

Endoscopy Suite - Friends and Family Test - May-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.	%	%	%
May-18	89	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	The usual efficiency and politeness.	None whatsoever.	Male	Over 65	White British	
2	Extremely Likely	Exemplary kindness & care.		Female	Over 65	White British	
3	Extremely Likely	Everyone is so helpful and are always talking to you for support. Well done everyone for looking after me. A treasure department.		Female	56-65	White British	
4	Extremely Likely	Brilliant - professional and caring staff throughout every aspect of the procedure. I was very nervous but the staff were brilliant in overcoming this. Well done to you all. [Name withheld]	Rich tea biscuits.	Male	Over 65		
5	Extremely Likely	Nurses clear during explanation of procedures. Kind and friendly. [Name withheld]	Time waiting is too long.	Male	26-35	Other ethnic group	
6	Extremely Likely	All the staff very friendly and calming.	None.	Male	46-55	White British	
7	Extremely Likely			Female	56-65	White British	Do not publish
8	Extremely Likely	Wonderful, caring staff. I was looked after so well. Thank you so much for a lovely team.		Female	Over 65	White British	
9	Extremely Likely	Very friendly. Helpful. Informative. Thank you.		Female	56-65	White British	
10	Extremely Likely	The staff are extremely helpful and polite. The area has improved greatly since my previous appointment here. Now spacious and bright. Thank you all for your professionalism.	No. It all appears to be very satisfactory, thank you.	Female	Over 65	White British	
11	Extremely Likely	Very kind and caring doctors and nurses.	More idea of waiting time for the	Female	46-55	White British	

			actual procedure.				
12	Extremely Likely	All staff were friendly and cheerful and professional. I was dealt with very kindly and efficiently and promptly. Thank you.		Female	46-55	White British	
13	Extremely Likely	Looked after from start to finish by great staff.	No.	Male	56-65	White British	
14	Extremely Likely	Treated exceptionally well from arrival to departure. No problem.		Female	Over 65	White British	
15	Extremely Likely	Excellent service from a very caring team.	It is not possible to improve perfection. In all aspects of treatment 5*.	Female	56-65	White British	
16	Extremely Likely		No. Service & care excellent. Nurses, brilliant surgery team also excellent. Brilliant service and friendly.	Male	Over 65	White British	
17	Extremely Likely	Very good nursing staff. Extremely helpful.		Female		White British	
18	Extremely Likely			Female	Over 65	White British	Do not publish
19	Extremely Likely	I have had procedures in the Endoscopy Suite over a number of years and the experience is always good. The staff are friendly and helpful and it is a pleasure coming here. [Name withheld]		Male	Over 65	White British	
20	Extremely Likely	Everyone should have tests to make your mind at ease. There is nothing to be afraid of. It is a simple procedure.	No. You are perfect as you are.	Female	Over 65	White British	
21	Extremely Likely	I think all males should get checked out, not as bad as it sounds.		Male	46-55	White British	
22	Extremely Likely	Excellent care and attention at all times. Thank you.					
23	Extremely Likely	First class, organised, caring & friendly.		Male	Over 65	White British	
24	Extremely Likely	I have been a regular patient at this my local hospital and I have always been treated with the upmost care and [illegible] and consideration by all the staff. I have been [illegible]. The doctors are first rank and extremely professional,					

		but the outstanding thing about this hospital is the quality of the nursing staff. [Name withheld]					
25	Extremely Likely	Everything was fine - better than I thought it would be.		Female	Over 65	White British	
26	Extremely Likely	Friendly, helping, compassionate staff, comfortable waiting & recovery area.	Appointments team (not all) can be a bit frosty.	Female	46-55	White British	
27	Extremely Likely	Found it very relaxing, staff very helpful & friendly and the best cup of tea ever!!	No.	Female	56-65	White British	
28	Extremely Likely	Everyone was so helpful & made me feel really at ease.			Over 65	White British	
29	Extremely Likely	All staff were very efficient and friendly, they made me feel at ease and I felt I was in safe hands. This was my second visit to this ward and both times I was well looked after and everything was explained clearly.		Female	56-65	White British	
30	Extremely Likely	My internal problem was found [illegible]. All is satisfactory. All care in the best possible way by professional person (first class).	It is all satisfactory for me. First class.	Male	Over 65	White British	
31	Extremely Likely	The staff were wonderful, reassuring. I had sedation and did not know about nothing. [Name withheld]		Female	Over 65	White British	
32	Extremely Likely	Very kind, informative & helpful staff. Would even not mind coming again!		Female	Over 65	White British	
33	Extremely Likely	Fantastic! Kind, caring and put you at your ease. A great team of people.					
34	Extremely Likely	Reception staff efficient. Nurses - pre-op excellent, put mind at rest. On the day, very efficient service. Friendly nurses & doctors. Excellent, friendly service.	None.	Male	Over 65	White British	
35	Extremely Likely	Extremely friendly staff put you at ease.					
36	Extremely Likely	Friendly doctors and nurses happy to attend to patient's needs. The procedure good, not too uncomfortable, the sedative		Female	Over 65	White British	

		helped me to relax.					
37	Extremely Likely	Excellent staff. [Illegible] could not be removed but well looked after. Thank you all.					
38	Extremely Likely	The expertise and friendly staff could not be better.		Male	Over 65	White British	
39	Extremely Likely	The staff were excellent. Thank you.	No.	Male	Over 65	White British	
40	Extremely Likely	Very friendly, helpful & considerate.					
41	Extremely Likely	Was made to feel relaxed and comfortable. Nice and friendly lot.		Female	46-55	White British	
42	Extremely Likely	Staff lovely, very good.		Female	56-65	White British	
43	Extremely Likely	I have been treated with great kindness and professionalism. Very thankful.		Male	56-65	White British	
44	Extremely Likely	Highly-qualified personnel with amazing caring attitude to the patient. Many thanks from your patient and with high respect. [Name withheld]		Female	46-55	White British	
45	Extremely Likely	Very kind and considerate nursing staff. Spotlessly clean ward.		Female	56-65	White British	
46	Extremely Likely	You could not ask for a more friendly and helpful staff.	None.	Male	Over 65	White British	
47	Extremely Likely	Lovely staff, nice clean suite, good atmosphere.					
48	Extremely Likely	Friendly & attentive, put you at ease. Thank you.	4 litres of bowel prep was the worst part of the whole procedure.	Male	56-65	White British	
49	Extremely Likely			Female	Over 65	White British	
50	Extremely Likely	Very efficient & professional staff. A credit to the unit.		Male	Over 65	White British	
51	Extremely Likely		Perfect service.	Male	Over 65	White British	
52	Extremely Likely	All the staff were very warm, helpful & caring & professional. The nurses in the endo. suite were very caring. Thank you all!		Female	56-65	White British	
53	Extremely Likely	Great reception. Wonderful nurse [name		Female	Over 65	White British	

		withheld] for pre-op appointment. Fantastic service from [name withheld] on the day - with a warm enema even. Smooth and painless insertion of cannula for sedative and later another injection for blood tests. Great support, care, kindness and service from the entire nursing team throughout. Terrific consultant, Dr [name withheld] and the nurses in the procedure suite. Green tea and bikkies after. Someone went to the pharmacy to collect my prescription because I had had a sedative and was not allowed out of the suite. Indeed, I thoroughly recommended the Gemini Suite and its staff to the taxi driver who took me home. He is expecting to come in for a procedure and was absolutely scared stiff of what might be in store for him, including loss of his dignity. I explained what had happened to me and how lovely everyone was and how caring. He said he felt much better for knowing.					
54	Extremely Likely	Treated very well, on time.	None.	Male	56-65	White British	
55	Extremely Likely	Very friendly & helpful staff to put you at ease.		Female	Over 65	White British	
56	Extremely Likely	Very calm, friendly staff and felt very reassured throughout. Thank you.	Very hard to get through on the phone as had several letters come through and there was confusion over the date of the procedure.	Female	46-55	White British	
57	Extremely Likely	Well looked after, thank you.	All ok.	Male	Over 65	White British	
58	Extremely Likely	All the staff, nurses etc. were very helpful and explained everything that was going to happen. It is also so clean and tidy.					
59	Extremely Likely	Friendliness & awareness.		Male	Over 65	White British	
60	Extremely Likely	Staff wonderful, fully explained things, 1st		Female	56-65	White British	

		class.					
61	Extremely Likely	Extremely quick, efficient service. Kindness & compassion shown by all staff. (Cystoscopy).		Female	46-55	White British	
62	Extremely Likely	First class professional treatment, diagnosed problem & planned cure. All free on NHS & prompt.	No - fine. More chairs in waiting room.	Female	46-55	White British	
63	Extremely Likely	Efficient and caring service from start to finish of my procedure. Thank you.					
64	Extremely Likely	Very friendly & efficient, no complaints.	Nope.	Male	46-55	White British	
65	Extremely Likely	I was very nervous about having a colposcopy, but the staff were so friendly & reassuring. Very efficient. Lovely clean ward. Good cup of tea after procedure.		Female	26-35	White British	
66	Extremely Likely	All the staff are lovely & explain everything. A fast, efficient service.		Female	Over 65	White British	
67	Extremely Likely	Very friendly and attentive.	No.				
68	Extremely Likely	All your staff are simply amazing! Thank you!					
69	Extremely Likely	Extremely professional, friendly. Bright, clean, comfortable environment, details of procedure given fully & thoroughly & reiterated. Checks & double checks throughout & delicious coffee & biscuits.		Female	56-65	White British	
70	Extremely Likely	Comfortable, reassuring, friendly, professional staff. Efficient service. Clean, bright, airy rooms.		Female	46-55	White British	
71	Extremely Likely	An excellent team, very friendly, helpful, which enables patients to relax.		Male	Over 65	White British	
72	Extremely Likely	The service by all staff was fantastic! To do what they do (receiving a salary not in true line with others) is so unreal. Well done all.	Not really, only more money (!) to allow more staff that work so hard anyway.	Male	Over 65	White British	
73	Extremely Likely	All have been so kind, much appreciated.	Tell patients fact, all are kind and it not as bad as you imagine, before they come to		Over 65	White British	

			appointment.				
74	Extremely Likely	Staff very helpful.		Male	Over 65	White British	
75	Extremely Likely	Everyone is brilliant.		Male	Over 65	White British	
76	Extremely Likely	Extremely well pleased with my treatment and the kindness and efficiency of your team.		Female	Over 65	White British	
77	Extremely Likely	Everyone was extremely pleasant & genuinely caring. I was put at ease from arrival until I left. I cannot praise the team's efficiency & kindness enough. Thank you.	None.	Female	56-65	White British	
78	Extremely Likely	Lovely staff. Clean & impressive suite.					
79	Extremely Likely	Very friendly and helpful from beginning to end.					
80	Extremely Likely	The staff were terrific. My only complaint is about the incessant, awful music in the waiting area.	Turn the 'music' off.		Over 65	White British	
81	Extremely Likely	I was treated like royalty. Thank you all! Special thanks to Dr [name withheld]. I felt no pain at all. Very quick response. Exceptionally professional.	No. Excellent, great team. Thank you all very much. Sincerely, [name withheld].	Female	56-65	White British	
82	Extremely Likely	I was treated with respect and all the staff that I had contact with were extremely kind and caring. God bless you all and the NHS. Thank you for taking such good care of me.	No.	Female	56-65	Other ethnic group	
83	Extremely Likely	Efficient, friendly, clean and a very pleasant experience. Wonderful staff, quick appointment, very grateful. Thanks.		Male	56-65	White British	
84	Extremely Likely	Staff very caring. Explain very clear.		Male	Over 65	Asian / Asian British	
85	Extremely Likely	I was uncomfortable but the staff were lovely, friendly and understanding.			46-55	White British	
86	Extremely Likely	Everyone very helpful and kind and information on the procedures was given all the way through.		Female	56-65	White British	

87	Extremely Likely	Staff very understanding and professional.		Male	56-65	White British	
88	Extremely Likely	Staff exceptional. Would refer to anyone that asked. Many thanks.		Female	56-65	White British	
89	Likely	The team were friendly and professional. Very kind & helpful.		Female	26-35	White British	