and caring.					
2	Apr-18	Extremely Likely	Yes, excellent attention, all members of this dept. have conducted themselves in an excellent, first class manner. This hospital has within this Endoscopy Suite a					

			first class team of very professional staff. They have performed in a magnificent, friendly and very reassuring way. I have been very impressed with the excellent attention and treatment I have received. Thank you & again thank you for looking after me. [Name withheld]					
3	Apr-18	Extremely Likely	They are very good.	None.	Male	Over 65	White British	
4	Apr-18	Extremely Likely	They look after people.	Sorry, no.	Male	Over 65	White British	
5	Apr-18	Extremely Likely	I have had a lot of experience with the ward and it's always been first class.	None.	Male	36-45	White British	
6	Apr-18	Extremely Likely	Everything was done from start to finish very professionally. Full marks NDDH & NHS.		Male	56-65	Mixed / Multiple ethnic groups	
7	Apr-18	Extremely Likely	All the staff are extremely professional, courteous & friendly. Thanks a lot.		Male	Over 65	White British	
8	Apr-18	Extremely Likely	The staff were universally kind & the surgeon took great care to explain the procedure to make it understandable and less frightening. Thank you!	No!	Female	56-65	White British	
9	Apr-18	Extremely Likely	Everyone welcoming, kind & knowledgeable.					
10	Apr-18	Extremely Likely	Staff were very helpful and put me at ease.		Female	46-55	White British	
11	Apr-18	Extremely Likely	I was very anxious about my procedure and all the staff, from receptionists to nurses and doctors, made me feel as reassured and relaxed as possible. Excellent service from beginning to end. Thank you!	No, it was seamless and efficient. Everyone was helpful and friendly.	Female	46-55	White British	
12	Apr-18	Extremely Likely	Every member of staff has been very kind, helpful and thoughtful. I was given plenty of information throughout, knowing what was going to happen and why. Many thanks.		Female	36-45	White British	
13	Apr-18	Extremely Likely	All staff were very kind, nothing was too		Female	Over 65	White British	

			much trouble for them.					
14	Apr-18	Extremely Likely	Staff are kind, caring, attentive and considerate.	Had to wait 2 hours - bit shorter would be nice.	Male	Over 65	White British	
15	Apr-18	Extremely Likely	Staff were very good, explained what was being done. Thank you.		Male	Over 65	White British	
16	Apr-18	Extremely Likely	Excellent care from all staff, very attentive.	I feel this service was first class and I felt very relaxed. A worrying experience turned good!!!	Male	Over 65	White British	
17	Apr-18	Extremely Likely	1st class service - no complaints.		Male	Over 65	White British	
18	Apr-18	Extremely Likely	Very friendly and caring people.		Male	Over 65	White British	
19	Apr-18	Extremely Likely	Very friendly, helpful staff. Clean, bright and new unit.		Female	56-65	White British	
20	Apr-18	Extremely Likely	Wonderful, friendly & efficient staff. Full info given on procedure.	Not from my own experience. Procedure carried out in a kindly manner - no waiting involved. 1st class experience.	Female	Over 65	White British	
21	Apr-18	Extremely Likely	Lovely staff, very helpful, kept me informed during and after treatment.					
22	Apr-18	Extremely Likely	Excellent and caring attention and so friendly.	Excellent - cannot be improved!	Female	Over 65	White British	
23	Apr-18	Extremely Likely	Lovely, reassuring staff. Quick & efficient procedure too. Thanks. x	No - your amazing!	Female	36-45	White British	
24	Apr-18	Extremely Likely	Everyone is so kind, friendly & supportive. They make a not very nice procedure very much more tolerable. I felt very safe & secure & well cared for.	None at all.	Female	36-45	White British	
25	Apr-18	Extremely Likely	My stay has been flawless. The staff have been courteous from beginning to end and the nurses are second to none. Thank you.	No improvement necessary.	Male	46-55	White British	
26	Apr-18	Extremely Likely	Professional / caring attitude of all staff & consultants.		Male	Over 65	White British	
27	Apr-18	Extremely Likely	Brilliant service, procedures explained in full, staff are very kind and caring. Top class service. Thank you.		Male	56-65	White British	

28	Apr-18	Extremely Likely	Fantastic, caring unit. Very efficient. Can't fault.		Female	56-65	White British	
29	Apr-18	Extremely Likely	Excellent service & attention.		Male	46-55	White British	
30	Apr-18	Extremely Likely	Professional, friendly, caring, well-communicated procedure. Felt really safe and supported.		Female	46-55	White British	
31	Apr-18	Extremely Likely	Very kind people. Very calm atmosphere. Thank you all so much. [Name withheld]		Female	Over 65	White British	
32	Apr-18	Extremely Likely	Reassuring, attentive staff.		Male	46-55	White British	
33	Apr-18	Extremely Likely	Very efficient team and very friendly.	None.	Female	46-55	White British	
34	Apr-18	Extremely Likely	So friendly and nice!		Female	Over 65	White British	
35	Apr-18	Extremely Likely	Very friendly staff who advised me what would happen at every stage of the procedure.	Can't think of any at all.	Male	Over 65	White British	
36	Apr-18	Extremely Likely	Friendly, respectful staff. Quick throughout.		Female	46-55	White British	
37	Apr-18	Extremely Likely	All the staff make you feel comfortable before and after the treatment.					
38	Apr-18	Extremely Likely	Staff were excellent and very friendly.	No, nothing. Everything was excellent.	Male	46-55	White British	
39	Apr-18	Extremely Likely	Clean, well-organised, everybody pleasant & making sure I was well informed. No waiting around, plenty of staff. Very impressive!		Female	46-55	White British	
40	Apr-18	Extremely Likely	Everybody very courteous & helpful & didn't have to wait long.		Male	Over 65	White British	
41	Apr-18	Extremely Likely	Extremely efficient, caring & friendly staff all round. Thank you very much. x	None whatsoever. All round excellence. Thank you very much. x	Male	56-65	White British	
42	Apr-18	Extremely Likely	Once again, from arrival to discharge, I was treated as a person and not just a number. All staff were very professional and dealt with me with a friendly smile which does matter. Thank you.	None.		Over 65	White British	
43	Apr-18	Extremely Likely	Staff kind & helpful, made the whole thing so much easier to cope with.		Female	Over 65	White British	

44	Apr-18	Extremely Likely	Everyone very friendly and professional. Every step of the process explained. Procedure carried out without causing pain or distress. Lovely cuppa and biscuit afterwards.	Access to unit not so good as building work being carried out. My husband is disabled, could not walk from car to pick me up but nursing staff took me to the car so no problem.	Female	Over 65	White British	
45	Apr-18	Extremely Likely	Friendly, professional and efficient service. Everyone was pleasant and welcoming.		Female	Over 65	White British	
46	Apr-18	Extremely Likely	The ward is very clean. Staff most helpful. My problem explained fully.					
47	Apr-18	Extremely Likely	Everyone kind, friendly and efficient. Thank you.					
48	Apr-18	Extremely Likely	Really fantastic service, kept informed of the procedures, well cared for and very prompt attention to my situation. One week from discovery to removal of polyp.	Keep doing what you are doing. Thank you so much.		56-65		
49	Apr-18	Extremely Likely	Everyone was very friendly and thoughtful about my welfare, comfort and dignity.		Female	Over 65	White British	
50	Apr-18	Extremely Likely	All the staff were very friendly and very professional. The procedure (colonoscopy) was less painful and uncomfortable than I anticipated.	No.	Male	46-55	White British	
51	Apr-18	Extremely Likely	Very pleased with care from start to finish.		Male	Over 65		
52	Apr-18	Extremely Likely	Care and attention were first class throughout the entire visit.		Male	Over 65	White British	
53	Apr-18	Extremely Likely	Very nice people who look after you very well.	None.	Male	56-65	White British	
54	Apr-18	Extremely Likely	Extremely efficient, courteous staff. Their humour alleviated my anxiety. Strong relationships amongst the team.		Male	Over 65	White British	
55	Apr-18	Extremely Likely	Excellent service, everyone was very kind and extremely efficient, the nurses and staff made me feel at ease. Well done all.					
56	Apr-18	Extremely Likely	All staff were excellent, just great!					

57	Apr-18	Extremely Likely	Because the care & support I have received is excellent. Wonderful staff, lovely visit, was very worried before but received excellent care from all staff concerned.		Female	46-55	White British	
58	Apr-18	Extremely Likely	The staff were very friendly, it was all very nice, relaxed atmosphere and quiet. Felt comfortable in here.		Female	16-25	White British	
59	Apr-18	Extremely Likely	Very attentive and all very kind.	No.	Female	46-55	White British	
60	Apr-18	Extremely Likely	Kindness & consideration above and beyond duty.		Male	Over 65	White British	
61	Apr-18	Extremely Likely	Excellent procedure. All staff extremely helpful & caring. Totally professional! 5***	No!	Male	56-65	White British	
62	Apr-18	Extremely Likely	Excellent treatment for all, very kind and [illegible].	All very good.	Female	Over 65	White British	
63	Apr-18	Extremely Likely	I knew what was going on and felt relaxed and happy.		Female	56-65	White British	
64	Apr-18	Extremely Likely	Efficient, courteous staff and calm environment.	No.	Male	56-65	White British	
65	Apr-18	Extremely Likely	Very helpful staff & friendly.		Male	Over 65	White British	
66	Apr-18	Extremely Likely	Efficient service. Friendly staff.		Female	46-55	White British	
67	Apr-18	Extremely Likely	The staff are very kind, and explain what treatment you're likely to receive clearly.		Male	Over 65	White British	
68	Apr-18	Extremely Likely	Was really worried but everything went well and I need not have worried. Nurses and the doctor was all very good. And the treatment I need not have worried about.					
69	Apr-18	Extremely Likely	The staff are all very helpful & friendly, they make you feel relaxed & are very caring. My husband was here a few weeks ago & we both always recommend this hospital.		Female	Over 65	White British	
70	Apr-18	Extremely Likely	Caring attitude of the staff and a smooth and professional approach upon arrival.	I'm not a fan of the phone call asking if I intend making it to my appointment. Seems a	Male	Over 65	White British	

				waste of resource and unnecessary in my opinion.				
71	Apr-18	Extremely Likely	Efficient & friendly.		Male	Over 65	White British	
72	Apr-18	Extremely Likely	Friendly staff made me feel very comfortable.		Female	46-55	White British	
73	Apr-18	Extremely Likely	Wonderful, friendly staff who explained everything and put me at ease. Wouldn't hesitate to recommend. Excellent experience despite delicate nature of procedure.	No.	Female	36-45	White British	
74	Apr-18	Extremely Likely	Could not be treated better / everyone very helpful and friendly.		Male	Over 65	White British	
75	Apr-18	Extremely Likely			Female	Over 65	White British	
76	Apr-18	Extremely Likely	Great care and respectful staff.					
77	Apr-18	Extremely Likely	Every point was made clear. Very efficient, professional nurses & doctors. Felt safe & well looked after at all stages. Thank you very much.	No.	Female	56-65	White British	
78	Apr-18	Extremely Likely	The whole procedure I underwent was handled quietly & efficiently. At no point did I feel as if I didn't know at what stage I was at.	Shortbread to go with post-process cup of tea!	Male	Over 65	White British	
79	Apr-18	Extremely Likely	First rate care & kindness shown. Kept updated with info! Very clean ward. Staff were all efficient & friendly.		Male	Over 65	White British	
80	Apr-18	Extremely Likely	Happy with treatment.		Male	Over 65	White British	
81	Apr-18	Extremely Likely	Wonderful staff, treated very well with a smile.		Male	Over 65	White British	
82	Apr-18	Extremely Likely	Very helpful & kind - did best to make process as pain-free as possible. My thanks to you all.		Male	Over 65	White British	
83	Apr-18	Extremely Likely	Late going in but everyone very kind and helpful.		Female	Over 65	White British	
84	Apr-18	Extremely Likely	Absolutely fantastic staff, procedure was quick and easy. Looked after me very well.	No, everything was brilliant.	Male	16-25	White British	

85	Apr-18	Extremely Likely	Very helpful & friendly.		Male	46-55	White British	
86	Apr-18	Extremely Likely	Staff was first class and treated me with respect.		Male	56-65	White British	
87	Apr-18	Extremely Likely			Male	Over 65	White British	
88	Apr-18	Extremely Likely	Very kind & helpful.	No.	Male	56-65	White British	
89	Apr-18	Extremely Likely	The service is always marvellous and I am treated fantastically every time.	No.	Male	Over 65	White British	
90	Apr-18	Extremely Likely	Kind, understanding, efficient.			Over 65	White British	
91	Apr-18	Extremely Likely	Better than expected.		Female	36-45	White British	
92	Apr-18	Extremely Likely	Staff very friendly & helpful - they make you feel at ease.	None.	Female	56-65	White British	
93	Apr-18	Extremely Likely	Everyone was so helpful, friendly and caring. Thank you very much.	I do not think so.	Female	Over 65	White British	
94	Apr-18	Extremely Likely	Everyone was excellent.		Male	Over 65	White British	
95	Apr-18	Likely	My visit has been pleasant, fully explained & problem-free.	It appears fine as it is. No improvements required.	Male	56-65	White British	