

Endoscopy Suite - Friends and Family Test - Aug-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. | % | % | % |
| Aug-18 | 106 | 99.1 | 0.9 | 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 | Patient request for anonymised comments not to be made public. |
|----|----------------------------------|--|---|--------|---------|---------------|--|
| 1 | Extremely Likely | Lovely, friendly staff! | | Female | Over 65 | White British | |
| 2 | Extremely Likely | Very efficient & kind. | | Female | 56-65 | White British | |
| 3 | Extremely Likely | Care from all staff to me was excellent and care before and after procedure the same. [Names withheld]! Thank you for a lovely cup of tea. [Name withheld] | | Female | Over 65 | White British | |
| 4 | Extremely Likely | Perfect treatment. | No. | Male | 56-65 | White British | |
| 5 | Extremely Likely | I have been treated with the utmost respect and kindness. Professional and courteous. | Happy with it all, thank you. | Female | 56-65 | White British | |
| 6 | Extremely Likely | Fantastic, friendly staff, really make you feel at ease. Thanks all. | | Female | 46-55 | White British | |
| 7 | Extremely Likely | Everyone was efficient, professional but, above all, friendly and extremely caring. | | Male | 56-65 | White British | |
| 8 | Extremely Likely | Excellent care & consideration, & tea & biscuits! Thanks all. x | | Female | Over 65 | White British | |
| 9 | Extremely Likely | Staff explain procedure carefully and are generally friendly & helpful. | | Female | Over 65 | White British | |
| 10 | Extremely Likely | Very helpful, lovely nurse. | | Female | 36-45 | White British | |
| 11 | Extremely Likely | Very friendly staff. Relaxed atmosphere which is very helpful when you are very anxious. | | Female | 56-65 | White British | |
| 12 | Extremely Likely | The staff are great. Liked the fact that everything was explained well throughout. Thanks everyone. | | Female | 56-65 | White British | |
| 13 | Extremely Likely | Everyone was so lovely. They helped keep me calm & were very discreet as I had a mishap. | Perfect as it is. | Female | 46-55 | White British | |
| 14 | Extremely Likely | Staff very polite, kind & patient. Explanations of test v. good. Highly | | Male | Over 65 | White British | |

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| | | recommended. | | | | | |
| 15 | Extremely Likely | I found a real welcome here and encouragement from all the staff. Very professional all round and has given me the confidence to continue to share the journey. Thanks to everyone. | The endoscopy consultant could have been a little more empathetic but very professional. | Female | Over 65 | White British | |
| 16 | Extremely Likely | I was treated very well and cared for, could not have been more helpful. | | Female | Over 65 | White British | |
| 17 | Extremely Likely | Welcomed well, kept very well informed, treated with respect and reassured at all times. | | Male | Over 65 | White British | |
| 18 | Extremely Likely | I have been treated at the North Devon Hospital for many years many problems. I have always been treated with the [illegible] of kindness both by the staff and the doctors. I think that the quality of Barnstaple local [illegible] has leaked into everyone who works there. [Name withheld] | | Male | Over 65 | White British | |
| 19 | Extremely Likely | Very helpful, friendly and efficient. | No. | Female | 46-55 | White British | |
| 20 | Extremely Likely | Honest but sympathetic care, very helpful post-procedure. | | Female | Over 65 | White British | |
| 21 | Extremely Likely | Friendly & good care. | | Male | Over 65 | White British | |
| 22 | Extremely Likely | Care every step of the way. Total efficiency. Big thank you! | | | | | |
| 23 | Extremely Likely | Friendly, helpful staff - no problems. | No. | Female | Over 65 | White British | |
| 24 | Extremely Likely | Very friendly staff. Made me feel completely at ease. | | Female | 46-55 | White British | |
| 25 | Extremely Likely | Very sensitive care and support from all staff. Thank you. | | Female | Over 65 | White British | |
| 26 | Extremely Likely | Consideration & care. | No. | Male | Over 65 | White British | |
| 27 | Extremely Likely | All staff so kind and helpful. | | Female | Over 65 | White British | |
| 28 | Extremely Likely | Everyone so, so helpful, friendly, puts a person at their ease. Just a very efficient and friendly-run department. Big thanks | Keep doing what your doing. | Female | 56-65 | White British | |

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|----|------------------|---|-------------------------------------|--------|---------|---------------|--|
| | | to everyone. | | | | | |
| 29 | Extremely Likely | My experience was very pleasant, [illegible] all the time. | Saturday was very good time for. | Male | 56-65 | White British | |
| 30 | Extremely Likely | Caring, wonderful service. All members of staff delightful. | No! | Female | 56-65 | White British | |
| 31 | Extremely Likely | Very pro. | | Male | Over 65 | White British | |
| 32 | Extremely Likely | The staff were all lovely and the whole experience was made as nice as it could be. Thank you. | I can't think of any. | Male | 36-45 | White British | |
| 33 | Extremely Likely | Warm, welcome and just a great experience. | | Male | 46-55 | White British | |
| 34 | Extremely Likely | Lovely staff and care, clean, comfortable. Tea and biscuits, or fruit afterwards. Always explained in detail what was happening. Pre-procedure / at time / post-procedure. Never felt rushed. | | Female | 56-65 | White British | |
| 35 | Extremely Likely | Treatment by staff [illegible] & humour. | No. | Male | Over 65 | White British | |
| 36 | Extremely Likely | Amazing and friendly staff. The care that's given to you 110%. Brilliant department. | None at all. The care was 1st rate. | Female | 46-55 | White British | |
| 37 | Extremely Likely | Everyone very helpful and polite. | | Female | Over 65 | White British | |
| 38 | Extremely Likely | Everyone made me feel very comfortable and they were very patient with me as I was extremely nervous. I would recommend anyone to come here if they needed treatment. Many thanks to all the staff. | No, it was perfect. | Female | Over 65 | White British | |
| 39 | Extremely Likely | Very clean ward. Staff & doctors made you feel at ease & friendly. Given coffee & biscuits afterwards - well needed. | Keep doing what you are doing. | Female | 46-55 | White British | |
| 40 | Extremely Likely | Everyone was very pleasant and efficient and, although I didn't like the reason I was there, nobody could have done it better. | | Female | Over 65 | White British | |
| 41 | Extremely Likely | Really friendly staff, helpful and reassuring. Made the experience as comfortable as possible. Thank you all. | | | | | |

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|----|------------------|--|---|--------|---------|---------------|----------------|
| 42 | Extremely Likely | All members of staff showed extreme kindness on all aspects of my stay here. | | Female | Over 65 | White British | |
| 43 | Extremely Likely | Lovely staff. Put you at ease. | | Female | 56-65 | White British | |
| 44 | Extremely Likely | The treatment and team are very good. | | | | | |
| 45 | Extremely Likely | Very good treatment and politeness. | | Female | 56-65 | White British | |
| 46 | Extremely Likely | Everybody so kind and everything explained. Would recommend the ward to anyone. | | Male | 56-65 | White British | |
| 47 | Extremely Likely | Was treated very well and swiftly, was put at ease by everyone and [illegible] made the experience as comfortable as possible. | | Male | 26-35 | White British | |
| 48 | Extremely Likely | All staff very caring, make you comfortable and they make the best cup of tea in the hospital. Great job all round. | | Female | 56-65 | White British | |
| 49 | Extremely Likely | Staff friendly & discussed clearly everything & at each stage. | | Female | 56-65 | White British | |
| 50 | Extremely Likely | Everybody so kind. Nothing too much trouble. | | | | | |
| 51 | Extremely Likely | The staff were extremely helpful, informative and very friendly and efficient, making one feel relaxed. Didn't know the procedure was being done, no pain at all. Thank you very much. | | Female | Over 65 | White British | |
| 52 | Extremely Likely | Wonderful care. | Very smooth, efficient service. Keeps all patients at ease. | Female | 36-45 | White British | |
| 53 | Extremely Likely | | | Female | Over 65 | White British | Do not publish |
| 54 | Extremely Likely | Friendly. Nothing too much trouble. Very clean. | No. | Female | Over 65 | White British | |
| 55 | Extremely Likely | Every member of staff extremely helpful. | No suggestions - excellent. | Male | 56-65 | White British | |
| 56 | Extremely Likely | I was looked after by everyone. Lovely cup of tea. Thank you. | | Female | 46-55 | White British | |
| 57 | Extremely Likely | The Dr's and nurses are so friendly and put patients at ease, this is so important when you are in this situation. We are so lucky to have these lovely people. | | Female | Over 65 | White British | |

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|----|------------------|--|---|--------|---------|---------------|----------------|
| 58 | Extremely Likely | Great service. Friendly and felt looked after. | | Female | 46-55 | White British | |
| 59 | Extremely Likely | Staff were so friendly and welcoming - everyone made me feel quite at ease! | | Female | 46-55 | White British | |
| 60 | Extremely Likely | Very informative, caring, typically brilliant nursing team. | | | 46-55 | White British | |
| 61 | Extremely Likely | Was very well looked after. Pleasant staff. | | | Over 65 | White British | |
| 62 | Extremely Likely | 5* service again. Great nursing care. | None. | Male | 46-55 | White British | |
| 63 | Extremely Likely | Staff all very caring, nothing too much trouble. Thank you all. | No changes necessary. | Female | Over 65 | White British | |
| 64 | Extremely Likely | Very friendly & reassuring staff. | | Female | 46-55 | White British | |
| 65 | Extremely Likely | NHS staff were informative, friendly & kind. | Please, please, please can the NHS provide better coffee. | Male | 46-55 | White British | |
| 66 | Extremely Likely | Staff very friendly & professional at keeping informed all the way through my procedure. Nothing was too much trouble. | | Male | 56-65 | White British | |
| 67 | Extremely Likely | The care and consideration is excellent. | | Male | Over 65 | White British | |
| 68 | Extremely Likely | Wonderful service by consultant Mr [name withheld] & nursing staff. | | Male | Over 65 | White British | |
| 69 | Extremely Likely | I was made to feel welcome and looked after really well. | | Female | 56-65 | White British | |
| 70 | Extremely Likely | Very helpful and friendly staff and a full explanation given afterwards which was very clear. | Keep up the great work! | Male | Over 65 | White British | |
| 71 | Extremely Likely | Very friendly ward. Nurse very caring. | | Female | Over 65 | White British | |
| 72 | Extremely Likely | All very friendly and explained fully what was going to happen making me less anxious. Clean, relaxed ward. | | Female | 36-45 | White British | |
| 73 | Extremely Likely | | | Female | Over 65 | White British | Do not publish |
| 74 | Extremely Likely | Such lovely, kind, helpful staff who explain everything clearly & easily to understand. Thank you for all your help. | Cannot improve on perfection. | Female | 56-65 | White British | |
| 75 | Extremely Likely | Every member of staff from start to finish had put me at ease. Excellent service. | None - first class. | Female | 56-65 | White British | |

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| 76 | Extremely Likely | Treated with kindness & efficiency. Lovely staff. Thanks for the coffee & biscuits. | None. | Female | Over 65 | White British | |
| 77 | Extremely Likely | Staff very helpful and reassuring. | | Female | Over 65 | White British | |
| 78 | Extremely Likely | Welcoming and caring staff. | No. | Female | Over 65 | White British | |
| 79 | Extremely Likely | Everyone extremely caring, polite and professional. | None. | Male | Over 65 | White British | |
| 80 | Extremely Likely | Friendly team from receptionist to consultants. Thank you for your support. | None. | Male | 26-35 | White British | |
| 81 | Extremely Likely | All the staff were very reassuring & put me at ease. | No. | Female | Over 65 | White British | |
| 82 | Extremely Likely | Very caring staff. | Hot water bottles!!!! | Female | Over 65 | White British | |
| 83 | Extremely Likely | Dr [name withheld] was a real gent - hospital so lucky to have him. All the staff so, so kind! | | | 56-65 | White British | |
| 84 | Extremely Likely | Firstly, the efficiency & professionalism closely followed by their friendly & helpful dispositions. Lovely, even in the procedure room, Dr and the staff most helpful 'tho busy. | None at all. | Female | Over 65 | White British | |
| 85 | Extremely Likely | Excellent staff, friendly, reassuring, calming. Fab team. | | Female | 36-45 | White British | |
| 86 | Extremely Likely | Everything was done very responsibly. Staff were extremely nice and helpful. Everything explained well to me. Felt very cared for!! | I can see no way to improve! | Female | Over 65 | White British | |
| 87 | Extremely Likely | Kind, caring staff. Could not ask for a better service. | | Female | Over 65 | White British | |
| 88 | Extremely Likely | You are wonderful! x | | Female | Over 65 | White British | |
| 89 | Extremely Likely | Even though there was a long wait because of an emergency we were kept informed and looked after very well. | No suggestion, service received was very good. | Female | Over 65 | White British | |
| 90 | Extremely Likely | Everyone was very kind and helpful. All parts of the procedure were explained and I was made to feel calm and very informed about the experience. Thank you. | | Female | 36-45 | White British | |

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|-----|------------------|---|--|--------|---------|---------------|--|
| 91 | Extremely Likely | Very friendly staff, were very sensitive about the procedure. | Maybe letting the patient know an estimate time until their procedure. | Female | 16-25 | White British | |
| 92 | Extremely Likely | Very professional and extremely friendly. Really good experience. | | Male | 46-55 | White British | |
| 93 | Extremely Likely | Very warm and friendly staff. Thank you. | Speed it up. | Female | 46-55 | White British | |
| 94 | Extremely Likely | I could find no fault. Everyone was caring & kind, considerate & explained it all. Thank you. | | | 56-65 | | |
| 95 | Extremely Likely | Staff were very helpful and polite. Made me feel very comfortable considering. | | Female | 26-35 | White British | |
| 96 | Extremely Likely | Good care & attention. | | Female | Over 65 | White British | |
| 97 | Extremely Likely | Staff are really friendly, explained everything that was involved in the procedure. Made me feel comfortable and at ease. | | Female | 36-45 | White British | |
| 98 | Extremely Likely | Everyone is absolutely lovely, helpful & informative. Thank you for looking after me! x | | Female | 36-45 | White British | |
| 99 | Extremely Likely | Excellent service. | | Female | Over 65 | White British | |
| 100 | Extremely Likely | Because I have always been happy with care and attention I have had when been outpatient or inpatient. Thank you all so much. | No. | | Over 65 | White British | |
| 101 | Extremely Likely | Excellent process all round, lovely helpful staff, nice tea & biscuits! | No. | | Over 65 | White British | |
| 102 | Extremely Likely | After spending 3.5 months in different hospitals (Barnstaple, Exeter & Plymouth) from February to June 2017, anybody running the NHS down I soon put them straight. Everybody has been brilliant. | | | | | |
| 103 | Likely | Considerate, caring, explain things in a fair amount of detail. | | Female | Over 65 | White British | |
| 104 | Likely | Friendly, relaxing. | | | Over 65 | White British | |
| 105 | Likely | Because staff are friendly and very reassuring! | | | | | |

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|-----|--------------------|---|--------------------------------|--------|---------|---------------|----------------|
| 106 | Extremely Unlikely | My appointment time was 09.30. I was not seen before 11.00. I have diabetes (insulin user) and by the time I was seen I was upon the point of having a 'hypo' attack. | See diabetic patients earlier. | | Over 65 | White British | |
| 107 | Not entered | Staff lovely, took time with me, carried me on through and looked after me with tea and biscuits. Thank you. | | | Over 65 | | |
| 108 | Not entered | Great team from start to finish! Confident, kind, made me feel comfortable. I am so grateful to the amazing NHS. Thank you all. | | | | | |
| 109 | Not entered | | | Male | 46-55 | White British | Do not publish |
| 110 | Not entered | Excellent. | | Female | Over 65 | White British | |
| 111 | Not entered | Everyone very helpful & kind, made me feel very at ease. Thank you everyone. | None. | Female | 56-65 | White British | |
| 112 | Not entered | Excellent service, staff brilliant, could not have made me more at ease. | | Male | Over 65 | White British | |