

Endoscopy Suite - Friends and Family Test - Sep-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. | % | % | % |
| Sep-18 | 51 | 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 | Patient request for anonymised comments not to be made public. |
|---|----------------------------------|---|---|--------|---------|---------------|--|
| 1 | Extremely Likely | The team are so friendly, caring and professional. I was very anxious. Everyone put me at ease! | | Female | 56-65 | White British | |
| 2 | Extremely Likely | I found all the staff very friendly and I was told what was going to happen at every stage. Clean surroundings & pleasant atmosphere. [Name withheld] | | Female | Over 65 | White British | |
| 3 | Extremely Likely | Wonderful staff - very efficient. | | Female | 46-55 | White British | |
| 4 | Extremely Likely | Very well cared for start to finish. An anxious experience made much easier. Thank you. | | Male | 46-55 | White British | |
| 5 | Extremely Likely | Caring attitude of staff. | | | | | |
| 6 | Extremely Likely | All the staff are very caring, explaining in detail the procedure I was having. At no time did I feel insecure with the treatment. Better than going private. | No. | Male | Over 65 | White British | |
| 7 | Extremely Likely | Fast, efficient, kind and reassuring. Nice people doing a great job. Thanks! | No. | Male | 46-55 | White British | |
| 8 | Extremely Likely | Felt that the whole experience was fully professional and that each member of staff made me feel totally relaxed from my arrival to my departure. Great cup of tea, thanks. [Name withheld] | None. | Male | 56-65 | White British | |
| 9 | Extremely Likely | Made it a very relaxed experience. Everything was explained and everyone was friendly. Made me feel relaxed and at ease and not at all embarrassed. | I didn't like my full address being read out in reception for everyone to hear. Would be better if we were asked if this is our address & shown it on the bit of paper. | Female | 46-55 | White British | |

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|----|------------------|---|--|--------|---------|---------------|----------------|
| 10 | Extremely Likely | | | Female | Over 65 | White British | |
| 11 | Extremely Likely | Very helpful, friendly staff who explain everything & are very reassuring. Nice, clean, comfortable surroundings. Tea & biscuits afterwards! | | Female | 46-55 | White British | |
| 12 | Extremely Likely | Professional but friendly, explained everything, very satisfied. Thank you all. | | Male | 56-65 | White British | |
| 13 | Extremely Likely | Good care, kindness, lovely cup of tea after. | | Female | Over 65 | White British | |
| 14 | Extremely Likely | | | Male | | White British | Do not publish |
| 15 | Extremely Likely | | | | Over 65 | White British | |
| 16 | Extremely Likely | Very helpful, friendly staff. Felt very at ease and relaxed. Very good. Thank you. | | Male | 56-65 | White British | |
| 17 | Extremely Likely | Good all-round service. Felt very at ease. Well done. | | | | | |
| 18 | Extremely Likely | Good care & attention by friendly staff. | No. | Male | Over 65 | White British | |
| 19 | Extremely Likely | Putting me at ease and explaining what they were going to do. | | | | | |
| 20 | Extremely Likely | Well organised. Friendly. Good & prompt explanation throughout. | | Male | 56-65 | White British | |
| 21 | Extremely Likely | General public should know how hard the nursing staff work. | Department cannot be improved. Everything is run smoothly, efficiently. Staff excellent. Care and [illegible]. | Male | Over 65 | White British | |
| 22 | Extremely Likely | Was obviously a bit nervous &, although a long wait, I was well looked after & prepared & everything was well explained. Good aftercare & feedback. | None. Everyone was extremely helpful, friendly & supportive, kind & efficient. | Female | Over 65 | White British | |
| 23 | Extremely Likely | | | Female | 16-25 | White British | Do not publish |
| 24 | Extremely Likely | I was well looked after at this ward. Very pleased. | | Male | 56-65 | White British | |
| 25 | Extremely Likely | Very friendly & helpful staff kept me in the loop every step. | No. I think everything was great, thank you. | Male | 46-55 | White British | |
| 26 | Extremely Likely | Brilliant staff, very efficient & friendly. | | Female | 36-45 | White British | |
| 27 | Extremely Likely | Excellent level of care & treatment again!! | | Male | 46-55 | White British | |

| | | | | | | | |
|----|------------------|--|---------------------|--------|---------|--------------------------------|----------------|
| 28 | Extremely Likely | Excellent care & friendly. | | Female | 56-65 | White British | |
| 29 | Extremely Likely | Great staff made me feel completely at ease. | None. | Male | 56-65 | White British | |
| 30 | Extremely Likely | | | Female | Over 65 | White British | Do not publish |
| 31 | Extremely Likely | Most impressed with the care from beginning to end. Thank you all very much. Very professional and with a smile. Good luck to you all. [Name withheld] | Spot on. Well done. | Male | 56-65 | White British | |
| 32 | Extremely Likely | All staff caring, kind and reassuring. Attentive staff. | No. | Female | 56-65 | White British | |
| 33 | Extremely Likely | The staff are brilliant! So kind & caring. | | Female | 46-55 | Mixed / Multiple ethnic groups | |
| 34 | Extremely Likely | Treated with thought and care. | None whatsoever. | Female | Over 65 | White British | |
| 35 | Extremely Likely | Very efficient & pleasant staff. Put me at rest. | No. | Male | 56-65 | White British | |
| 36 | Extremely Likely | Such a friendly team. They put you at ease instantly. Special thanks to [names withheld]. | None. | Male | 26-35 | White British | |
| 37 | Extremely Likely | Very reassuring, friendly and professional. Quick and efficient procedure. | | Male | 56-65 | White British | |
| 38 | Extremely Likely | I would recommend purely on the staff that treated me. They made me feel relaxed in an environment that I am not accustomed to! | | Male | 46-55 | White British | |
| 39 | Extremely Likely | Everyone was very friendly & helpful. | | Male | 46-55 | White British | |
| 40 | Extremely Likely | Very friendly & relaxed. Made me feel at ease. | | Female | 46-55 | White British | |
| 41 | Extremely Likely | Exceptionally friendly and caring, cheery attitudes. All appear to genuinely act as a team who all care. Thank you! | | Male | 56-65 | White British | |
| 42 | Extremely Likely | Excellent facilities. Remarkable, reassuring staff. Friendly. Approachable. Thank you for my short stay. | | Female | 46-55 | White British | |
| 43 | Extremely Likely | Lovely, caring staff. | | Female | 46-55 | White British | |

| | | | | | | | |
|----|------------------|--|--|--------|---------|---------------|--|
| 44 | Extremely Likely | All staff great! | | Female | Over 65 | | |
| 45 | Extremely Likely | They staff are very friendly and put you at ease. | | Female | Over 65 | White British | |
| 46 | Extremely Likely | Friendly and efficient, I felt I was made to feel relaxed about the whole procedure. Thank you to all the staff. | | Male | Over 65 | White British | |
| 47 | Extremely Likely | Care and consideration shown by staff was exceptional. Treated very well, with humour. | | Female | Over 65 | White British | |
| 48 | Extremely Likely | Very friendly atmosphere with wonderful people. | No suggestions. | Male | Over 65 | White British | |
| 49 | Likely | For an unpleasant procedure, the staff & environment was as good as it could be. | | | Over 65 | White British | |
| 50 | Likely | The screening service is valuable to all. All staff members professional and personable making me the client at ease, and respectful of privacy. | The service was uncomfortable even with gas and air, so perhaps administration of pain relief prior to the service. | Female | 46-55 | White British | |
| 51 | Likely | The supportive staff were very reassuring and helpful / attentive (especially [name withheld] who was patient & explained thing in detail). However, the front of staff were unprepared & disorganised - missing notes etc. so sign-in didn't happen until after 8.30. As I arrived at 7.50 for an 8 o'clock appointment this was unsettling & added to anxiety / trust in efficiency. | Have a double check night before that all files / admin is ready to go for the next day. Also, that equipment has been charged & ready (thermometer not charged). The 8 o'clock appointment should run at 8 o'clock. Efficiency overall perhaps. | Female | 56-65 | White British | |