

## Endoscopy Suite - Friends and Family Test - Apr-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.	%	%	%
Apr-19	158	100.0	0.0	0.0

### Qualitative feedback

	<b>Friends and Family Test response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Extremely Likely	Everyone very friendly and happy, helpful.		
2	Extremely Likely	Staff friendly, knowledgeable, courteous. Seem happy in their work. Good atmosphere. Nothing too much trouble.	None.	
3	Extremely Likely	Frightened as I was about the endoscopy, the staff in this ward are so friendly. They go out of their way to make you feel at home and are so very caring. It has been a pleasure to be in their company.	Excellent service.	
4	Extremely Likely	Everyone involved were extremely helpful and courteous.	No, you were great.	
5	Extremely Likely	Polite staff - who make you feel at ease. Clean, tidy environment.		
6	Extremely Likely	Courteous, friendly staff. Clean ward.	No.	
7	Extremely Likely	Efficiency and kindness with the care.		
8	Extremely Likely	All the staff were polite, gentle, caring and explained all aspect of treatment very clearly. Excellent service.	Excellent service already!	
9	Extremely Likely			
10	Extremely Likely			
11	Extremely Likely	Great care and made to feel at ease.	N/A.	
12	Extremely Likely	I had a previous endoscopy with just numbing spray and it was so difficult. This time I had sedation and it was so much easier.		
13	Extremely Likely	Staff very friendly and professional, made the procedure much better.		
14	Extremely Likely	Polite staff and everything explained well.	No.	
15	Extremely Likely	The staff have been very friendly & explained everything. Excellent care given.		
16	Extremely Likely	Friendly staff etc.		
17	Extremely Likely	Everyone was so attentive and very kind. Made to feel very comfortable.		

18	Extremely Likely	Wonderful staff, very helpful, friendly from start to finish of treatment. Ward is lovely & clean.		
19	Extremely Likely			Do not publish
20	Extremely Likely	The staff were very efficient and professional and friendly.	No.	
21	Extremely Likely	Fitted me in when a problem with booking. Everyone extremely professional & helpful. The procedure was not as unpleasant as last time. Thank you everyone.		
22	Extremely Likely	The staff have been really kind and caring. Also, very organised. Thank you.		
23	Extremely Likely	Everyone helpful, explaining each procedure. Very reassuring.		
24	Extremely Likely	Quick, efficient treatment.		
25	Extremely Likely	Made me feel relaxed during the procedure and everything step by step what was happening.		
26	Extremely Likely	Sympathetic staff, very rapid service.		
27	Extremely Likely	The quality, efficiency & professionalism was excellent. The staff were exceptional from booking in to discharge, many thanks.	No - nothing to improve but don't let them privatise our NHS, just give extra funding.	
28	Extremely Likely	I was given lots of information and staff were very friendly and reassured me.		
29	Extremely Likely	I was made to feel at ease & all the staff so friendly & informative.	It was perfect - nurses are just amazing.	
30	Extremely Likely	The patient care was brilliant, so friendly.		
31	Extremely Likely	Everybody very helpful and kept me informed of all procedures at all times, very thankful we have this facility.	No, all good.	
32	Extremely Likely	Everything went very smoothly.	No.	
33	Extremely Likely	The staff were efficient and reassuring to ease any concerns. The procedure was completed totally painless with explanations of what was being conducted. Very professional team.	None.	
34	Extremely Likely	Being very nervous with facing such an invasive procedure, I have been treated with the utmost dignity & respect. Thank you.		

35	Extremely Likely	Excellent care, very efficient & friendly.	No.	
36	Extremely Likely	Competent, efficient care. Friendly staff, everything explained. Best care available. Many thanks.	Guinness instead of tea, please.	
37	Extremely Likely	Brilliant staff.	You can't improve perfection.	
38	Extremely Likely	First class, professional service delivered with courtesy. No complaints whatsoever, thoroughly briefed throughout. The thought of this being privatised is horrendous.	No, first class delivered with total respect.	
39	Extremely Likely	I appreciate all what you do. Thank you.		
40	Extremely Likely	Everything was great and the people were brilliant and very helpful.		
41	Extremely Likely	Very efficient and caring, very well looked after.		
42	Extremely Likely	All the nurses and doctor were wonderful, put me at ease from the start. Thank you.		
43	Extremely Likely	Very helpful staff.		
44	Extremely Likely	Nice & friendly team, made you feel at home, tea & biscuits (best part). Many thanks. [Name withheld]	All good.	
45	Extremely Likely	Fast, efficient & v. friendly service.	Not really!	
46	Extremely Likely	Helpful, calm staff. Information passed on clearly. Opportunity to ask questions.		
47	Extremely Likely	All the staff were very thorough, friendly and kind. They made an unpleasant procedure as comfortable as possible and were very kind & knowledgeable.		
48	Extremely Likely	Very well looked after and everything was explained very good, and all was done in the time slot. Thank you.		
49	Extremely Likely	Excellent NHS staff. Very helpfully.	None. Service excellent.	
50	Extremely Likely			
51	Extremely Likely	Friendly staff from the outset, polite, efficient with a good sense of humour! Everything was explained to me clearly about my procedure. Excellent care and professionalism!	None, a very high level of service. Excellent.	
52	Extremely Likely	Everyone was so helpful and kind in every way.		
53	Extremely Likely	Very friendly staff. Everything explained perfectly. Procedure was excellent - didn't feel a thing - thank you		

		so much.		
54	Extremely Likely	Professional, informative, kind, responsive, organised, clean.		
55	Extremely Likely	Great customer empathy, care and thoroughness. Procedure was well explained and performed comfortably, well described outcome and follow up. Thank you all x.		
56	Extremely Likely	Very helpful and professional and friendly.	No.	
57	Extremely Likely	All the staff are so kind and caring. They made me feel calm and the whole process was much better than I'd feared.	Nothing to be improved.	
58	Extremely Likely	Very helpful & attentive staff. Very informative of all going on at each stage. Best fitted cannula fitted with no pain, perfect. Didn't even know it had been done!	No, but just be mindful of time of travel when appts booked if possible. More from admin perspective.	
59	Extremely Likely	Doctors and the nurses were great.		
60	Extremely Likely			
61	Extremely Likely	Routine examination.		
62	Extremely Likely	Everything was perfect.		
63	Extremely Likely	Very kind and friendly.	Not really. Everything wonderful.	
64	Extremely Likely			Do not publish
65	Extremely Likely	Friendly, helpful staff makes you feel comfortable in the ward and during one's treatment. No problems.		
66	Extremely Likely	Everyone very professional and friendly. Full explanations given. Very clean.		
67	Extremely Likely	Excellent, care, reassurance, involvement in procedure excellent.		
68	Extremely Likely	Everyone was so kind & helpful. Made you feel at ease. Very happy with the service.	None.	
69	Extremely Likely	Because everyone looking after me was really kind & helpful & explained everything to me. [Name withheld]		
70	Extremely Likely	Absolutely great treatment all round.		
71	Extremely Likely	Staff friendly & good. Everything well explained & care great.	No.	
72	Extremely Likely	Very pleasant staff.		

73	Extremely Likely	Very professional and kind. Made to feel relaxed.	How about cream cakes (joke).	
74	Extremely Likely	Helpful & polite & friendly.		
75	Extremely Likely	Very helpful and reassuring staff.	No.	
76	Extremely Likely	All team members appear to be attentive & so professional. Nice smiles certainly help. [Name withheld]	No.	
77	Extremely Likely	Staff are brilliant. Very relaxed while remaining professional.		
78	Extremely Likely	Whole team is amazing, constantly reassured during the process and everyone was friendly. Thank you.		
79	Extremely Likely	Process was managed very well & staff are excellent.		
80	Extremely Likely	The nurses were very professional and kind, made me feel at ease.		
81	Likely	Was made very comfortable & was looked after very well.		
82	Likely	Everyone is very efficient and polite. Things were done promptly. No waiting around.		
83	Likely	Better staff than RD&E.	Better cannula methods.	
84	Likely	Very kind care.		
85	Likely	All the staff are friendly, caring and approachable.		
86	Likely	Everyone is extremely helpful and caring.		
87	Likely	Everyone checked who I was, all done proficiently.		
88	Extremely Likely	Kind & caring staff. Great communication. Good explanation of procedure & outcome. Relaxed atmosphere.		
89	Extremely Likely	Really kind staff, nothing too much trouble. [Name withheld]		
90	Extremely Likely	Excellent treatment, kept very well informed during treatment.		
91	Extremely Likely	Treated with respect and everything explained clearly.	All was good.	
92	Extremely Likely	Great rapport - happy smiling faces - it was the sunny morning - courteous & kind - very good.		
93	Extremely Likely	Seen quick. No problem.	No, straightforward.	

94	Extremely Likely	Always excellent service & caring staff.		
95	Extremely Likely	Just pure, brilliant care.	No improvement possible, superb.	
96	Extremely Likely	But then I [illegible].		
97	Extremely Likely	Very caring, professional staff.		
98	Extremely Likely	Friendly. Helpful. Caring. Well organised. 5 star rating.		
99	Extremely Likely	Happy, friendly people, make you feel relaxed. [Name withheld]		
100	Extremely Likely	Very helpful & friendly. Thank you. [Name withheld]		
101	Extremely Likely	Felt relaxed and treated very kindly by all.		
102	Extremely Likely	Being kept well informed before, during & after any procedure.	Perhaps thought to the timing of appts.	
103	Extremely Likely	Courtesy of all staff. Always ready to give advice & explanation & warm concern.		
104	Extremely Likely	No pain. All over very quickly, staff very reassuring.		
105	Extremely Likely	Kindness and understanding received.		
106	Extremely Likely	All staff very pleasant and caring and helpful.		
107	Extremely Likely	So well looked after before and after procedure.	No. Service is great, so helpful.	
108	Extremely Likely	All staff are attentive and kind. The Dr was very helpful with his comments and one is made to feel like an individual rather than a number.	It would be hard put to think of ways to improve an already caring service. Thank you all, though not sure about the surgery biscuits!	
109	Extremely Likely	Ever since arrival everyone has been lovely, friendly & put me at ease. Procedure was almost pain free, I think we in N. Devon are extremely lucky to have this wonderful hospital. Thank you all.	None, it's perfect.	
110	Extremely Likely	The politeness of all the staff exceeded all expectations. Aftercare was excellent and nothing was too much trouble. Thank you all.		
111	Extremely Likely	Extremely friendly, efficient staff - from reception onwards. Thank you - my nerves were unnecessary. Thank you.		
112	Extremely Likely	Friendly. Helpful. Informative. Gave me the time to change, undress with dignity & respect. Very good experience. Made me feel at ease straight away. Staff - open and responsive. Great biscuit selection after		

		procedure!! Thank you.		
113	Extremely Likely			Do not publish
114	Extremely Likely	Every staff member involved gets an A*.		
115	Extremely Likely	Very polite and put you at ease. Procedure was easy and explained well.		
116	Extremely Likely	Everyone was so kind and helpful and understood my anxieties.	None.	
117	Extremely Likely	Personnel [illegible] good.		
118	Extremely Likely	Staff extremely friendly, polite & efficient. I felt reassured by their professional behaviour. Thank you.		
119	Extremely Likely	This was a pleasant visit. I appreciate everyone's friendliness and the smooth, relaxing experience. Thanks to all x.	None.	
120	Extremely Likely	Great, friendly team. Always smiling, helpful & full of kind words. Keep it up girls, your a lovely team. Thank you.		
121	Extremely Likely	Very organised and structured service with friendly and efficient staff.		
122	Extremely Likely	V. good information, kindness & very patient.		
123	Extremely Likely	Everyone was very kind and very professional. Thank you very much for looking after me, so well. Thank you.		
124	Extremely Likely	Everyone was very helpful & reassuring & tried to help me relax. Well done & thank you. Very glad of the cup of tea & biscuits at the end.		
125	Extremely Likely	Everybody so nice and everything is explained to you throughout your procedure.		
126	Extremely Likely	Extremely well looked after, thank you.	No!	
127	Extremely Likely	I was given 5* treatment by the endoscopy team, throughout my visit. Would highly recommend how kind and caring they all were. Keep up the outstanding work!		
128	Extremely Likely	Staff are calm and friendly. I felt safe and that all was carried out safely. They checked on me constantly.	No.	
129	Extremely Likely	I have been well looked after. Everything has been explained clearly to me. Lovely staff. So much more than expected. Thank you all.	No, you have everything running well.	

130	Extremely Likely	Everyone was friendly and helpful. Put you at ease.		
131	Extremely Likely	Friendly, helpful, supportive staff, real humans, not robots like elsewhere.		
132	Extremely Likely	Everyone was lovely, explained everything clearly and put me at ease (I was nervous before the procedure).	No, you are all wonderful.	
133	Extremely Likely	Very friendly staff xxxx.		
134	Extremely Likely	Everyone very friendly and caring - giving individual needs.		
135	Extremely Likely	I found the endoscopy staff very friendly and welcoming. They explained everything that was happening and made me feel very comfortable.	All good, no complaints at all.	
136	Extremely Likely	Everyone put me at ease, very helpful & friendly. Explained exactly what the procedure was. A lovely, happy, friendly group of staff. Thank you.		
137	Extremely Likely	The staff were very helpful, explanatory and reassuring throughout. Lots of smiles!! Very busy department and long waits, but well looked after. Thank you all. So was everyone else I saw today.	No.	
138	Extremely Likely	Very friendly staff. Helpful. Professional.		
139	Extremely Likely	So reassuring, kind & thoughtful. Very informative. I was very nervous but staff really made me feel at ease. Thank you.	None.	
140	Extremely Likely	Excellent. I would recommend, very friendly.		
141	Extremely Likely	The friendly nature that all staff treated me and other patients with. They genuinely were concerned about me as a person and not a number. They are all a credit to your hospital and the NHS.	None that I can think of.	
142	Extremely Likely	All staff were so friendly & kind, place was lovely & clean.		
143	Extremely Likely	Helpfulness & kindness of staff - always feel at home!		
144	Extremely Likely	Very friendly & professional staff!		
145	Extremely Likely	First class service, my time in the department, was all good. Nice coffee and sandwiches as well.	No - it's first class!!!	
146	Extremely Likely	Very relaxing, everything explained in easy-to-understand manner.		

147	Extremely Likely	This unit is quiet & professional & extremely caring. The hospital wards could learn a thing or two from endoscopy as to how to project a professional / competent environment. Well done! [Name withheld].		
148	Extremely Likely	[Name withheld] was a fine nurse. Such caring staff, keep you informed of what you are having done & answer any questions you may have. Consultant was lovely. Thank you all, you are marvellous & we are so lucky to have you.	No. Was even impressed to be offered gluten-free biscuits.	
149	Extremely Likely	Wonderful staff.		
150	Extremely Likely	Very slick process. Treated utmost dignity and professionalism. V. happy.		
151	Extremely Likely	Great, respectful treatment. Very friendly and cared for.		
152	Extremely Likely	Well informed, well looked after during whole procedure and very friendly, relaxed staff.	No, couldn't fault the treatment at all.	
153	Extremely Likely	Everyone was so friendly and professional - putting a patient completely at ease. Thank you.	No, it was great.	
154	Extremely Likely	Friendly and informative staff. Treated with dignity.		
155	Extremely Likely	Seen promptly & everything explained well and in an understandable language. Felt very reassured.		
156	Extremely Likely	Amazing, friendly staff - set you at ease and we've had some lovely, funny chats. Lovely staff!		
157	Likely			
158	Likely	Good treatment. Waiting is too long. Why?		
159	Not entered	Good, friendly staff. Very helpful team. Well done to all. Many thanks.	Don't like waiting so long. Make me panic.	
160	Not entered	Very attentive staff. I would have no issues with having this done again, over in a flash and didn't feel a thing. Thank you all.	You cannot improve on 100%.	