

Endoscopy Suite - Friends and Family Test - Oct-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.	%	%	%
Oct-18	130	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	Good care given, even after difficulties putting cannula in (7 attempts).		Female	Over 65	White British	
2	Extremely Likely	First class service all the way.					
3	Extremely Likely	Excellent care and helpful advice. Staff very supportive and kind, even though the pressure of work is excessive and waiting time (over 2 hours) was not good. Thank you all.		Female	Over 65	White British	
4	Extremely Likely	Very well equipped and organised.	No.	Male	Over 65	White British	
5	Extremely Likely	All staff approachable, caring and patient, very friendly. Unit very clean and [illegible].	Keep up the good work.	Female	Over 65	White British	
6	Extremely Likely	So clean, so calm, so friendly and very professional.	None, everyone and everything was dealt with to a high standard.	Female	56-65	White British	
7	Extremely Likely			Male	46-55	White British	Do not publish
8	Extremely Likely	Excellently trained staff.	No.	Male	Over 65	White British	
9	Extremely Likely	First class care and attention! Thank you. x		Female	46-55	White British	
10	Extremely Likely	Excellent staff to make you feel relaxed plus modern facilities.		Male	Over 65	White British	
11	Extremely Likely	Very efficient, friendly & helpful team.	Already great.	Male	26-35	White British	
12	Extremely Likely	Wonderful treatment. Thanks.	No, everything was excellent.	Male	Over 65	White British	
13	Extremely Likely	All staff made me feel very relaxed and explained everything clearly.	None.	Female	56-65	White British	
14	Extremely Likely	All staff very friendly and helpful, also explaining everything.			56-65		
15	Extremely Likely	Have been to feel completely at ease. Great staff.		Female	36-45	White British	
16	Extremely Likely	Very quick procedure. Efficient and informative.	All was good.	Female	56-65	White British	

17	Extremely Likely	Most efficient, organised. Friendly. Full of advice and explanation.	None. You've got it all.	Female	56-65	White British	
18	Extremely Likely	I would highly recommend this suite. Everything went perfectly & very kind & friendly staff.		Female	Over 65	White British	
19	Extremely Likely	All the staff I talked to were very reassuring and calming.		Female	46-55	White British	
20	Extremely Likely	Good, friendly, helpful staff.		Female	46-55	White British	
21	Extremely Likely	Efficient, friendly service.	Keep continual communication with patient at all times. Better road signage.	Male	Over 65	White British	
22	Extremely Likely	Pleased with care I have received.	None. Very pleased with care.	Female	56-65	White British	
23	Extremely Likely	All staff very helpful and friendly. Made me feel very comfortable.		Female	Over 65	White British	
24	Extremely Likely	Wonderful treatment & staff.		Female	Over 65	White British	
25	Extremely Likely	Very efficient, helpful and kind staff. Good communication which is reassuring.		Male	Over 65	White British	
26	Extremely Likely	Very prompt. Extremely professional. All procedures explained well. Given great care.	None - it's excellent.	Female	56-65	White British	
27	Extremely Likely	Efficient, friendly, caring, clean & very professional.	None.	Female	56-65	White British	
28	Extremely Likely	Everyone seemed extremely caring. The whole procedure explained. Met everyone involved, including consultant, and what could have been a very traumatic experience turned out to be fine. Well looked after before and after.	It couldn't have been any better.	Female	56-65	White British	
29	Extremely Likely	The team were friendly, helpful & make you feel at ease. They gave a full explanation on what they were going to do.		Female	46-55	White British	
30	Extremely Likely	Such professional, efficient staff & proficient way everything is handled, especially when one is a nervous person.	No.	Male	Over 65	White British	
31	Extremely Likely	The experience was thoroughly professional from start to finish. All staff, from		Male	Over 65	White British	

		receptionist to consultant, were welcoming, friendly, informative and empathetic. Encouragement and reassurance were provided at every stage of the process.					
32	Extremely Likely	Everyone was so nice and everything explained very well!	None I can think of!	Female	Over 65	White British	
33	Extremely Likely	Excellent care. Can't fault it.	None.	Female	56-65	White British	
34	Extremely Likely	Lovely staff, great experience as I was a bit nervous. Piece of cake.			56-65	White British	
35	Extremely Likely	The warmth, welcome and consideration was immense. I feel so grateful for everything. Thank you.		Female	Over 65	White British	
36	Extremely Likely	Staff were informative & friendly. Made an unpleasant procedure not so daunting. Everything was explained really well before after. Staff were very reassuring.		Female	46-55	White British	
37	Extremely Likely	Excellent care given!					
38	Extremely Likely	Professional care.		Male	Over 65	White British	
39	Extremely Likely	My visit to the Gemini Suite today was, as previously, run by a team of friendly, efficient and professional people. I feel well informed and have had plenty of information provided. Very clean environment. Well done our wonderful NHS.		Female	46-55	White British	
40	Extremely Likely	Everyone was very helpful and friendly. Calm atmosphere and reassuring at every step.		Female	Over 65	White British	
41	Extremely Likely	Kindness & concern given.		Female	Over 65	White British	
42	Extremely Likely	Very friendly, helpful staff. Looked after very well. Made to feel safe. Thank you.	No, all very good!	Female	Over 65	White British	
43	Extremely Likely	Staff are brilliant, especially [name withheld]! Lovely cup of tea, very welcome. Brilliant surgeons. Thank you all.	No.	Female	Over 65	White British	
44	Extremely Likely	Excellent preparation, thorough questions and superb care throughout procedure and		Female	56-65	Mixed / Multiple	

		prior to colonoscopy and afterwards.				ethnic groups	
45	Extremely Likely	I was looked after extremely well.		Male	Over 65	White British	
46	Extremely Likely			Female	56-65	White British	Do not publish
47	Extremely Likely	Clear, helpful information regarding the procedure. Kindness shown to nervous patient. Spoken to during procedure, giving reassurance. Help & efficient care post-procedure.	None.	Female	Over 65	White British	
48	Extremely Likely	Everyone was very professional and helpful. The whole procedure was calm & relaxed as is the environment.		Female	56-65	White British	
49	Extremely Likely	Lovely, friendly staff. Put me at ease and no embarrassment. Everything explained in plain English.	Just keep doing what you're doing - you're all brilliant.	Female	46-55	White British	
50	Extremely Likely	Staff all friendly & calming and very efficient service. Thank you!		Female	36-45	White British	
51	Extremely Likely	Professional staff - A ok.		Male	Over 65	White British	
52	Extremely Likely	All staff were excellent, very [illegible] & reassuring, the whole process 1st class & efficient.	It was the best!	Male	Over 65	White British	
53	Extremely Likely	Very kind and knowledgeable staff. Every step was explained clearly and with patience.	No. The biscuits were great. Thanks!	Female	46-55	White British	
54	Extremely Likely	All the staff were so kind, caring, friendly put me at ease. Explained everything, which reduced my anxiety greatly. Thank you all so very much. Also, a feel good atmosphere.		Female	46-55	White British	
55	Extremely Likely	The staff were so very professional and friendly. They put me at ease and treated me with respect. Thank you.	No.	Female	56-65	White British	
56	Extremely Likely	Friendly, kind & caring.		Female	Over 65		
57	Extremely Likely	The staff could not be more helpful.		Female	Over 65	White British	
58	Extremely Likely	Friendly & professional team. Fast, efficient service.		Female	46-55	White British	
59	Extremely Likely	Excellent care & perfect staff & nice & clean		Female	56-65	White British	

		environment. [Illegible]. Thank you.					
60	Extremely Likely	Kindly, informative, helpful.	No - was all I could have asked for.	Female	Over 65	White British	
61	Extremely Likely	Staff very kind & efficient. A relaxed atmosphere. Everything was explained well.			56-65	White British	
62	Extremely Likely	Very kind nurses, always putting you at ease. Very professional.	Pay the staff more money.	Male	46-55	White British	
63	Extremely Likely	The whole team showed care and consideration which was really appreciated. I was shown dignity through the whole process.	No, all very good.	Female	46-55	White British	
64	Extremely Likely	Everybody is so kind and you are talked through everything step by step.		Female	Over 65	White British	
65	Extremely Likely	All members of staff are very caring. I was treated with respect and dignity at all times.	No - everything went very well.	Female	56-65	White British	
66	Extremely Likely	All members of staff highly caring and kind. xx		Female	46-55	White British	
67	Extremely Likely	Excellent all round.			26-35	White British	
68	Extremely Likely	Excellent service. Lovely, friendly staff. Well done, NDH!!		Male	Over 65	White British	
69	Extremely Likely	All staff respectful and friendly. Made me feel at ease whole time. Unit very clean.		Female	56-65	White British	
70	Extremely Likely	The staff were all very friendly and kind.		Female	56-65	White British	
71	Extremely Likely	Efficient & friendly care & felt well informed throughout the process & procedure.	Nothing perceived.	Female	Over 65	White British	
72	Extremely Likely	All of the staff were very kind and helped me through having the procedure.		Female	46-55	White British	
73	Extremely Likely	Very happy, nice people.	All good.	Male	46-55	White British	
74	Extremely Likely	Very professional staff. Kept informed at every stage.		Male	46-55	White British	
75	Extremely Likely	Very good staff & very professional.	No. The service was great.	Male	Over 65	White British	
76	Extremely Likely	Very friendly staff. Very efficient procedure. Quick recovery. Everything very well explained. Good sense of humour. Relaxed atmosphere.			Over 65	White British	
77	Extremely Likely	Everyone has been so very kind to me at all	No.	Female	Over 65	White British	

		times. Made me feel as if I was really important and not a bother to them.					
78	Extremely Likely	Extremely friendly, reassuring and relaxed. Seem enthusiastic about their role and the welfare of patient.		Male	56-65	White British	
79	Extremely Likely	Everyone has been very kind and friendly.		Female	46-55	White British	
80	Extremely Likely	I was made very welcome and very looked after by all the staff. This made me more relaxed and not worried about the procedure I had.			46-55	White British	
81	Extremely Likely	First class service and very friendly staff.		Male	Over 65	White British	
82	Extremely Likely	Very organised and friendly, whilst staying professional. Excellent cup of tea too. Everyone kept me at ease.	No. Excellent.	Male	46-55	White British	
83	Extremely Likely	I was treated with courtesy and respect. The staff were very kind and understanding during the difficult procedure.		Male	Over 65	White British	
84	Extremely Likely	Felt supported & safe during whole visit.	Would have liked some chocolate biscuits please!!! Otherwise, excellent. Thank you.	Female	Over 65	White British	
85	Extremely Likely	All staff were absolute kindness itself. Attention excellent. How lucky we are to have such a service of NHS.	No. I received first class service.	Female	Over 65	White British	
86	Extremely Likely	Everybody was so kind & helpful and put me at ease straightaway. (The tea & biscuits was very welcome).		Female	Over 65	White British	
87	Extremely Likely	Because of the kindness and care of the staff, one & all.			Over 65	White British	
88	Extremely Likely	You arrive feeling apprehensive but are soon put at ease by the staff. All very friendly and helpful.		Female	56-65	White British	
89	Extremely Likely	Incredibly considerate, concise, professional, friendly, thorough with explanation. Exemplary.	To know staff work reasonable hours for appropriate pay would be good.	Male	46-55	White British	
90	Extremely Likely	Kind & caring staff, very patient with my deafness, took trouble to explain	It would be difficult to improve an already excellent ward.	Female	Over 65	White British	

		everything.					
91	Extremely Likely	Professional, warm staff. Very quickly seen & procedure given. Patiently explained everything.	None.		Over 65	White British	
92	Extremely Likely	Very efficient and well run. Delay only due to an earlier emergency. All staff friendly and helpful, made a worrying procedure easier.	No.	Female	36-45	White British	
93	Extremely Likely	Lovely staff. Made to feel very at ease. Thank you.		Female	46-55	White British	
94	Extremely Likely	Staff were polite, respectful and efficient.		Female	46-55	White British	
95	Extremely Likely	All staff very caring and helpful. It made me feel very safe and comfortable. [Name withheld].		Female	Over 65	White British	
96	Extremely Likely	Very calm/relaxed, friendly staff. Professional. Everything explained.			46-55	White British	
97	Extremely Likely	Lovely, informative staff. Easy booking-in process. Nice cup of tea after procedure.		Female	46-55	White British	
98	Extremely Likely	I was made to feel well cared for by every member of staff who were involved in my treatment - reception, nurses and doctors. Thank you all.	No.	Male	Over 65	White British	
99	Extremely Likely	Excellent staff & treatment. Thank you.	Perfect. Thank you.	Female	Over 65	White British	
100	Extremely Likely	Staff all very friendly and made me feel very comfortable.		Male	46-55	White British	
101	Extremely Likely	Great staff, plenty of laughter among all. Many thanks for looking after me. xx [Name withheld]					
102	Extremely Likely	Staff all very friendly and efficient.	Have decaffeinated tea as well as coffee.		Over 65	White British	
103	Extremely Likely	The team made me feel calm and extremely welcome. They also made me feel the only patient in the ward. 100% care.	None.	Female	56-65	White British	
104	Extremely Likely	All staff are very kind with dignity and compassion.		Female	46-55	White British	
105	Extremely Likely	Excellent patient care and consideration.					

106	Extremely Likely	I was treated very well and with dignity by all the staff. Thank you.					
107	Extremely Likely	The staff in Gemini are very professional but also very friendly and, because of this, it is not a daunting experience.					
108	Extremely Likely	Everybody was very kind.					
109	Extremely Likely	Everyone friendly and helpful.		Female	Over 65	White British	
110	Extremely Likely	Thank you for the kindness and care that you have given to me today.		Female		White British	
111	Extremely Likely	Such a lovely team. Wonderful, empathetic staff. Thank you. x		Female	46-55	White British	
112	Extremely Likely	Everyone was so kind & friendly, helps with the relaxation. Thank you all.	No.	Female	Over 65	White British	
113	Extremely Likely	Informative information well explained and all care taken to make you feel at ease! Friendly staff.		Female	Over 65	White British	
114	Extremely Likely	Excellent care & very informative & friendly, yet professional.		Female	Over 65	White British	
115	Extremely Likely	The staff were very supportive and fully explained the procedure before & during.		Female	46-55		
116	Extremely Likely	Staff extremely professional and, what is more, kind & patient. Turned an uncomfortable procedure into a manageable and endurable experience.		Female	Over 65	White British	
117	Extremely Likely	Friendly staff. Everything explained well.	Offer blanket when waiting for procedure.	Female	46-55	White British	
118	Extremely Likely	Very good information and help.	All good. Thank you.	Female	56-65	White British	
119	Extremely Likely	Very well cared for. Kind, friendly and respectful.	No. Good service.	Female	Over 65	White British	
120	Extremely Likely	Procedure was carried out by lovely, caring staff. My dignity was their priority. All my nerves and fears were laid to rest. I arrived fearful but left relieved and at ease. Thank you so much.		Female	56-65	White British	
121	Extremely Likely	I cannot fault my care.	Very happy.	Female	56-65	White British	

122	Extremely Likely			Female	Over 65	White British	
123	Extremely Likely	Thank you to all staff. Very helpful and treated with dignity.		Female	Over 65	White British	
124	Likely	If I have to come again I'll probably ask for sedation. It seems more painful than my previous visit, but that maybe because of my age, [age omitted].		Male	Over 65	White British	
125	Likely	Friendly, informative staff who made sure you are the right person for the right procedure.	1. Make clear that you must not work for 24hrs after procedure, if under sedation. 2. Map of where to go in addition to directions.	Female	36-45	White British	
126	Likely	Good care all round but, as wait was long, would have liked to lie down as I was still weak from op. etc. & having pains in kidneys - stents.	The nurses would know best as they are on 'shop floor'.	Female	Over 65	White British	
127	Likely	Would have been 'Extremely likely' but for the extremely long wait.		Male	Over 65	White British	
128	Likely	Informative & friendly staff.		Female	26-35	White British	
129	Likely	Treated with professionalism and courtesy from booking in to discharge. Brilliant.	The process you have in place seems fine. I can't think of anything that would make it any better. Thank you.	Male	Over 65	White British	
130	Likely	10 out of 10.	No.	Male	Over 65	White British	
131	Not entered		None. All work well.	Male	Over 65	White British	
132	Not entered	Everyone was as helpful as they could be in what is a slightly daunting procedure.	Only thing I can think of, I was sent incorrect info for Movicol or whatever it was. All sorted out over the phone by [name withheld].	Female	Over 65	White British	