

Endoscopy Suite - Friends and Family Test - Jan-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.	%	%	%
Jan-19	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	Fantastic, caring staff that put you at ease all the way through the procedure.		
2	Extremely Likely	I was treated wonderfully & with such respect. The whole experience was carried out with such efficiency and all the staff were friendly and very helpful.		
3	Extremely Likely	Kind, caring, smile and explain everything they do. Make you feel they want the best for you.		
4	Extremely Likely	Everybody is really good and very friendly, they make you feel at home, very pleased.		
5	Extremely Likely	Excellent staff and very professional.	Not really.	
6	Extremely Likely	The care of the nurses, the friendliness. The whole ward is so welcoming. Very professional. Thank you so much.	None.	
7	Extremely Likely	Very caring, attentive staff. The whole experience was handled with great care and one felt very confident in the care also.		
8	Extremely Likely	The whole team are very friendly and professional and reassuring. Thank you.		
9	Extremely Likely	Everything was explained to me and made me feel in safe hands, staff were so helpful & willing to help in any way possible, very polite & made you feel at ease. Thank you all so much.		
10	Extremely Likely	Staff have been very friendly. Approachable and efficient.		
11	Extremely Likely	Efficient service, relatively painless, clean environment and I was lucky enough to get kind staff. Kindness makes such a difference.	Less intrusive questions at reception, not much privacy there. One ward clerk, in particular, very loud. The questions on p3 ref data sharing do not make sense & need revising.	
12	Extremely Likely	Everyone were very kind & helpful. I had no issues at all.		
13	Extremely Likely	Everyone very caring, professional. Ward was clean & well run.	None - except keep informed of waiting time.	
14	Extremely Likely	Friendly & attentive throughout.		
15	Extremely Likely	Staff are all very friendly and very helpful.		
16	Extremely Likely	Very helpful staff & caring. Explained the procedure well. I was	None.	

		anxious but they made me feel well and welcome.		
17	Extremely Likely	Friendly staff, on time, good information.		
18	Extremely Likely	Very efficient/informative.		
19	Extremely Likely	Excellent all round. Many thanks. [Name withheld]		
20	Extremely Likely	The staff are so caring, friendly and amazing. Thank you so much.	Forget the coffee & biscuits, lay on the McDonalds.	
21	Extremely Likely	The staff were extremely attentive and very helpful. Very caring atmosphere and nothing too much trouble for them.		
22	Extremely Likely	Friendly, helpful, efficient staff.		
23	Extremely Likely	Everyone has been wonderful, very kind, maked me very relaxed, they explained everything they were going to do, I just wish they [illegible] finding you & being so terrible because you. I get so upset when it really upsets me & I get very cross when they say the hospital is not keeping keep to their. I think this hospital staff is marvellous.		
24	Extremely Likely	Pleasant staff. Ran to time. Very efficient.	Ask the patient how the MoviPrep had worked.	
25	Extremely Likely	Friendly & informative staff.	Reception area too open - lack of confidentiality.	
26	Extremely Likely	I would recommend similar treatment in this ward. The nurses and doctors were very kind. The procedure was far less painful this time.		
27	Extremely Likely	Everyone is so very kind & try and put your mind to rest. A wonderful team. Very clean & efficient dept.		
28	Extremely Likely	Everyone was very kind & explained what was going to happen. Everything spotlessly clean. Nursing staff are credit to the unit. Only hear of negative things about N.D.D.H. so it is nice to see how efficient everyone was.	Everything is just perfect as it is. Keep up the good work.	
29	Extremely Likely	Everybody was very, very kind & explained very well & couldn't do enough for you.	None.	
30	Extremely Likely	I have been so well looked after. Everyone has been great!	None.	
31	Extremely Likely	Very prompt, efficient, friendly, completely professional.	Clarify dressing gown guidance in appointment letter.	
32	Extremely Likely	[Names withheld] were very kind & caring to me as a very nervous patient. Also, many thanks to Mr [name withheld] & his care & attention. [Name withheld].		
33	Extremely Likely	The staff could not have more caring & helpful. Thank you.		

34	Extremely Likely	In as much as I would recommend a colonoscopy to anyone, if you have to undergo this then you will receive excellent care & kindness. The procedure was carried out expertly.		
35	Extremely Likely	The whole team work perfectly from first visit to last given report!!	Why try to fix something that is not broken?	
36	Extremely Likely	Staff were very helpful and talked me through everything, made me feel at ease. Very good.		
37	Extremely Likely	Very friendly staff.		
38	Extremely Likely	Staff were amazing from the moment I entered. I was extremely worried, nervous, they reassured me and helped where I should have done & procedure at home.	No - they are doing an amazing job with humour and sensitivity.	
39	Extremely Likely	Prevention better than cure. From entering unit, having procedure carried out, nothing but first class treatment from all team members. Thank you all. [Name withheld]	1) Can you go back to the old 'flush you out' mixture. 2) To help you, advise patients not to eat kiwi fruit.	
40	Extremely Likely	Friendly, calm atmosphere, very efficient.		
41	Extremely Likely	Friendly, helpful staff - caring & informative. Made sure I understood everything going on.		
42	Extremely Likely	Friendly staff, made to feel quite relaxed and at ease.		
43	Extremely Likely	Service received was completely first class. Staff were helpful, informative and genuinely kind. I was grateful to all of them. [Name withheld].		
44	Extremely Likely	Staff are professional, friendly, polite & kind. Well done.		
45	Extremely Likely	Apart from the nature of the tasks done, from my first contact, reception 10/10 plus, pre-medical information guy - 10/10 who me feel so relaxed & surgeon 10/10 and assistants 10/10 plus, after care 10/10. All 10 out of 10, very professional, it was nearly like being on holiday (lots of nice people). Thank you all. xx	No, not for me. Barnstaple N.D.H. second to nun!	
46	Extremely Likely	Friendly, ensured my understanding at all times, caring.		
47	Extremely Likely	Excellent, attentive staff, made to feel relaxed and put at ease. [Name withheld]	No.	
48	Extremely Likely	Staff friendly, reassuring & helpful. First experience in this ward, & I was pleasantly surprised. Thanks to everyone for looking after me.		
49	Extremely Likely			

50	Extremely Likely	Very kind, very efficient.	No.	
51	Extremely Likely	Everything was well explained and delivered efficiently and with compassion.	No, I have no complaints at all.	
52	Extremely Likely	From the friendly staff to the wonderful Mr [name withheld], I found everything extremely easy & painless. The cleanliness was very good too. Thank you one & all for your care.		
53	Extremely Likely	Everything was both professional and helpful/caring, explaining the process in great detail and making me feel at ease.	No. Please maintain these standards so everyone receives such a high standard of customer service.	
54	Extremely Likely	Everybody has been extremely helpful and friendly. Excellent care.		
55	Extremely Likely	Everyone friendly & helpful.		
56	Extremely Likely	Very friendly & made me feel quite calm.	The appointment letter I received did not indicate I should bring a urine sample.	
57	Extremely Likely	It was quick. Staff are all fab and should have a good pay rise.		
58	Extremely Likely	The staff were warm, comforting and very professional. I was very anxious and was put right at ease. [Name withheld], my nurse, was amazing. Also, [name withheld] put me at ease.		
59	Extremely Likely	Excellent care given by all staff, especially [names withheld]. Thank you all for looking after me.		
60	Extremely Likely	Everybody was so helpful and friendly, making me feel more relaxed for the upcoming procedure which nobody would look forward to. The tea afterwards was nice as well!		
61	Extremely Likely	All lovely staff. I was well informed all throughout the procedure.		
62	Extremely Likely	Friendly but professional. Generally, very caring and empathy with patient's concerns was great.		
63	Extremely Likely	Staff very helpful, clean beds, any help wanted is given, could not better this service.	None.	
64	Extremely Likely	Everyone extremely helpful and very efficient.	None - excellent.	
65	Extremely Likely	All the staff have been very kind and have explained everything very well. I was very quick in and out and overall a very positive experience.	No, very good service.	
66	Extremely Likely	Quick and easy procedure, very friendly staff made me at ease.	None.	
67	Extremely Likely	All the staff were very helpful and reassuring all the time and made everything easy to cope with.	No.	

68	Extremely Likely	Staff were most attentive and helpful at all times. Nothing was too much trouble.	All excellent!	
69	Extremely Likely	Excellent staff. The procedure was explained & any of concerns were satisfied - overall excellent. Thank you.		
70	Extremely Likely	Professional, caring staff. Very friendly.		
71	Extremely Likely	Staff very friendly, very efficient.		
72	Extremely Likely			
73	Extremely Likely	The staff have been wonderful and so reassuring. Thank you so much for your kindness from the time of entering and leaving - a nice cup of tea as well. x	You do everything to make one feel wanted and comfortable.	
74	Extremely Likely	Kindly attention given to me by all the staff by whom I was involved with. Thank you all very much. Kindest regards, [name withheld].		
75	Extremely Likely	All staff lovely and reassuring.	None.	
76	Extremely Likely	Everyone very friendly, quick procedure. No problems. Not as traumatic as expected.		
77	Extremely Likely	Staff are absolutely wonderful. So caring about your needs.		
78	Extremely Likely	The staff were very helpful and friendly.		
79	Extremely Likely	These are very caring people.		
80	Extremely Likely	Wonderful, friendly staff. Fast, efficient service. Thank you.		
81	Extremely Likely	Very nice staff. Helpful & friendly.		
82	Extremely Likely	The staff were so kind & helpful.		
83	Extremely Likely	Everyone - all staff were very welcoming and reassuring.		
84	Likely	Staff are very friendly & helpful and are there to take your mind off it.	No, I believe everything to be sufficient enough.	
85	Likely	Very well looked after.		
86	Likely	Kind treatment, everything explained, although waiting time lengthy.		
87	Likely	Very good.		
88	Likely	My stay was well explained & my procedure to me.		
89	Likely	Good care and advice given at all stages.	Difficult to contact the dept. Left a message on a Friday, was called back on a Wednesday when I was out, I called first thing on Thursday, again left a message but received	

			no call back before my Friday procedure.	
90	Not entered	[Illegible] have been really good & kind. Love for the [illegible]. [Name withheld].		
91	Not entered	Couldn't have had a better experience, although running an hour late. Staff were very efficient and so nice. The procedure carried out with great skill & care.	None, unless there is a population explosion. Parking needs addressing.	
92	Not entered	The care and aftercare were excellent.	None.	
93	Not entered	Could not have received better care anywhere. Amazing.		