

Endoscopy Suite - Friends and Family Test - Jun-18 to Jul-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.	%	%	%
Jun-18	82	100.0	0.0	0.0
Jul-18	104	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	Patient request for anonymised comments not to be made public.
1	Jun-18	Extremely Likely	Everyone has been professional, friendly, kind and caring. Thank you.	None - except wish staff in the NHS received proper support, resources & pay from govt.	Female	46-55	White British	
2	Jun-18	Extremely Likely	Warm welcome. Everything was explained to me clearly, put me at ease.		Female	Over 65	White British	
3	Jun-18	Extremely Likely	The kind care given to me by all staff. Thank you. x		Female	36-45	White British	
4	Jun-18	Extremely Likely	Pleasant, friendly staff made me very comfortable and looked after.		Female	46-55	White British	
5	Jun-18	Extremely Likely	Very friendly team. I didn't feel rushed. Explained everything very well. Make me feel at ease.	No.	Female	26-35	White British	
6	Jun-18	Extremely Likely	Their care, kindness, is excellent.	None.		Over 65	White British	
7	Jun-18	Extremely Likely	Procedure explained in an informative & understandable manner. All staff very friendly & put me at ease. Thank you.	No, all good, especially tea & biscuits afterwards!	Female	46-55	White British	
8	Jun-18	Extremely Likely	Very patient and understanding staff.	More easy-read information about procedures.	Female	36-45	White British	
9	Jun-18	Extremely Likely	Fantastic staff - made experience good from start to finish.					
10	Jun-18	Extremely Likely	My cystoscopy was carried out very efficiently and the person that did it answered all of my questions as far as possible at this stage in my treatment.	Nothing worth mentioning.	Male	56-65	White British	
11	Jun-18	Extremely Likely	Everyone was very kind.	No.	Female	Over 65	White British	
12	Jun-18	Extremely Likely	Nice staff and fast. [Name withheld].					

13	Jun-18	Extremely Likely	Peace of mind.			Over 65	White British	
14	Jun-18	Extremely Likely	Staff all very friendly, made me feel very comfortable throughout. Also, explained everything in detail, lovely staff.		Female	46-55	White British	
15	Jun-18	Extremely Likely	Good care and friendly staff, putting you at ease. Good explanation of procedure. The wait was not long, good aftercare.		Female	46-55	White British	
16	Jun-18	Extremely Likely	Everyone was very friendly and treated me with respect & dignity.		Female	56-65	White British	
17	Jun-18	Extremely Likely	Good job done by all staff.	No.		Over 65	White British	
18	Jun-18	Extremely Likely	Staff very good with information, constant informing what was going on. Did not feel a thing, great.		Male	56-65	White British	
19	Jun-18	Extremely Likely	Everything was very good and the staff. Thank you.			Over 65	White British	
20	Jun-18	Extremely Likely	Lovely care - really put at ease.	Nope.	Female	26-35	White British	
21	Jun-18	Extremely Likely	All staff were very friendly and I felt reassured of my procedure. Also, I was very nervous and the hospital staff made me laugh which helped a lot. Thank you all at the Endoscopy Suite.	No. The staff were very professional.	Male	36-45	White British	
22	Jun-18	Extremely Likely	All the staff are very friendly and put you at ease to make a 'pleasant' experience out of your visit.		Female	46-55	White British	
23	Jun-18	Extremely Likely	Everyone has been so kind and happy! Put me at ease straightaway. Thank you to [name withheld] and all the team.	No.	Female	46-55	White British	
24	Jun-18	Extremely Likely	Very friendly & reassuring.		Female	Over 65	White British	
25	Jun-18	Extremely Likely	Today, as previously, my visit to the Gemini Suite has been a positive experience. The highly-skilled and motivated staff team work together like a well-oiled machine. Many thanks.		Female	46-55	White British	

26	Jun-18	Extremely Likely	Everyone so friendly & nice & caring treatment - excellent.		Female	56-65	Other ethnic group	
27	Jun-18	Extremely Likely	Friendly, helpful staff who made sure I understood the procedure. My dignity maintained all the way through.		Female	46-55	White British	
28	Jun-18	Extremely Likely	Very professional from start to end with friendly staff.	No.	Male	56-65	White British	
29	Jun-18	Extremely Likely	Couldn't ask for better care. Many thanks.		Female	Over 65	White British	
30	Jun-18	Extremely Likely	All staff friendly and professional. Not the best procedure to look forward to but all staff make a friendly and relaxed atmosphere. Make a good cup of tea too.		Female	46-55	White British	
31	Jun-18	Extremely Likely	Staff are so helpful and caring which helps you feel more relax.		Female	Over 65	White British	
32	Jun-18	Extremely Likely	Today has been brilliant. The staff have been exceptional in every respect. All patients probably feel apprehensive when they arrive but there is feeling of warmth from arrival.	Not from experience today. Improvement would be hard to find.	Male	Over 65	White British	
33	Jun-18	Extremely Likely	Well cared for by all staff involved. Not kept waiting long before procedure.		Female	56-65	White British	
34	Jun-18	Extremely Likely	Friendly, welcoming staff. Clean environment. Excellent, clear information. Kindness & reassurance throughout.		Female	46-55	White British	
35	Jun-18	Extremely Likely	From the very start of the process to the end, everyone has been warm, friendly & professional. Thank you so much. All the best to you all. Have a great weekend. Cheers, [name withheld].	None - works like a dream. Advice: don't change a thing.	Male	56-65	White British	
36	Jun-18	Extremely Likely	All staff friendly, able & competent. I could not fault the care I have received. Many thanks to all.	None.	Male	Over 65	White British	

37	Jun-18	Extremely Likely		I do not think you can improve your service which is excellent.	Male	Over 65	White British	
38	Jun-18	Extremely Likely	Calm & kind atmosphere. Very professional service & welcoming. Put you at ease during a nervous time - should all be paid a lot more than they do. A superb service in difficult times.		Male	36-45	White British	
39	Jun-18	Extremely Likely	Entirely professional start to finish! Thank you from [name withheld].					
40	Jun-18	Extremely Likely	Excellent nursing.		Female	56-65	White British	
41	Jun-18	Extremely Likely	All staff were very caring and attentive, very professional in their job, looked after me well.	None.	Male	56-65	White British	
42	Jun-18	Extremely Likely	It's always best to get things checked if you have a ongoing problem. All very helpful, kind.	Look after the staff well, then they can look after their patients.	Female	Over 65	White British	
43	Jun-18	Extremely Likely	Very friendly & helpful staff.					
44	Jun-18	Extremely Likely	Because of the wonderful care, consideration & professionalism I have been shown by all staff. Thank you.		Male	Over 65	Other ethnic group	
45	Jun-18	Extremely Likely	Very friendly & professional service. Efficiently-run unit.	Cannot improve a well-run machine!	Female	46-55	White British	
46	Jun-18	Extremely Likely	Staff excellent & professional. Clean (very!) environment. Calm and relaxing environment & great tea!	None.	Male	56-65	White British	
47	Jun-18	Extremely Likely						
48	Jun-18	Extremely Likely	Every part of journey through the Endoscopy Suite - kind, professional staff. Reassuring, thoughtful - with a smile. Promoting patient dignity. Spotlessly clean. Made an uncomfortable procedure a good experience. (All the 'C's = nurses). Thank you.		Female	46-55	White British	
49	Jun-18	Extremely Likely	Came in with some apprehension but team were wonderful, explained		Male	56-65	White British	

			everything well and, with sedation, did not feel any discomfort at all. Fantastic.					
50	Jun-18	Extremely Likely	Very caring, all staff very helpful, all work as a good team and helpful. Save my life.	Can't thank you all enough. Not wait so long to be seen when in for treatment.	Female	Over 65	White British	
51	Jun-18	Extremely Likely	User-friendly: nice relaxed atmosphere staffed by polite people who keep you informed. No long waits of service of being rushed.	The service is all ready of a very high standard.	Male	56-65	White British	
52	Jun-18	Extremely Likely	You are so kind and you put us all at ease. So, no worries. Thank you. [Name withheld].		Female	Over 65	White British	
53	Jun-18	Extremely Likely	Well looked after, very friendly.		Male	46-55	White British	
54	Jun-18	Extremely Likely	Excellent care & friendly staff.		Male	Over 65	White British	
55	Jun-18	Extremely Likely	Kind and caring and explained things well before and after treatment.		Female	Over 65	White British	
56	Jun-18	Extremely Likely	Lovely staff - made to feel very relaxed.		Female	46-55	White British	
57	Jun-18	Extremely Likely	Staff all very good.	Happy with everything.	Female	Over 65	White British	
58	Jun-18	Extremely Likely	The staff were all very friendly & helpful. The area clean & tidy. I felt safe & relaxed.		Female	56-65	White British	
59	Jun-18	Extremely Likely	Everyone was so friendly, kind & reassuring all the time. A very quiet atmosphere which was relaxing.		Female	Over 65	White British	
60	Jun-18	Extremely Likely	Everyone has always been helpful.		Female	56-65	White British	
61	Jun-18	Extremely Likely	The staff are lovely - it makes an unpleasant procedure more bearable.	Different flavoured throat spray? It is most unpleasant.	Female	Over 65	White British	
62	Jun-18	Extremely Likely	Incredibly efficient, helpful & informative in all departments. Outpatients - [name withheld] was amazing. Pre-op excellent & endoscopy [name withheld] super-caring & informative & reception / info. One negative - reception at endoscopy,	Nothing for the staff - all amazing, but please sort the temperature!	Female	36-45	White British	

			intolerable heat. Poor staff & patients. Otherwise, amazing.					
63	Jun-18	Extremely Likely	Efficient staff made everything so easy and comfortable.		Male	Over 65	White British	
64	Jun-18	Extremely Likely	Excellent treatment.		Female	36-45	White British	
65	Jun-18	Extremely Likely			Female	46-55	White British	Do not publish
66	Jun-18	Extremely Likely	Friendly, reassuring, very clean and competent.	Ice cream van by the window.	Male	46-55	White British	
67	Jun-18	Extremely Likely	Everybody was very helpful and kind. It put me more at ease.	I think you are doing as well as you can.	Female	Over 65	White British	
68	Jun-18	Extremely Likely			Male	Over 65	White British	
69	Jun-18	Extremely Likely	The nurses were extremely kind & efficient.		Female	Over 65	White British	
70	Jun-18	Extremely Likely				56-65	White British	
71	Jun-18	Extremely Likely	Very efficient & friendly.		Male	Over 65	White British	
72	Jun-18	Extremely Likely	Informative and friendly team, great care!		Male	Over 65	White British	
73	Jun-18	Extremely Likely	Very, very good.					
74	Jun-18	Extremely Likely	Looked after very well, everybody very kind & friendly.			Over 65	White British	
75	Jun-18	Extremely Likely	From the receptionist. Then take to the first lot of nurses. Everyone was so professional and happy.		Female	Over 65	White British	
76	Jun-18	Extremely Likely	Efficient, hardworking, friendly team. Well impressed & thank you.	N/A.			Other ethnic group	
77	Jun-18	Extremely Likely	Everyone was so helpful and kind & very private. So it was good and not embarrassing. Thank you so much.		Female	Over 65	White British	
78	Jun-18	Extremely Likely	My treatment from [illegible] to procedure was dealt with courteously & efficiently. Every effort made to make me feel comfortable.	No.	Female	Over 65	White British	
79	Jun-18	Likely	Very patient nurse.		Female	Over 65	White British	
80	Jun-18	Likely	Because I have been treated extremely well. This also applies to all the other		Male	Over 65	White British	

			times I have had to attend.					
81	Jun-18	Likely			Male	46-55	White British	Do not publish
82	Jun-18	Likely	It's not really something I'd talk about but, to family & close friends, I'd say that couldn't have been treated any better.	No, not really.	Male	56-65	White British	
1	Jul-18	Extremely Likely	In the 10 years since have colonoscopy in another country, this NDDH was the best to date: friendliness, efficiency, caring, felt relaxed.		Female	Over 65	White British	
2	Jul-18	Extremely Likely	Everyone was so kind and professional which made a big difference to the procedure.	No.	Female	56-65	White British	
3	Jul-18	Extremely Likely	Given excellent service, before and afterwards, staff make you feel good all the way through.	No, everything done to a high standard.	Female	Over 65	White British	
4	Jul-18	Extremely Likely	All staff are kind, understanding & professional. Also, an excellent environment within the suite.		Female	Over 65	White British	
5	Jul-18	Extremely Likely			Female	Over 65	White British	Do not publish
6	Jul-18	Extremely Likely	Just a friendly & professional team.	None.	Male	56-65	White British	
7	Jul-18	Extremely Likely			Female	Over 65	White British	
8	Jul-18	Extremely Likely	Looked after very well, everyone very good.		Female	Over 65	White British	
9	Jul-18	Extremely Likely	Everyone was very kind, everything explained in detail, procedure for stent removal done very quickly. Amazing service.		Female	Over 65	White British	
10	Jul-18	Extremely Likely	On time. Whole procedure well-managed. Nursing staff were great. Keep up the excellent work. Thank you.	No.	Female	Over 65	White British	
11	Jul-18	Extremely Likely	Excellent staff care, explained procedure and reassured me.		Male	56-65	White British	
12	Jul-18	Extremely Likely	Friendly, welcome approach & being reassured that your treatment is	Just keep talking to the patients & give them a confidence to see	Female	Over 65	White British	

			correct for you.	through problems.				
13	Jul-18	Extremely Likely	Very friendly and supportive staff.		Female	46-55	White British	
14	Jul-18	Extremely Likely	This Endoscopy Suite is very welcoming and friendly. A good experience - no need to feel anxious at all. [Name withheld].		Female	Over 65	White British	
15	Jul-18	Extremely Likely	Efficiency processed through unit helpful, friendly staff who put me at ease, explained procedure and maintained my dignity.	No improvement required.	Female	46-55	White British	
16	Jul-18	Extremely Likely	Kindness & consideration of the staff.	No - all perfect.	Male	Over 65	White British	
17	Jul-18	Extremely Likely	Procedure very straightforward - very friendly and helpful staff. Lovely & relaxing suite.		Female	56-65		
18	Jul-18	Extremely Likely	Friendly efficient staff, very stress-free appointment, no waiting and bright airy premises. Generally, a very good experience.			Over 65	White British	
19	Jul-18	Extremely Likely	All staff caring but efficient.		Female	56-65	White British	
20	Jul-18	Extremely Likely	All the staff were very friendly and all very happy and nothing was any trouble. Good manners and all helpful.			56-65	White British	
21	Jul-18	Extremely Likely			Female	Over 65	White British	Do not publish
22	Jul-18	Extremely Likely	Staff very helpful and professional. Put me at ease, from start to finish.			Over 65	White British	
23	Jul-18	Extremely Likely	Extreme care & kindness & everything well-ordered. (Even a sandwich as I'm leaving late!)	No.	Female	Over 65	White British	
24	Jul-18	Extremely Likely	Friendly staff and are very professional - work as a team.	Just keep as it is.	Female	46-55	White British	
25	Jul-18	Extremely Likely	Very friendly and explain what's happening well.		Female	56-65	White British	
26	Jul-18	Extremely Likely	Very prompt, extremely kind and professional.		Male	46-55	White British	
27	Jul-18	Extremely Likely	All staff fantastic. Thank you. x	No.		Over 65	White British	

28	Jul-18	Extremely Likely	The staff are friendly and efficient.		Female	Over 65	White British	
29	Jul-18	Extremely Likely	Kind, informative, supportive staff. Very efficient ward.	Make it clear how easy to use and comfortable the enema is. Never used one before and instructions mean can't unwrap till needed, so worried about how difficult it might be.	Female	56-65	White British	
30	Jul-18	Extremely Likely	Very happy with everything.	No.	Female	Over 65	White British	
31	Jul-18	Extremely Likely	I found all staff from reception to the consultant dealt with me with kindness and empathy. I was not very good at having the procedure done with fear. Excellent staff. [Name withheld].		Male	56-65	White British	
32	Jul-18	Extremely Likely	Kindness of everyone. Peaceful and unhurried, no rushing. Quiet and gentle. Thank you. [Name withheld].	None at all.	Female	Over 65	White British	
33	Jul-18	Extremely Likely	The nursing staff were 1st class. I could not fault my treatment in any way, including the doctors.	I can't think of any improvements. Just keep doing this wonderful care and I was a very nervous patient.	Female	Over 65	White British	
34	Jul-18	Extremely Likely	I thought the whole process was well explained and very friendly staff. Nothing was too much trouble.		Female	46-55	White British	
35	Jul-18	Extremely Likely	The oasis of cleanliness, professionalism & calm created from arrival / departure. Thank you. [Name withheld].	You do not gild a lily.	Male	46-55	White British	
36	Jul-18	Extremely Likely	Staff friendly and very professional.		Female	46-55	White British	
37	Jul-18	Extremely Likely	To see if any polyps had [illegible].	Excellent already.	Female	46-55	White British	
38	Jul-18	Extremely Likely	Helpful, informative, reassuring staff. Ward / unit is calming, bright. Very positive experience.		Female	56-65	White British	
39	Jul-18	Extremely Likely	Excellent care. Staff very professional, pleasant and kind.		Female	56-65	White British	
40	Jul-18	Extremely Likely	The staff have been very supportive and friendly. Thank you.		Female	26-35	White British	

41	Jul-18	Extremely Likely	Very helpful and told us what was going on and aftercare very good. Staff very friendly and knowledgeable.		Male	56-65	White British	
42	Jul-18	Extremely Likely	Was extremely nervous at first. The nurses assured me & made me feel more comfortable. Thank you.	More ginger nuts.	Male	36-45	White British	
43	Jul-18	Extremely Likely	Staff great! Well informed.	N/A.	Female	36-45	White British	
44	Jul-18	Extremely Likely	First class service, staff brilliant, very friendly, helpful, would recommend. Thank you.		Male	56-65	White British	
45	Jul-18	Extremely Likely	All NHS staff are fantastic. Cannot do enough for you. Excellent in every way. Thank you all.	No, all staff are fantastic. It's the government who let you all down.	Male	46-55	White British	
46	Jul-18	Extremely Likely	Very professional team, put me at ease.		Female	Over 65	White British	
47	Jul-18	Extremely Likely	Everyone was reassuring throughout, very professional. Many thanks.	Many thanks to everyone.	Male	46-55	White British	
48	Jul-18	Extremely Likely	Very professional care / treatment.		Male	56-65	White British	
49	Jul-18	Extremely Likely	Professional staff described everything that would be happening, made me feel totally at ease. Clear information provided on outcomes of procedure and ongoing treatments. No concerns about a return visit.	None from today's visit.	Male	46-55	White British	
50	Jul-18	Extremely Likely	1st Class treatment - all areas.		Male	56-65	White British	
51	Jul-18	Extremely Likely	My daughter had a camera down throat. She was a little upset. The staff sat with her to comfort her and then allowed myself (mum) to come in to her ward. Clean & friendly. Excellent.	No. Completely satisfied with service.	Female			
52	Jul-18	Extremely Likely	All staff were thoughtful and caring and I felt that I was in good hands throughout.	No.	Male	56-65	White British	
53	Jul-18	Extremely Likely	Puts your mind at rest.	Not so long wait time.	Female	56-65	White British	
54	Jul-18	Extremely Likely	I was made comfortable, things carefully explained. Staff friendly &		Male	46-55	White British	

			encouraging.					
55	Jul-18	Extremely Likely	Everything very professional & seamless. Staff very friendly & helpful.		Male	46-55	Mixed / Multiple ethnic groups	
56	Jul-18	Extremely Likely	Very kind & reassuring!	No.		46-55	White British	
57	Jul-18	Extremely Likely	I felt on edge coming in but was soon made to feel relaxed and put at ease.		Male		White British	
58	Jul-18	Extremely Likely	Fantastic duty of care from all staff, dignity and respect given at all times. Hygiene was high standards.			26-35	White British	
59	Jul-18	Extremely Likely	I think that the service we get in this department is excellent, so very kind & reassuring.	No, it is already excellent.	Female	Over 65	White British	
60	Jul-18	Extremely Likely	Kind and reassuring. Friendly, great sense of humour. Thank you - Dr [name withheld] A+!!!		Female	56-65	White British	
61	Jul-18	Extremely Likely	I cannot fault any staff. They all treated me with respect in every way.					
62	Jul-18	Extremely Likely	Professionalism & friendliness of staff and caring nature of all concerned. Thank you all.		Female	Over 65	White British	
63	Jul-18	Extremely Likely	All very friendly & helpful.		Female	Over 65	White British	
64	Jul-18	Extremely Likely	A really lovely, caring group of people - a credit to the NHS.			46-55	White British	
65	Jul-18	Extremely Likely	Good personal & professional care from start to finish.		Female	Over 65	White British	
66	Jul-18	Extremely Likely	Excellent and very reassuring staff. Procedure I hardly felt at all. I worried over nothing. Cannot recommend enough if this procedure is required. Everything explained to me professionally and very kindly.	No. Everything was excellent from arrival in hospital to end of procedure.	Female	56-65	White British	
67	Jul-18	Extremely Likely			Male	56-65	White British	Do not publish
68	Jul-18	Extremely Likely	I was made to feel very relaxed and everything was explained to me and everyone was so kind and helpful.		Female	56-65	White British	

69	Jul-18	Extremely Likely	[Name withheld]. Excellent support & care from start to finish. I would highly recommend.	No, it's been top class. Care on the unit is excellent by all staff.	Female	46-55	White British	
70	Jul-18	Extremely Likely	Very happy, lovely staff.	None.	Female	Over 65	White British	
71	Jul-18	Extremely Likely	Very helpful staff explained every step clearly.		Male	Over 65	White British	
72	Jul-18	Extremely Likely	Really kind staff made a strange & undignified procedure bearable. Thank you.		Female	46-55	White British	
73	Jul-18	Extremely Likely	Good and kind staff. Procedure went well. I thank you from of heart.		Female	Over 65	Asian / Asian British	
74	Jul-18	Extremely Likely	Staff very friendly. They go thorough in detail of everything from when you come in up til u leave.					
75	Jul-18	Extremely Likely	All so very nice and caring.	None.	Female	Over 65	White British	
76	Jul-18	Extremely Likely	All the staff who dealt with me - answering every query, worry, I had this morning. The whole suite is wonderfully run throughout. Brilliant.		Female	Over 65	White British	
77	Jul-18	Extremely Likely	Friendly and professional.		Male	46-55	White British	
78	Jul-18	Extremely Likely	Everyone very caring & helpful making it much easier to cope with. Lovely staff.		Female	Over 65	White British	
79	Jul-18	Extremely Likely	Staff put me at ease and explained in detail what was going to happen and were very helpful.			56-65	White British	
80	Jul-18	Extremely Likely	All the staff are very friendly. Your made to feel totally at ease and looked after. They make an unpleasant procedure much more bearable.		Female	46-55	White British	
81	Jul-18	Extremely Likely	Quiet, relaxed atmosphere, friendly and professional staff who were extremely obliging and caring.		Female	56-65	White British	
82	Jul-18	Extremely Likely	The staff here are amazing! Were so supportive. I have hospital anxiety and they were brilliant with me!		Female	16-25	White British	

83	Jul-18	Extremely Likely	All the staff have been so friendly & have kept me informed. They have also fully understood my nervousness. Thank you!		Female	36-45	White British	
84	Jul-18	Extremely Likely	Everyone was very kind & explained things very well, I felt at ease.		Female	Over 65	White British	
85	Jul-18	Extremely Likely	Friendly, efficient staff. Quick process from start to finish. Exemplary clean environment.	No - it's all good.	Female	46-55	White British	
86	Jul-18	Extremely Likely	Everyone really nice and informative about what you are having done, putting you at ease.		Female	26-35		
87	Jul-18	Extremely Likely	Great care, lovely staff.		Female	56-65	White British	
88	Jul-18	Extremely Likely			Female	46-55	White British	
89	Jul-18	Extremely Likely	Very clear explaining of everything. Took time to sit and spend any time you needed, to answer questions. As I am very nervous patient, they did all they could to help me feel comfortable. Nothing was too much trouble. All done with a smile.		Female	56-65	White British	
90	Jul-18	Extremely Likely	Friendly and caring staff.	No, the service was good.	Male	Over 65	White British	
91	Jul-18	Extremely Likely	The kindness shown by everyone & their complete professionalism.					
92	Jul-18	Extremely Likely	Everyone has been great, helpful and friendly.	It's perfect - keep up the great work. xx	Male	46-55	White British	
93	Jul-18	Extremely Likely			Female	56-65	White British	
94	Jul-18	Extremely Likely	For health sake one must have this procedure, if necessary. The staff are superb and the procedure is not as bad feared.	No - how can you improve on perfection!!!		Over 65	White British	
95	Jul-18	Extremely Likely	I have been treated with the utmost care, courtesy and with smiles. Thank you all so much.	Intravenous coffee.	Female	56-65	White British	
96	Jul-18	Extremely Likely	From start to finish, the doctors & staff have been amazing. Very					

			understanding & attentive.					
97	Jul-18	Extremely Likely	Well laid out & smoothly run. All the staff are lovely & very helpful.		Female	Over 65	White British	
98	Jul-18	Extremely Likely	Staff very kind & polite. They took the time to explain what the procedure entailed & what to expect afterwards. The reception staff were wonderful & had smiles which immediately put me at ease. Mr [name withheld] explained everything as he carried out the cystoscopy. He explained what he would do next. Well done Gemini Suite. The Gemini Suite was very clean & relaxed.	You cannot improve perfection!	Female	56-65	White British	
99	Jul-18	Likely	Friendly and good, seamless movement through the procedures. Little time lost. Well done.		Male	56-65	White British	
100	Jul-18	Likely	I have had wonderful attention and I'm sure my friends & family would be the same.		Female	Over 65	White British	
101	Jul-18	Likely			Female	Over 65	White British	Do not publish
102	Jul-18	Likely	Staff very helpful, informative, ward clean. Good atmosphere amongst staff team.		Female	56-65	White British	
103	Jul-18	Likely	Staff all very friendly and helpful. Felt sufficiently informed about the procedures.	Would be reassuring to know roughly how long wait in recovery area will last before procedure. Waiting was the worst part!	Female	46-55	White British	
104	Jul-18	Likely	Professional, efficient & friendly staff. A good experience!	Only to say to patients roughly how long they should expect to wait for the bowel screening so they have an idea how long the wait is.	Male	46-55	White British	
105	Jul-18	Not entered		Service was excellent from arrival to departure. All staff very professional and showed great	Female	46-55	White British	

				care to each patient.				
106	Jul-18	Not entered	Excellent staff, very friendly, helpful.		Male	56-65	White British	
107	Jul-18	Not entered	Everyone so professional and nice. 100% satisfaction. Procedure done with such efficiency, [name withheld].					
108	Jul-18	Not entered	The staff are wonderful & very caring & kind.		Female	Over 65	White British	