

Endoscopy Suite - Friends and Family Test - Feb-19

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.	%	%	%
Feb-19	87	98.9	1.1	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	For the help and kindness shown throughout the whole procedure.	No.	
2	Extremely Likely	I was treated very well.		
3	Extremely Likely	Everybody friendly, experience not as bad as expected.	No.	
4	Extremely Likely	I was treated very well by the staff and everything was completed fairly quickly.		
5	Extremely Likely	Friendly welcome, very smooth procedure and clear explanation of outcome.	None.	
6	Extremely Likely	All very efficient & friendly.		
7	Extremely Likely	Staff were very friendly and caring throughout my procedure which helped relax me.	No - your current procedures appear to work smoothly and very well.	
8	Extremely Likely	The staff were A1, especially given that it was a Sunday. The doctor explained each thing he was doing during the procedure and his nurses were brilliant.		
9	Extremely Likely	Very good all staff.		
10	Extremely Likely	Lovely staff, put me at ease.		
11	Extremely Likely	Superb service given by all members of staff.		
12	Extremely Likely	Excellent treatment throughout. Attentive staff & full explanations of procedures.	None.	
13	Extremely Likely	Staff friendly & efficient.		
14	Extremely Likely	Problem with my throat. Lovely staff, so cheerful and helpful. Would recommend this ward to everybody that needs this procedure.	It just a shame I had to wait a hour before I could have a lovely cup of tea. Many thanks to the lovely staff.	
15	Extremely Likely	All staff were very helpful and caring. Had a lovely cup of tea & biscuit. They were very busy. Checked I was ok but had time to stop and talk.		
16	Extremely Likely	Everyone was so kind and put me at ease.	I have been happy with everything the way it is.	
17	Extremely Likely	Everyone was so caring and kind and professional. I was very worried when I arrived but everyone was there to help.	The loo roll outside the ward was so full it could not be pull out.	

18	Extremely Likely	Everyone has been so kind, helpful & informative. Made me feel at ease. Thank you. x	Today, my experience has been 10/10.	
19	Extremely Likely	Everyone were so helpful and joyous. Make you feel very relaxed.	No, just waiting time.	
20	Extremely Likely	Staff were all very friendly and everything was explained to me in enough detail.		
21	Extremely Likely	Made very easy by attentive staff. Everything thoroughly explained, experience a lot less stressful than I expected.		
22	Extremely Likely	Very kind staff. Everything explained well.		
23	Extremely Likely	Excellent communication, professionalism and humour amongst all staff. So very grateful.		
24	Extremely Likely	Professional judgement after a lifetime in personnel and management services management - the cheerful staff work really efficiently to deliver a first class service. Well done.		
25	Extremely Likely	Good.		
26	Extremely Likely	Staff very friendly, do an excellent job. Thank you very much.		
27	Extremely Likely	Quick treatment by responsible staff.		
28	Extremely Likely	Very caring, very efficient.		
29	Extremely Likely	Very efficient, friendly & excellent facilities. Thank you.		
30	Extremely Likely	Because everyone is very friendly and everything is explained well.		
31	Extremely Likely	Everyone was so kind & understanding, they helped me to relax.	None, very good.	
32	Extremely Likely	Care and procedure was excellent.	Good as it is.	
33	Extremely Likely	100% professionalism, 100% kindness and care. Outstanding. All staff doing a wonderful, amazing job. Thank you very much for your dedication and commitment to your work.		
34	Extremely Likely	Friendliness. Kindness. Full explanations of procedures. Nice people. 5*	You have already improved from 5 years ago - greatly.	
35	Extremely Likely	I have been given the reassurance before the procedure, which helps enormously when anxious. Thank you too for the tea!		
36	Extremely Likely	Very professional, caring and efficient staff. I was made to feel very welcome and very cared for. Reassuring and friendly, I was very impressed.		

37	Extremely Likely	Staff so understanding & gentle & helped to keep me relaxed.		
38	Extremely Likely	All very good.		
39	Extremely Likely	All staff polite, professional, kind & competent. Patients kept well informed at all stages.		
40	Extremely Likely	Very calm & supportive team. This procedure was not as difficult as [illegible] was lead to believe, quick & efficient.	Less waiting time within ward thinking about it.	
41	Extremely Likely			
42	Extremely Likely	You are all so friendly, helpful and caring. I feel completely secure in your care. Thank you.	Not really.	
43	Extremely Likely	Very efficient & informative, friendly team.	No.	
44	Extremely Likely	I found the staff friendly & knowledgeable and the endoscopy which I was dreading wasn't anything to be worried about.		
45	Extremely Likely	The nice manners & kindness! Every thought was for the patient. Thank you for lovely staff. [Name withheld]		
46	Extremely Likely	They are all good staff and happy to be with you. [Name withheld]		
47	Extremely Likely	I was so nervous, but everyone kind, procedure quick - thank you.	No.	
48	Extremely Likely	Efficient, professional, checking patient i.d., always caring and helpful. Cleanliness. Always excellent treatment.		
49	Extremely Likely	All the members of the team were patient, understanding, helpful, pleasant & easy to get on with. Ward is clean, bright & airy, tidy.	None.	
50	Extremely Likely	The staff are very friendly and put you at ease. They also explain everything about the procedure to you.		
51	Extremely Likely	Very friendly staff, puts you at ease as soon as you get in. No troubles at all.	None, it's perfect.	
52	Extremely Likely	Made to feel welcome on arrival. Once paperwork completed, the procedure was 1st class. Obviously, a very dedicated and professional team, all showing kindness and compassion. Everything explained in detail, kept fully informed at all times. A great team.	I would honestly think difficult. Maybe different areas for patients to change, in keeping separate from fully dressed patients, especially with ongoing thoughts regarding dignity. But everything else, especially staff, 100% tops.	
53	Extremely Likely	Because everyone was so friendly & helpful and explained every so thoroughly.		
54	Extremely Likely	Friendly staff which helps to put you at your ease.	Probably starting with the MoviPrep, rather than having	

			enema & having to come back.	
55	Extremely Likely	Friendly staff, professional procedure.		
56	Extremely Likely	Excellent service, everyone warm & friendly. Thank you.		
57	Extremely Likely	After several of these procedures I have always found the kindness & efficiency of the staff here [illegible]. We are lucky to have you.	I have always found this hospital excellent. Many thanks. Car parking needs looking at though!	
58	Extremely Likely	Excellent care & service.		
59	Extremely Likely	Everyone of the staff were amazing. Nothing too much bother for any of them. Cheerful group of dedicated nurses. Mr [name withheld] was very nice - so was [name withheld].	None at all - everyone in this ward is doing a great job.	
60	Extremely Likely	V. considerate/helpful staff. Calm atmosphere.		
61	Extremely Likely	Everyone in the unit was v. helpful, informative & pleasant. Having not had the treatment before, they explained it all to me very well.		
62	Extremely Likely	Calm & quiet area. Nurses all very friendly & helpful & appreciated that many of the patients were quite nervous. Staff always on hand.		
63	Extremely Likely	Very kind & friendly staff. Well-explained procedure.		
64	Extremely Likely	All staff were very friendly and took care to explain all procedures. All treatment was very well explained and all requests were met. All in all, a very positive experience although dreaded at first!!		
65	Extremely Likely	Superb staff & service - could not have been better! [Name withheld]	None.	
66	Extremely Likely	Very friendly & professional care.	No!	
67	Extremely Likely	Very friendly, kind & helpful staff.		
68	Extremely Likely			Do not publish
69	Extremely Likely	Very helpful staff, nice atmosphere.	No, it was very good.	
70	Extremely Likely	Excellent service, unable to see any room for improvement. Thanks to Dr [name withheld] & [name withheld] [illegible].		
71	Extremely Likely	The staff are so friendly & helpful & explain everything to you so you have no worries. They listen to you. Could not be treated any better.		
72	Extremely Likely	I have used this unit 3 times. I find the staff exceptionally kind		

		& caring. For someone like me, who is less than brave, I find that so reassuring. Thank you.		
73	Extremely Likely	Very welcoming staff, friendly, made me feel at ease. Thank you [names withheld] and rest of team.		
74	Extremely Likely	Everything explained. Staff very reassuring. Very pleasant environment, bright and cheerful.		
75	Extremely Likely	1st class service by everyone.	None.	
76	Extremely Likely	Everyone was very nice to me.		
77	Extremely Likely	Your staff are kind and caring and know their job. They work very hard, we can't do without teams like them.	You can't improve on the service. It's the best.	
78	Extremely Likely	Staff very friendly and welcoming, explaining everything very well. Staff very caring and nothing too much trouble. Highly recommend the staff.		
79	Extremely Likely	Wonderful care all round by kind, lovely people.		
80	Extremely Likely	Friendly, cheerful, professional [illegible].	More tea!!! Thank too for being here!	
81	Likely	I have been well treated every time, nothing is too much trouble for anyone. [Name withheld]		
82	Likely	Extremely helpful & supportive staff in preparation & recovery area, very reassuring ladies. Thank you!		
83	Likely	Thank you for everything. [Name withheld].		
84	Likely	Long wait.		
85	Likely	Waiting time not good, everything else excellent.	Nearly 2 hours waiting time too long. Treatment brilliant.	
86	Likely	Although I had to wait a while, the staff were friendly & helpful to any questions I asked. Thank you for everything. P.S. the tea was also fine. x [Name withheld]		
87	Extremely Unlikely			
88	Not entered	Very good. Thank you.		
89	Not entered	Good.	Winged chairs to rest head.	
90	Not entered	Excellent staff.	No.	
91	Not entered	Very well organised. All staff have been kind and put me at ease. We are lucky to have such a friendly staff.		
92	Not entered	Staff and Mrs [name withheld] were wonderful.	Staff caring and professional.	

93	Not entered	I was the friend & I too had a hot cuppa & biscuits. Thank you so much. Excellent in every way, thank you. We are both so grateful.		
94	Not entered	Very kind and helpful. Explained everything thoroughly. Very reassuring.		
95	Not entered	Looked after very well and made comfortable at all time while I was here.	None.	
96	Not entered	Everyone is so nice.		