

## Endoscopy Suite - Friends and Family Test - Jun-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.	%	%	%
Jun-19	95	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 told me exactly what was going on, really friendly & helpful. Thank you all. x	No, all went quickly.	
2	Extremely Likely	Kind, smiling, friendly staff, well looked after.	TV while waiting.	
3	Extremely Likely	Excellent, professional care & kindness. Mrs [name withheld] & team excellent, will write to CEO. Thank you.		
4	Extremely Likely	Because all the staff were very caring & professional.	Staff should only work 8hrs a day.	
5	Extremely Likely	Everything was clearly explained, very professional & reassuring.	Can't think of anything, I was well looked after.	
6	Extremely Likely	Very helpful & friendly & given a lot of confidence.		
7	Extremely Likely	The staff were all very sympathetic to my anxieties and made me feel much better. Excellent rapport with the staff in the treatment room & pain control very effective.		
8	Extremely Likely	Everyone was lovely, they couldn't have been better.	No, all was very good.	
9	Extremely Likely	Nice, friendly staff. Made to feel very comfortable. You are all a credit to the NHS. Thank you.	No.	
10	Extremely Likely	Staff wonderful. Very helpful & kind.	Car parking.	
11	Extremely Likely	Extremely friendly staff, professional & very caring.		
12	Extremely Likely	The staff are very friendly & caring. Made you feel very at ease, offered to help in all aspects.		
13	Extremely Likely			
14	Extremely Likely	Must have been asleep, didn't know I had it done, not felt a thing. Brilliant.		
15	Extremely Likely	As always, very well looked after by all.		
16	Extremely Likely	Nice and clean, staff are lovely.	None.	
17	Extremely Likely	Everything was explained very well, only downside for me was I was cold.		
18	Extremely Likely	Efficient, friendly staff. Kept well informed.	No.	
19	Extremely Likely	Everything went well. Didn't feel a thing - staff v. pleasant.		

20	Extremely Likely	Went smoothly. No problem.		
21	Extremely Likely	Very well explained. Exactly as I expected it to be. The staff were all very supportive. Thanks everyone!		
22	Extremely Likely			
23	Extremely Likely	Staff are so friendly & informative, explaining everything that has to be carried out. Excellent, caring staff.		
24	Extremely Likely	Very friendly staff throughout my stay. Nothing was a problem.	None.	
25	Extremely Likely	Staff were brilliant & explained everything.	[Illegible].	
26	Extremely Likely	All the staff are marvellous. It was very well organised and very clean. Wonderful.	Can't think of any.	
27	Extremely Likely	All staff very welcoming & friendly, plenty of smiles. Endoscopy was very gentle. I did not require any pain relief, excellent treatment. Thank you all.	None - all excellent. The whole unit was so clean, light & fresh.	
28	Extremely Likely	Staff were very friendly & sympathetic to my concerns re: the Gastroscopy. They made me feel at ease & it was even quicker than I thought.		
29	Extremely Likely	I was made to feel safe. I was anxious but I was helped to overcome it.	Put reassuring examples on any paperwork sent to patients.	
30	Extremely Likely	Understanding & consideration (my extreme deafness was understood). I have been dreading this. Of course, I'm glad it is behind me but if I or anyone needs this treatment ask for this hospital. [Name withheld]		
31	Extremely Likely	As pleasant an experience as possible under the circumstances. Nurses & receptionists very friendly & professional.	Dr [name withheld] could make patients feel more at ease if he smiled!! Smiles and friendliness cost nothing but go a long way!!	
32	Extremely Likely	Everyone was so very kind & understanding. I'm afraid I'm so very nervous, but was looked after exceptionally well. Thank you. [Name withheld]		
33	Extremely Likely	Everyone was very helpful and kind they made me feel cared for. Thanks everyone.	No.	
34	Extremely Likely	Staff made you relaxed and it was not as bad as people had made out.		
35	Extremely Likely	Very friendly staff, who explain the procedures & make you feel at ease.		

36	Extremely Likely	Fully informed of procedure on husband at all times.		
37	Extremely Likely	Very caring staff.		
38	Extremely Likely	Everyone very pleasant and informative of each procedure. Mr [name withheld] very informative throughout the procedure and made a very unpleasant experience bearable.		
39	Extremely Likely	I was very nervous before the procedure and all the staff have been wonderful and did everything to help me feel assured. Thank you.		
40	Extremely Likely	Looked after well, start to finish. Staff wonderful.		
41	Extremely Likely	Everyone was very friendly and helpful.		
42	Extremely Likely	Helpful and friendly nursing staff.	Be told to drink more water on the morning, before procedure so veins are pumped up!	
43	Extremely Likely	Every member of staff very helpful and friendly.		
44	Extremely Likely	Friendly staff, lots of biscuits.	No.	
45	Extremely Likely	Very friendly staff & looked after well.	None.	
46	Extremely Likely	When arriving you are put at ease & feel reassured. The staff could not do anymore for you. Extremely helpful, patient, considerate, etc, etc. The procedure is explained and so much care and attention is given by all staff. Thank you to you all.	No - you have got it just right in my opinion.	
47	Extremely Likely	An unpleasant procedure made pleasant.		
48	Extremely Likely	Very friendly, helpful staff that put you at ease.		
49	Extremely Likely	All staff very efficient and friendly, instant results.	Worked well for me.	
50	Extremely Likely	The staff were wonderful, happy, helpful and sympathetic.		
51	Extremely Likely	Top service from start to finish, lovely girls looking after you, very mindful of privacy & reassuring, nice & cheerful, too, made to feel safe by all the checks.	No, all good.	
52	Extremely Likely	Every member of staff are very professional and extremely caring.		
53	Extremely Likely	All the staff are so lovely and put my mind at rest. A very nice ward.	Everything was perfect.	
54	Extremely Likely	Great care given.		

55	Extremely Likely	Everyone nice & friendly & fully informative.		
56	Extremely Likely	Staff very helpful and kind, they put me at ease.		
57	Extremely Likely	I was treated very well told what was going to happen, all good.		
58	Extremely Likely	The staff were very good and kind. Everything went smoothly.		
59	Extremely Likely	Very friendly staff. Described procedure accurately. Extremely professional and caring.	Some mention in the lead up to the procedure about medicine (own) on the day of the procedure e.g. can you take your own meds before?	
60	Extremely Likely	To see nurses cheerful and friendly helps to relax you.	I cannot think of one.	
61	Extremely Likely	Very efficient today (Saturday 08:00am).	No.	
62	Extremely Likely	Staff very good. Explained all very well.		
63	Extremely Likely			Do not publish
64	Extremely Likely	Excellent treatment by all the nurses & Dr etc.		
65	Extremely Likely	Efficient and very friendly staff. Clean, comfortable ward. Good communication. Excellent experience.	No.	
66	Extremely Likely	Efficient & friendly. Good post-procedure explanation of results.	None.	
67	Extremely Likely	Good care - friendly, explaining everything about the procedure.		
68	Extremely Likely	Very good!		
69	Extremely Likely	Both doctors and nurses are so very kind and thoughtful. Nothing is too much trouble. Thank you.		
70	Extremely Likely	All staff members were very kind & understanding.		
71	Extremely Likely	The care was wonderful & was well looked after all the time.	None.	
72	Extremely Likely	I felt reassured at all times.		
73	Extremely Likely	Friendly, helpful staff - organised procedures.		
74	Extremely Likely	Made me feel at ease, attentive & caring staff. Lovely people.	You have got it right already.	
75	Extremely Likely	Very professional staff. Very friendly. Very attentive.		
76	Extremely Likely	The staff were very friendly and reassuring. I'm a very nervous person but I felt at ease.	Your doing a very good job.	

77	Extremely Likely	The staff were friendly, professional and empathetic, explained everything very clearly & supportive when I told them I was nervous. Nothing was too much trouble, making a nerve-wrecking experience go as smoothly as it possibly could.	Maybe on the letter received consider under medication where anticoagulants are mentioned it maybe worth including information about PPIs. Otherwise, none whatsoever - excellent service.	
78	Extremely Likely	Staff very attentive & helpful. Excellent.		
79	Extremely Likely	Very good attention & friendly.		
80	Extremely Likely	The doctors and nurses were all very friendly and helpful. I was made to feel very comfortable and reassured at every stage.	None.	
81	Extremely Likely	Everyone is very friendly, competent and efficient.		
82	Extremely Likely	Everyone top notch & helpful well done. Very good nurse. Thank you.		
83	Extremely Likely	I was well treated and looked after as I was very nervous.		
84	Extremely Likely			
85	Extremely Likely	Excellent service. Efficient and caring.	Make clear the appointment time is when you are expected to attend. (I was 1hr early!).	
86	Extremely Likely	Friendly, efficient, informative. Many thanks to all.		
87	Extremely Likely	Very nice people.		
88	Extremely Likely	I was amazed how wonderful the staff were and explained everything that was going to happen. I actually was even more amazed when procedure had finished as it was like nothing was done, so thankful.	Every staff member was wonderful and deserve medals.	
89	Extremely Likely	I have been receiving treatment in this hospital for a year and a half, five weeks in the [illegible]. The treatment I have received has been excellent throughout, well done everybody. We are lucky to have the NHS.		
90	Likely	Efficient, friendly, quick.	Estimated time on letter was 2.5hrs. It was very quick only 1.5hrs, so this may need changing - or maybe it was just quick on a Sunday AM!	
91	Likely	Lovely nurses - kind and also good at their jobs. Getting needles in really well. But procedure was very unpleasant even with sedation.		
92	Likely	Nurses were very reassuring and kind.		

93	Likely	Wonderful staff made procedure run smoothly. Could not be better.	No, keep doing things the same.	
94	Likely	Good & clean and friendly staff.		
95	Likely	Pleasant, friendly staff put you at ease.		
96	Not entered	Very kind to a very nervous person.		