

Endoscopy Suite - Friends and Family Test - Mar-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.	%	%	%
Mar-19	131	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	Everyone is extremely considerate & kind. Thank you.		
2	Extremely Likely	Everyone was incredibly polite & caring. I felt well looked after.	All very good!	
3	Extremely Likely	I am very pleased with the care I have been given today.		
4	Extremely Likely	Everyone very caring and helpful from start to finish.	None.	
5	Extremely Likely	The staff were lovely, kind, the room was clean. The care was great.		
6	Extremely Likely	Everyone was kind & helpful.		
7	Extremely Likely	They were all good and good to me. Thank you all.		
8	Extremely Likely	Everyone has been very helpful and caring.	The dance music whilst having the colonoscopy along with the low lights and Entonox is a strange feeling.	
9	Extremely Likely	All the staff I encountered without exception were so kind and helpful.		
10	Extremely Likely	Warm & friendly staff who make you feel comfy & relaxed, they've all got a big smile. A great team. Thank you [name withheld].	All good, you've even got my fave biscuits. Thank you.	
11	Extremely Likely	Excellent service, brilliant staff, calm environment. 5*. Thank you.		
12	Extremely Likely	Staff were all excellent and very friendly and kind. Could not have had better care and procedure successful.		
13	Extremely Likely	Very friendly staff.		
14	Extremely Likely	Treated very well by all staff. Excellent standards.		
15	Extremely Likely	Very caring & friendly!		
16	Extremely Likely	Everyone were brilliant.	None at all.	
17	Extremely Likely	Great staff and if you have something wrong why not go!	No.	
18	Extremely Likely	Very happy with the whole experience.	No.	
19	Extremely Likely	Very friendly staff.		

20	Extremely Likely			Do not publish
21	Extremely Likely	Staff very good.		
22	Extremely Likely	Very well looked after, each and every one of you are helpful.		
23	Extremely Likely	Very good treatment, sympathetic and polite and very informative. Lots of help with information, friendly and helpful staff.		
24	Extremely Likely	Staff very caring 100% very reassuring. Thank you for my care.		
25	Extremely Likely	Everyone was very polite, patient and friendly even though they were very busy. Very organised.	Seem to be as good as possible anyway.	
26	Extremely Likely	Because I am very happy with all the staff. They were very friendly & did their job well. I have no complaints at all & they deserve every penny they earn & more.	Only to cut down the waiting time.	
27	Extremely Likely	First class, professional service throughout my stay. Great staff. Everything was explained clearly and compassionately. Many thanks. [Name withheld]		
28	Extremely Likely			Do not publish
29	Extremely Likely	Very good staff.		
30	Extremely Likely	All the staff were friendly & efficient. No pain and a good result, much better than previous procedure. Thank you to all the lovely staff.	Service was first class & can't see from me, the patients view, how it could be improved.	
31	Extremely Likely	I have found the staff and doctors to be highly professional and understanding creating a warm and friendly atmosphere for patients and relatives.		
32	Extremely Likely	My experiences has been fine. Staff have been amazing, well done to everyone.	No.	
33	Extremely Likely	All the staff were kind & helpful, made me feel very comfortable and secure.		
34	Extremely Likely	All staff were amazing, made me feel at home. Super job.	No, it was just great.	
35	Extremely Likely	Excellent care. Very polite, friendly staff.		
36	Extremely Likely	Really caring and supportive staff. Everything well explained. Efficient and prompt.	No. Brilliant service.	
37	Extremely Likely	The staff was excellent and I was very well looked		

		after and like to thank everyone. [Name withheld]		
38	Extremely Likely	Lovely, friendly staff and all very well organised. No long waiting time and great tea and biscuits!		
39	Extremely Likely	Very kind & friendly staff.		
40	Extremely Likely		None.	
41	Extremely Likely	Staff were extremely helpful and friendly, deserve a pay rise.	No.	
42	Extremely Likely	Everything clearly explained. Friendly and sympathetic staff. Smooth procedure.		
43	Extremely Likely	I have visited as a patient in endoscopy various times and have experienced fantastic care all the way through.		
44	Extremely Likely	The ward was friendly and the staff attitude was very relaxing. I was completely at ease and comfortable before & after the procedure.		
45	Extremely Likely	I have always found staff very kind and caring.		
46	Extremely Likely	[Name withheld] was great at keeping calm.		
47	Extremely Likely	All staff most friendly & helpful.		
48	Extremely Likely			Do not publish
49	Extremely Likely	Very good and caring service.		
50	Extremely Likely	Very helpful and friendly staff on the ward. Everyone put you at ease and looked after you very well! Great care taken to explain the procedure to you.	No, all good!	
51	Extremely Likely	Kindness & efficiency.	No - perfect already.	
52	Extremely Likely	Not the most pleasant of procedures, but all of the staff were lovely, which goes a long way to feeling relaxed.		
53	Extremely Likely	Professional & courteous staff.		
54	Extremely Likely	Very happy, friendly staff that made me feel at ease and the procedure was easy!! Wonderful staff.		
55	Extremely Likely	Wonderful staff. Informed about what was going to be done. Always felt at ease.		
56	Extremely Likely	The staff was very good.		

57	Extremely Likely	Staff friendly, everything fully explained & straight forward.	N/A.	
58	Extremely Likely			Do not publish
59	Extremely Likely	I found the staff very helpful and informative.		
60	Extremely Likely	The care given was professional, considerate and seemed [illegible].	If someone is due for a morning appointment and lives some way from the hospital, he/she needs to start bowel [illegible] about 15.00 to make sure time to [illegible], not 17.00.	
61	Extremely Likely	Very well treated, very helpful & friendly.		
62	Extremely Likely	Very efficient and courteous, everything explained well.		
63	Extremely Likely	Staff very caring & helpful. Dr who carried out procedure was very personable.		
64	Extremely Likely	The staff were courteous. The procedure was carried out swiftly with me being informed of what was happening at all times which I appreciated.		
65	Extremely Likely	You make things so easy and you are very good at your job best wishes.	None.	
66	Extremely Likely	The staff were all very efficient, friendly and helpful. From reception staff and nursing staff. Medical staff.	No.	
67	Extremely Likely	Everyone I encountered was lovely and caring, made me feel at ease and calm, made my stay and procedure just that little bit better & easier to deal with.	No - everything was perfect.	
68	Extremely Likely	I was treated with respect, everything was thoroughly explained to me.		
69	Extremely Likely	Very good, efficient and friendly staff.		
70	Extremely Likely	The quality of care has been brilliant.		
71	Likely	Staff friendly and made at ease.	Think the service was very good. Top rated.	
72	Likely	Very caring staff.		
73	Likely	If it's got to be done here, everyone seems to care about what they do for each patient.	Just keep as many staff as you can.	
74	Likely	Prompt service & equipment.		
75	Likely	Everyone made me feel at ease and were all very nice.		

76	Likely	Staff excellent & friendly.		
77	Extremely Likely	Staff very friendly and helpful. Clean. Put my mind at ease during procedure. Highly recommended.		
78	Extremely Likely	Friendly, clean, spotless, reassuring, calm, professional, organised, on-time. Clearly explained.		
79	Extremely Likely	Kindness, professionalism, encouraging. Compassion shown by all the staff. Spotlessly clean. Super department. The cup of tea was most welcome.		
80	Extremely Likely	Everyone is friendly and makes you feel welcome.	The service is just fine.	
81	Extremely Likely	Very supportive members of staff, all very friendly. Thanks for making a very stressful experience much easier to cope with. Excellent job [names withheld].	Keep going the extra mile.	
82	Extremely Likely	You are friendly and put me at ease, staff are always kind. The department as a whole works like clockwork. Last but not least - professional.	Just keep up your good work.	
83	Extremely Likely	Fantastic service, staff were kind & caring at all times. Couldn't fault them!	Keep up the amazing work.	
84	Extremely Likely	Friendly, welcoming unit. Reassuring staff. Efficient service.		
85	Extremely Likely	Everyone very friendly and helpful, explained everything to make the experience go well.		
86	Extremely Likely	Nice, friendly staff, calms any nerves.		
87	Extremely Likely	The staff are amazing. Thank you.	No.	
88	Extremely Likely			
89	Extremely Likely	Efficient treatment, excellent surroundings & brilliantly supportive staff. Thank you so much.	No.	
90	Extremely Likely	Everyone was kind, sensitive, compassionate & helpful & competent professionally. Thank you.		
91	Extremely Likely	It went very smoothly and explained in great depth.		
92	Extremely Likely	Kind, efficient staff, very friendly and efficient at explaining the procedures, nice cuppa and biscuits to round off the treatment.	No, everything fine.	
93	Extremely Likely	Very efficient. Staff very friendly & put me at ease.		
94	Extremely Likely	The staff are lovely, welcoming & efficient. They put me at ease with their friendly manner. There was a	No, it was excellent.	

		lovely atmosphere in department & they worked as a good team. Thank you all so much. [Name withheld]		
95	Extremely Likely	Kindness, caring, thoughtfulness - all much appreciated.		
96	Extremely Likely	The staff are friendly, making you feel at ease. The staff are informative. Just a loving department and a lovely team of people.		
97	Extremely Likely	Staff warm, friendly, caring, they made me feel very relaxed and looked after.		
98	Extremely Likely	Everyone very friendly and one is immediately put at ease. I can't fault anything. Many thanks to all the staff for making the procedure less terrifying.		
99	Extremely Likely	The staff were all so helpful & kind.	No.	
100	Extremely Likely	Comfortable visit. Friendly staff.		
101	Extremely Likely	Excellent here.		
102	Extremely Likely	I was very well looked after and all questions were answered and each step fully explained to me. I was made to feel at full ease from arriving, during the procedure and after. And a lovely cup of tea & biscuits!!		
103	Extremely Likely	All staff were very friendly. The procedure was explained in full even though I have had it in the past. Staff were organised and efficient.	No, very good service.	
104	Extremely Likely	Very well looked after.		
105	Extremely Likely	I have been a patient at this hospital for a number of procedures and cannot speak highly enough of the staff, the treatments, facilities and all other aspects of this hospital. A credit to the NHS.	I would struggle to find a negative to remark upon. Similarly, I cannot think of any improvements that can be made.	
106	Extremely Likely	All staff were very good and explained what was happening to me.		
107	Extremely Likely	Wonderful / friendly staff who were so very reassuring.	None.	
108	Extremely Likely	Friendly staff kept me informed. Very caring.	Not at all.	
109	Extremely Likely	Very friendly staff, put me at ease.		
110	Extremely Likely	Ward clean, staff lovely, polite and reassuring.	No.	

		Efficiently run. Made me feel safe.		
111	Extremely Likely	Lovely people, made me feel at ease. Thank you.	No.	
112	Extremely Likely	Everyone was extremely efficient, explained what would happen and very friendly. Thank you team Endoscopy.	No.	
113	Extremely Likely	I felt the care given was second to none. I was made to feel at ease at all times. Exceptional care.	Highlight nothing to be eaten on morning of surgery.	
114	Extremely Likely	Everyone is so kind, helpful and professional (100%).	Cannot improve excellent care.	
115	Extremely Likely	Staff were kind, friendly and helpful, they put me at ease.		
116	Extremely Likely	Nurses who helped me, [names withheld]. All the team from [name withheld] who rang me & the receptionist [name withheld], all nurses who looked after me & the doctor. This is my second time & everyone is so friendly, funny, kind & with dignity as it can be a bit daunting. Thanks so very much to you all. I really appreciated you care.	None I can think of. I don't think there is anything.	
117	Extremely Likely	Everyone was helpful.	No.	
118	Extremely Likely	I have only had the most professional and kind care & attention!!		
119	Extremely Likely	The staff are so friendly and put me at ease and nothing was too much trouble.		
120	Extremely Likely	Friendly, efficient staff who put you completely at ease.		
121	Extremely Likely	Everything explained earlier and friendly, all staff very efficient.		
122	Extremely Likely	On all my many visits to Barnstaple Hospital I have always felt safe in the hands of all the staff I have dealt with. They have always been attentive efficient and kind and without exception they have taken excellent care of me.		
123	Extremely Likely	Very friendly and professional, putting you at ease.		
124	Extremely Likely	Great service and aftercare.		
125	Extremely Likely	All the staff were kind, helpful & courteous.		
126	Extremely Likely	All the staff I came in contact with were kind & put me		

		at my ease all the way through.		
127	Extremely Likely	Made to feel very welcome, well informed, nice surroundings, tea & biscuits bonus.		
128	Extremely Likely	I have been coming up for 6yrs for a check-up and everyone have always so kind. [Name withheld]		
129	Extremely Likely	All members of staff - nurses and medical members very kind and helpful.	None, patient care is excellent.	
130	Likely	Good care and explanation on what was going on.		
131	Likely	Very professionally dealt with and friendly. Impressed with Colonoscopy Dept. pre coming in. Telephoning before and prep explained on leaflet well. As always, not nice-tasting prep. Well done all of you in Colonoscopy Dept.		
132	Not entered	Everybody here is wonderful. Can't speak highly of everything.	Can't be improved.	
133	Not entered	All the staff have been wonderful and I could not find any fault with anything.		
134	Not entered	Friendly, informative, helpful staff.		
135	Not entered	Very helpful and friendly staff.		