

Endoscopy Suite - Friends and Family Test - Dec-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.	%	%	%
Dec-18	79	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	Very pleasant, welcoming staff from entry to exit. Professional, efficient, polite & made me feel totally at ease.	None.		46-55	White British	
2	Extremely Likely	Staff are all friendly and reassuring so it is a better experience.				White British	
3	Extremely Likely	Everyone so very nice & kind. I was very worried & nervous, but all the nurses, doctors were very nice & made me feel at ease. Thank you.	No.	Female	56-65	White British	
4	Extremely Likely	Staff friendly, helpful, very pleasant and polite - made my visit enjoyable.	You cannot improve something that is perfect.	Male	Over 65	White British	
5	Extremely Likely	Excellent treatment while I was in hospital.	I am totally happy in the treatment I received.	Female	Over 65	White British	
6	Extremely Likely	Excellent care. Thank you.		Female	Over 65	White British	
7	Extremely Likely	Very good care from beginning to end by all involved. Thank you.		Female	Over 65	White British	
8	Extremely Likely			Female	Over 65	White British	Do not publish
9	Extremely Likely	Very positive experience.	Advocate gas & air more positively, really helped!	Male	56-65	White British	
10	Extremely Likely	Excellent staff. Very caring.		Female	56-65	White British	
11	Extremely Likely	Lovely people, explanation of procedure thorough & assuring.		Female	46-55	White British	
12	Extremely Likely	Looked after excellent. Staff all very caring.		Female	Over 65	White British	
13	Extremely Likely	Very nice staff, extremely kind & friendly.					
14	Extremely Likely	Professionalism, friendliness, kindness & very efficient.	No - it's great.	Female	56-65	White British	
15	Extremely Likely	Really friendly, helpful, reassuring nurses & Dr.	No, all good. Thank you.	Male	46-55	White British	

16	Extremely Likely	Very friendly staff - great teamwork. Lots of information and support. Great builder's tea. Thank you.	Keep doing what you do - it works so well. Thank you for looking after me so well.	Female	46-55	White British	
17	Extremely Likely	I have PTSD and was really worried and frightened but I felt really looked after and the 3 nurses who did the procedure were really friendly.		Female	26-35	White British	
18	Extremely Likely	Felt quite at ease. Very friendly staff. Wouldn't worry about coming again as I was very anxious when I arrived.					
19	Extremely Likely	I was actually listened to on this occasion and the experience was very much improved and all staff were exceptional.	A few minutes listening without being rushed.	Female	56-65	White British	
20	Extremely Likely	Absolutely fantastic care, friendly staff, very reassuring.					
21	Extremely Likely	Friendly staff. Helpful about the procedure. Nice tea and biscuits afterwards.		Male	46-55	White British	
22	Extremely Likely	It's good to have yourself checked out.	None - care & service is great.	Male	46-55	White British	
23	Extremely Likely	Everything explained very well, every step of the way. The staff very pleasant and kind.	I think the service is excellent as it is.	Female	Over 65	White British	
24	Extremely Likely		No. Very good. Well looked after.	Female	Over 65	White British	
25	Extremely Likely	All staff very relaxed & friendly.		Female	Over 65	White British	
26	Extremely Likely	This is a lovely ward with very friendly staff. I would recommend to anybody.	None.				
27	Extremely Likely	Extremely friendly, all in time & everything explained.		Female	Over 65	White British	
28	Extremely Likely	Very attentive staff, fully explaining procedure, ensuring calm.	No.	Male	Over 65	White British	
29	Extremely Likely	The ability and professionalism of all the staff is immediately evident, coupled with their dedication and [illegible] good humour. It's a privilege to be here.		Female	Over 65	White British	
30	Extremely Likely	I was very anxious but the nurses were very aware of this & kept checking up on me regularly even though they were very busy.		Female	56-65	White British	
31	Extremely Likely	First class service. Well done.					

32	Extremely Likely	Everyone was so kind. I was really scared and everyone put my mind at rest.					
33	Extremely Likely	Everybody really friendly, from reception staff through to theatre staff, making you feel very relaxed throughout.		Female	56-65	White British	
34	Extremely Likely	Friendly and empathetic staff. Very proficient.	No.	Male	Over 65	White British	
35	Extremely Likely	Nurses were very calming & put me at ease, I was very anxious. Thank you.					
36	Extremely Likely	All staff were very kind and helpful and I was given full information about my treatment and procedure. Thank you!		Female	Over 65	White British	
37	Extremely Likely	The staff have been extremely helpful, and very kind and caring. I have received first class treatment. Thank you very much.			56-65	White British	
38	Extremely Likely	Could not of been better looked after. Very friendly staff.					
39	Extremely Likely	Very helpful, friendly staff.		Female	46-55	White British	
40	Extremely Likely	Very friendly staff Clear explanations of the process. No feeling of being rushed. Spotless ward - hygiene standards very high.	None.	Female	56-65	White British	
41	Extremely Likely	Very friendly staff and great support of staff.		Female	46-55	White British	
42	Extremely Likely	The kind and empathetic attitude of the staff (all). The smoothness of the procedure. The effectiveness of the sedation. Thank you.					
43	Extremely Likely	Friendly staff. Very courteous.					
44	Extremely Likely	First class experience.	Car park!	Male	Over 65	White British	
45	Extremely Likely	I felt I was well looked after in every way. All staff brilliant.	None I noticed were missing.	Female	56-65	White British	
46	Extremely Likely	Everyone very friendly, understanding and kept informed throughout.	No - all good!	Female	56-65	White British	
47	Extremely Likely	Seen on time. Very polite staff, caring and knowledgeable. Everything explained. Well done all round.	None whatsoever! Just stay as you are!	Male	Over 65	White British	

48	Extremely Likely	Friendly atmosphere, talked to throughout procedure. Very pleasant all round.		Female	46-55	White British	
49	Extremely Likely	All the people make it a pleasure to visit all the departments, whatever the treatment. Thank you all in Endoscopy Suite.	No. It's perfect.		Over 65	White British	
50	Extremely Likely	Everyone was nice and friendly, explained everything to be and made me feel comfortable. Thank you.		Female	Over 65	White British	
51	Extremely Likely	Professional, friendly & clear explanations throughout. Very good service & reassuring. Thank you!	None - it was excellent.	Male	46-55	White British	
52	Extremely Likely	Lovely & professional staff. I loved [name withheld]! So kind and she looked after me so well. Thank you!		Female	Over 65	White British	
53	Extremely Likely	Everybody who dealt with me were extremely friendly and informative about what was happening at every stage of the way.					
54	Extremely Likely	I was very well looked after and the procedure was carried out efficiently.	No, it was very good.	Female	Over 65	White British	
55	Extremely Likely	All so friendly, happy, kind. A very relaxed ward.		Female	56-65	White British	
56	Extremely Likely	I was well looked after in a friendly & caring manner.		Female	56-65	White British	
57	Extremely Likely	Extremely quick procedure.		Female	Over 65	White British	
58	Extremely Likely	Everything I need to know was explained in simple to understand words. Excellent aftercare.		Male	56-65	White British	
59	Extremely Likely	Lovely, caring, friendly, helpful staff.					
60	Extremely Likely	Everyone was very nice & always helpful & caring. Thank you all very much.		Female	Over 65	White British	
61	Extremely Likely	Very friendly & helpful staff.					
62	Extremely Likely	Staff kept me well informed every step of the way. They were polite, respectful & helpful.	Just keep doing what you are doing.	Female	56-65	White British	
63	Extremely Likely	The care & courtesy given during my		Male	56-65	White British	

		procedure was excellent.					
64	Extremely Likely	Lovely staff & explained everything simply. Thank you so much.		Female	46-55	White British	
65	Extremely Likely	Everyone is really helpful and put you at ease.		Female	Over 65	White British	
66	Extremely Likely	I found the staff, nurses, doctor absolutely fantastic from when I first arrived to when I left the ward.		Female	56-65	White British	
67	Extremely Likely	I have been looked after very well - staff lovely.	A long wait could be better filled.	Female	Over 65	White British	
68	Extremely Likely	Staff have been very professional, friendly & caring. Tea & biscuit very good.					
69	Extremely Likely	As this was the first time I have had this procedure I was a little nervous but the staff were lovely and made it all so easy. Thank you.	Maybe give an estimated time you will be here?	Female	36-45	White British	
70	Extremely Likely	Everyone made me feel very relaxed but also informed me of everything that was happening.	No.	Female	46-55	White British	
71	Extremely Likely	Everyone very nice & helpful.	Keep it as it is.	Female	Over 65	White British	
72	Extremely Likely			Female	36-45	White British	Do not publish
73	Extremely Likely	Everyone was very nice, explaining thoroughly the procedure, reducing my anxiety/worry. Very caring staff. Would recommend to friends & family. [Name withheld]		Male	Over 65	White British	
74	Extremely Likely	Endoscopy procedure was painless & the staff all gave excellent attention & help.	None.	Male	Over 65	White British	
75	Extremely Likely	I found everybody very helpful, very friendly & sense of humour. They all were brilliant.		Male	Over 65	White British	
76	Extremely Likely	Excellent care, courtesy, kindness, friendliness, professionalism.	No. All good.	Male	Over 65	White British	
77	Likely	Everyone great.		Female	56-65	White British	
78	Likely	Everyone was very kind & helpful but it did take a [illegible] time.					

79	Likely	Everyone seems nice & friendly. Efficient.		Female	46-55	White British	
80	Not entered	Very likely. [Name withheld]	No.	Male	Over 65	White British	
81	Not entered	They can't do enough for you. They have done a very good job. Thank you very much. [Name withheld]				White British	
82	Not entered	Very good. Impressed by all staff.			Over 65	White British	
83	Not entered	Excellent, caring staff who made the whole process a lot more easier.	No. Time was efficient and was seen only slightly after time given. Doctors and nurses were very caring and considerate [illegible] it being my first hospital / procedure experience.	Female	16-25	White British	
84	Not entered	Good service. Staff very kind.		Female	Over 65	White British	
85	Not entered		None.	Female	Over 65	White British	