

Endoscopy Suite - Friends and Family Test - May-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.	%	%	%
May-19	74	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	All the staff were very friendly and reassuring to myself. The procedures very good. [Name withheld]	None.	
2	Extremely Likely	Fantastic staff, friendly, helpful & knowledgeable. Clean surroundings. Very comfortable & bright.	Nothing.	
3	Extremely Likely	Very kind staff and very informative.		
4	Extremely Likely	All staff extremely friendly and informative. Couldn't have asked for better care.		
5	Extremely Likely	Great people. Good tea.	All good.	
6	Extremely Likely	Everyone made me feel absolutely relaxed, they reassured me and couldn't have made me more welcomed and special.		
7	Extremely Likely	No problems. Everybody very nice & friendly & happy staff.		
8	Extremely Likely	Professional, friendly staff. Efficient.		
9	Extremely Likely	Supportive and caring environment. Clear information before arrival, on arrival and during procedure. Staff all willing to answer questions and do everything to make you as comfortable as possible.		
10	Extremely Likely	Very quick, made to feel welcome and everything explained thoroughly.		
11	Extremely Likely	Was well looked after & staff were very pleasant.		
12	Extremely Likely	Lovely, friendly staff - NHS at its best.		
13	Extremely Likely	Marvellous care.	Yes, provide a dishwasher so patients can have china cups for tea.	
14	Extremely Likely	Fantastic staff.	No need, perfect.	
15	Extremely Likely	Was worried but was made to feel really relaxed - thank you.		
16	Extremely Likely	Very cheerful & helpful staff. Very clean & well-run department.	Possibly to be offered a magazine to read whilst awaiting treatment.	
17	Extremely Likely	Made me feel at ease and were very friendly and took good care of me.		
18	Extremely Likely	Amazing staff, credit to the NHS.		

19	Extremely Likely	All staff put me at ease. Procedure was quick and I was given lots of reassurance during and afterwards.	Not today. Service was outstanding.	
20	Extremely Likely	Everyone from the moment you came into the unit treated you with respect and thoughtfulness - putting you at ease. All the staff were friendly & explained everything - no worries by the time the procedure was due. Thank you so much. What a relief x.	None, you do it so well x.	
21	Extremely Likely	Well-run department, everyone friendly, really put me at ease, very professional. Thanks guys!	I would have liked to have known that I only needed to remove bottom half of clothing!!	
22	Extremely Likely	The warmth and kindness of all the staff.		
23	Extremely Likely	Really friendly, supportive nurses and Dr's, everything explained to me in detail. I felt totally relaxed and safe in the care of Endoscopy Suite.	None, all was perfect.	
24	Extremely Likely	Brilliant, caring staff. Informative.		
25	Extremely Likely	Very informative on everything being done.		
26	Extremely Likely	Made to feel very at ease, lovely staff.	Just time waiting before & after.	
27	Extremely Likely	Kind, dignified treatment. Quick and efficient.	None.	
28	Extremely Likely	Very caring and pleasant staff. Ward very clean and fresh.		
29	Extremely Likely	Although I had a long wait all the staff were very kind & helpful. I would certainly encourage others to come.		
30	Extremely Likely	The staff were very kind, helpful and are to be well recommended. Thank you all.		
31	Extremely Likely		No.	
32	Extremely Likely	Great care and aftercare.		
33	Extremely Likely		None.	
34	Extremely Likely			Do not publish
35	Extremely Likely	Excellent help and advice.	None, perfect.	
36	Extremely Likely	From some nervous apprehension, starting at least 3 days before the procedure. But I needn't have worried. From booking in to leaving, the staff at every level were terribly nice, efficient and friendly - nothing hurt and nothing was too much trouble. Even when I spilt my cup of coffee! Good luck and thank you. [Name withheld]	Not today!	
37	Extremely Likely	Looked after me with respect. Very nice and encouraging.		

		Thanks.		
38	Extremely Likely	Staff are caring at all times. Wonderful people. Thank you all x.		
39	Extremely Likely	I have been treated with the upmost respect & kindness by everyone.		
40	Extremely Likely	Very relaxed & helpful, making procedure acceptable.		
41	Extremely Likely	Friendly, caring staff who took good care of me.	Moviprep took as instructed not effective.	
42	Extremely Likely	Excellent care. Procedure fully explained. Options for pain relief explained well. All staff gave excellent care. Thank you lovely ladies. Made me feel very well cared for.	No. Excellent. Thank you.	
43	Extremely Likely	Friendly and efficient, I felt very confident in every aspect of the department.		
44	Extremely Likely	All staff very helpful, I was made to feel very comfortable and relaxed.		
45	Extremely Likely	Staff most helpful, kind & sympathetic and explained everything along the way.		
46	Extremely Likely	Good reason.	No.	
47	Extremely Likely	Very friendly.	None.	
48	Extremely Likely			Do not publish
49	Extremely Likely	Outstanding care, very nice nurses and doctor was clear in his assessment of treatment.		
50	Extremely Likely	Perfection with care! Medically clear & understood everything about the procedure. All kind, considerate & professional.		
51	Extremely Likely	Brilliant team. So friendly, helpful and put me at ease. Fantastic nurses & consultant.		
52	Extremely Likely	Excellent care.	None.	
53	Extremely Likely	The staff really nice and helpful.		
54	Extremely Likely	Clear explanation of procedure. Calm, caring staff. Sympathetic to patient discomfort. Clear after-procedure explanation of results.		
55	Extremely Likely	Staff made me feel as relaxed as possible and at ease. Many thanks.		
56	Extremely Likely	Staff were extremely helpful in ensuring I felt safe and		

		comfortable. Also, very friendly. Level of care great!		
57	Extremely Likely	I found all the staff I came into contact with to be polite yet not overly familiar, reassuring, knowledgeable and approachable. The doctor was very clear and concise about the evolution and it was carried out to my mind with due diligence. A very comfortable visit all round.	I was very happy with my visit and generally averse to making improvement suggestions as they invariably lead to an increase in paperwork / bureaucracy.	
58	Extremely Likely	Clear and friendly communication. You only fear what you don't understand.	N/A.	
59	Extremely Likely	Very friendly service. Everything explained clearly. Very efficient. Very impressed.		
60	Extremely Likely	Everyone has been very polite, warm and incredibly helpful. They all informed me at every stage what to expect. They made me feel at ease as much as possible. Thank you.		
61	Extremely Likely	I had an extremely friendly team to look after me from start to finish and everything was explained to me so that I understood it. The whole procedure was done in the most dignified way possible - much better than previous times.	None at all. (If anything, the Moviprep could be made more tolerable).	
62	Extremely Likely	It was a pleasant experience, the staff made me feel relaxed and at ease.	No.	
63	Extremely Likely	Everyone was friendly, helpful and efficient. Talked through aspects of the procedure throughout. Felt nervous but staff made me more settled.		
64	Extremely Likely	Real care, humour, professionalism, perfect!		
65	Extremely Likely	The staff were so helpful and friendly couldn't have been more helpful to put you at ease.	No.	
66	Extremely Likely	Caring.	No.	
67	Extremely Likely	Just to help people understand it's not as bad as you think it's going to be, it was so quick. Thank you. [Name withheld]	No.	
68	Extremely Likely	The service was very well done, All service was excellent. Made to feel calm. Nurses/doctors excellent.	No!	
69	Likely	Everything explained and the kindness - I have been overwhelmed.		
70	Likely	Friendly staff, nice atmosphere.		
71	Likely	Pleasant staff. Well organised. Calm environment.		
72	Likely	Such an improvement to previous time.	It takes a long time from signing in, waiting, plus getting	

			dealt [illegible].	
73	Likely	I found all the staff friendly and cheerful. If I hear anyone saying that they have to come here I would tell them everyone is kind and friendly, not to get too upset, they'll be fine.		
74	Likely	Staff excellent, put you at your ease x.		
75	Not entered		No, you all do your very best and I'm very happy. Thank you.	
76	Not entered	Good.		