

Endoscopy Suite - Friends and Family Test - Nov-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.	%	%	%
Nov-18	89	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 nice staff, make you feel relaxed.		Female	46-55	White British	
2	Extremely Likely	Everybody polite & helpful, had a lovely sleep.	No.	Male	Over 65		
3	Extremely Likely	A very friendly experience all round from booking in to procedure, and finally aftercare. Thank you everybody.		Male	46-55	White British	
4	Extremely Likely	First class treatment from start to finish. It would be hard to improve.	None.	Male	Over 65	White British	
5	Extremely Likely			Male	Over 65	White British	
6	Extremely Likely	All nurses and doctors very kind and thoughtful. Thank you everyone.		Male	56-65	White British	
7	Extremely Likely			Female	46-55	White British	
8	Extremely Likely	A very friendly atmosphere - ideal to put you in a relaxed mood! Excellent! [Name withheld]		Female	56-65		
9	Extremely Likely	Very organised, nice surroundings and all the staff were very friendly and caring.		Female	56-65		
10	Extremely Likely	Excellent service, very kind staff. Very explanatory & helpful plus kindness. Fully appreciated by myself. [Name withheld]	None. Brilliant service. Carry on as it is. Perfect treatment.	Female	Over 65	White British	
11	Extremely Likely	Friendly staff.		Male	46-55	White British	
12	Extremely Likely	Lovely staff, gave plenty of reassurance. Felt very cared for.	No.	Female	36-45	White British	
13	Extremely Likely	The staff are kind, helpful and caring - what more could you wish for?! Also, very efficient.		Female	Over 65	White British	
14	Extremely Likely	Put at ease all the way. Treated respectfully. Very friendly.	None.	Female	46-55	White British	

15	Extremely Likely	Friendly staff. Calm and efficient atmosphere. Staff very good at relaxing the patients.		Female	Over 65	White British	
16	Extremely Likely			Male	Over 65	White British	
17	Extremely Likely	Everyone was very friendly and thoughtful & without any pain. Thank you.	Everything is perfect.	Female	Over 65	White British	
18	Extremely Likely	Because [name withheld] comes across very professional, clear and polite. Everyone so helpful.		Female	Over 65	White British	
19	Extremely Likely	Fantastic treatment by everybody.	None.	Male	Over 65	White British	
20	Extremely Likely	Very friendly, helpful bunch of people.					
21	Extremely Likely	Fantastic care and made me feel at ease.		Female	36-45	White British	
22	Extremely Likely	All nurses and Drs were lovely and understanding the whole time mum was on the ward.		Female	56-65	White British	
23	Extremely Likely	Attentive. Made to feel comfortable, friendly & warm!					
24	Extremely Likely	All members of staff friendly and helpful at all times.		Male	Over 65	White British	
25	Extremely Likely	Helpful explanation throughout from caring staff which much reduced stress. Thank you.		Male	56-65	White British	
26	Extremely Likely	Very friendly, helpful staff.		Female	56-65	White British	
27	Extremely Likely	Friendly and very helpful. Thank you.	Less time waiting.	Female	Over 65	White British	
28	Extremely Likely	Treated very well by all the staff. All explained well to me.		Male	Over 65	White British	
29	Extremely Likely	Quick, pleasant and very good nursing. 10/10.	None.	Female	Over 65	White British	
30	Extremely Likely	Appt. at 8am - procedure all over by 9am & back in recovery. Excellent staff and was well looked after.	No - it was all very good.	Female	46-55	White British	
31	Extremely Likely	Perfect attention and professionalism from all involved. Thank you, thank you.	Stay strong and healthy please!		Over 65	White British	
32	Extremely Likely	Couldn't wish for better.					
33	Extremely Likely	Very pleased with everything. Thank you. [Name withheld]	None.	Male	56-65	White British	

34	Extremely Likely			Female	46-55	White British	
35	Extremely Likely	Helpful, friendly staff. Very professional.	Tissues to clean up with would be helpful.		46-55	White British	
36	Extremely Likely	Wonderful staff - very friendly & reassuring.	Excellent service.	Female	56-65	White British	
37	Extremely Likely	The system worked very efficiently from receipt of letter to discharge post examination. Very friendly and efficient staff.	None.	Male	46-55	White British	
38	Extremely Likely	Excellent staff made me feel at ease.		Female	36-45	White British	
39	Extremely Likely	Lovely staff. Made an apprehensive patient very much at ease. Nothing to add but thank you!		Female	46-55	White British	
40	Extremely Likely	The care given is excellent.		Female	46-55	White British	
41	Extremely Likely	Kind and friendly.		Female	56-65	White British	
42	Extremely Likely	Everyone was so reassuring, went to exceptional lengths to explain procedure. Couldn't fault anyone - 'A' plus.	A little more sedative to prolong the feeling of being totally relaxed after the procedure would be wonderful.	Male	46-55	White British	
43	Extremely Likely	Lovely, friendly staff. Efficient treatment. [Name withheld]					
44	Extremely Likely	Strange question! I don't want my friends & family to be ill, but I'm sure they will have a wonderful time here.			Over 65	White British	
45	Extremely Likely	Friendly, reassuring staff.		Female	46-55	White British	
46	Extremely Likely	Was looked after very well, staff all lovely. Procedure was much more relaxed than I imagined. Thank you.		Female	36-45	White British	
47	Extremely Likely	Staff so pleasant & welcoming & nothing too much trouble, very pleased & lovely place to be!					
48	Extremely Likely	Well looked after and everything run smoothly, staff so helpful and friendly.	No. It works nicely the way it is.	Male	56-65	White British	
49	Extremely Likely	Very helpful and informative.	None.	Male	Over 65	White British	
50	Extremely Likely	Nice welcome on arrival. Great staff and aftercare. Was made to feel at ease. This was my second visit to this department. A		Male	56-65	White British	

		big thank you to all. [Name withheld]					
51	Extremely Likely			Male	Over 65	White British	Do not publish
52	Extremely Likely	Everyone was very nice. They couldn't do enough for me.	No.	Female	Over 65	White British	
53	Extremely Likely	Staff were very friendly and helpful.		Female	Over 65	White British	
54	Extremely Likely			Female	Over 65	White British	
55	Extremely Likely	Everyone was so nice and kind. I felt safe and valued.	No. It was perfect.	Female	56-65	White British	
56	Extremely Likely	Quick and efficient.		Male	46-55	White British	
57	Extremely Likely	I was well looked after! Staff very nice. Thanks.		Male	Over 65	White British	
58	Extremely Likely	Friendly, efficient & sensitive. A very positive experience (I was dreading it). Thank you! [Name withheld]		Male	46-55	White British	
59	Extremely Likely	Very friendly and helpful staff with nice environment to avoid stress.		Male	46-55	White British	
60	Extremely Likely			Male	46-55	White British	Do not publish
61	Extremely Likely	All of the staff are so kind & understanding and put you at your ease straightaway, and the procedure was explained well all the way through. Top marks N.D. Healthcare.		Female	Over 65	White British	
62	Extremely Likely	Everyone was very kind, friendly and explained everything in great detail. Thank you.					
63	Extremely Likely	Staff very pleasant. Procedure was as easy as pie. Would I come back? Yes.		Male	Over 65	White British	
64	Extremely Likely	Very welcoming team who provided answers to questions. I was given lots of information regarding the procedure. The staff & environment, from receptionist into the main suite & aftercare, was welcoming & reassuring throughout.		Male	46-55	White British	
65	Extremely Likely	Staff very caring, made me feel comfortable and explained everything well. Nice ward.		Female	46-55	White British	
66	Extremely Likely	Everyone was so helpful & kind - help to put		Female	56-65	White British	

		you at ease when you were not sure about the unknown.					
67	Extremely Likely	Everyone was friendly and efficient couldn't have been better.		Male	Over 65	White British	
68	Extremely Likely	I found the staff very kind and nice which I feel helped.	No.	Female	Over 65	White British	
69	Extremely Likely	Staff excellent and professional in an 'unpleasant' investigation.					
70	Extremely Likely	Very helpful, understanding & kind.	None. Operation well organised & professional, dedicated unit.	Male	Over 65	White British	
71	Extremely Likely	Staff are most pleasant & friendly, very efficient and thorough.					
72	Extremely Likely	The care, everyone are fantastic. It is so bright & cheerful in the wards. The staff work really hard.	No.	Female	Over 65	White British	
73	Extremely Likely			Female	Over 65	White British	
74	Extremely Likely	Made to feel very relaxed. Things explained about procedure. All very professional & efficient. Thank you. [Name withheld]		Female	56-65	White British	
75	Extremely Likely	Treated very well by all concerned before the procedure, during & after.	No.	Male	Over 65	White British	
76	Extremely Likely	Doctors and nurses brilliant, warm and comforting and explain things they are doing and answer questions you ask.		Female	Over 65	White British	
77	Extremely Likely	I felt valued, so important. Kind, caring, attentive, informative staff / caring people. Everyone deserves a pay rise - let's hope!!	Keep going - your doing really well.	Female	56-65	White British	
78	Extremely Likely	Very friendly staff. Clean facilities.		Female	46-55	Other ethnic group	
79	Extremely Likely	From the time of arriving to book-in, the care and patient treatment was 1st class. The staff were so friendly and everything was explained to me. They all put me at perfect ease. A credit to the NHS.	None. The service was first class.	Male	56-65	White British	
80	Extremely Likely	No fuss, friendly staff. Gave a good explanation of what was about to happen	Larger cups for drink afterward.	Male	46-55	White British	

		and the same for aftercare. Need larger cups for coffee & tea.					
81	Extremely Likely	Very good. Everyone has been first class. Couldn't ask for any better treatment by to all concerned. [Name withheld]					
82	Extremely Likely	The staff were very kind & understanding.		Male	Over 65	White British	
83	Extremely Likely	Politeness of staff.		Female	Over 65	White British	
84	Extremely Likely	Good care from all staff. Very informative.	No.	Female	Over 65	White British	
85	Extremely Likely	Very friendly and informative, made to feel at ease.					
86	Extremely Likely	Great staff, very impressed. Thank you.	Just perfect.	Male	Over 65	White British	
87	Extremely Likely	Everything explained, staff friendly and helpful. Made to feel confident about the procedure.		Female	Over 65	White British	
88	Likely		No.	Female	46-55	White British	
89	Likely	Staff very friendly and helpful.		Female	46-55	White British	
90	Not entered	If they were to mention they needed to attend this ward, I would say all staff are excellent and very helpful.	Excellent from all staff.	Male	46-55	White British	
91	Not entered	Treated really well. Thank you.	No improvement.	Female	Over 65	White British	
92	Not entered	Very helpful staff, and friendly.		Female	Over 65	White British	
93	Not entered	Wouldn't change anything or anyone – well-run department. Thank you. x	If it isn't broke!	Female	56-65	White British	