

## Endoscopy Suite - Friends and Family Test - Aug-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.	%	%	%
Aug-19	126	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	I give 10/10 for all. All the nurses and doctors were very good. They were brilliant. Recommend to anyone. 10/10 for care and friendly.	Carry on the good work. I give you all 10/10. Thank you.	
2	Extremely Likely	The staff were polite and friendly. They kept me fully informed both pre/post and during the procedure. They were attentive and post procedure checked regularly that I was ok or had any questions.		
3	Extremely Likely	Excellent staff. Work well as a team.	No. 100% perfect.	
4	Extremely Likely	Great staff.	N/A.	
5	Extremely Likely	Given best of care.		
6	Extremely Likely	Lovely people, caring, put you at ease every step of the way. Thank you.		
7	Extremely Likely	Everything was clearly explained and I felt generally very well cared for throughout.	More fresh air would be nice!	
8	Extremely Likely	All staff have been very friendly and reassuring.		
9	Extremely Likely	All staff very empathetic! Didn't feel embarrassed!		
10	Extremely Likely	Staff were excellent.		
11	Extremely Likely	Staff are very kind and professional.		
12	Extremely Likely	Extremely good care from all staff seen and those that looked after me. Absolutely brilliant. Thank you all.	No. It was all cared for.	
13	Extremely Likely	Very professional. Informative and caring. Excellent service.	Seems faultless - no suggestions for improvement.	
14	Extremely Likely	Very, very fantastic, friendly service. Put me at ease with just the right amount of information. Big thanks to all.		
15	Extremely Likely	The nurses were very kind, responsive and everything went very efficient and smoothly.		
16	Extremely Likely	Very friendly and reassuring staff.		
17	Extremely Likely	Everyone was extremely calm and relaxed, making a worrying experience a lot easier. Very good treatment. Very clean.		

18	Extremely Likely	I have received the very best care. Thank you one and all. Keep up the good work.		
19	Extremely Likely		Excellent NHS service.	
20	Extremely Likely	Excellent service. Staff warm, welcoming, informative and so helpful. From reception to discharge from the unit, everyone helped make an unpleasant procedure both easier and bearable.	Cannot think of anything to improve an excellent service.	
21	Extremely Likely	The staff were 100% informative, caring and procedure was excellent. No problems at all. Thank you for being so nice.	Already 100% perfect.	
22	Extremely Likely	Staff very caring, friendly, help and understanding.		
23	Extremely Likely	Safe procedure checks i.e. name/[illegible] at every stage. Friendly, efficient staff, everything explained along the way. Clearly the staff are busy but they all take their time and are very personable.	No.	
24	Extremely Likely	Very friendly staff and I have been impressed with all aspects of my visit. Thank you all.		
25	Extremely Likely	Efficient, friendly, well organised.		
26	Extremely Likely	Staff friendly and efficient. Process explained well. Environment good. All excellent!!		
27	Extremely Likely	Excellent staff!		
28	Extremely Likely	I have found all staff very helpful and kind.	No. Service is excellent.	
29	Extremely Likely	Made so comfortable the whole time and appreciate everything.	Not at all.	
30	Extremely Likely	Friendly, helpful, explain everything clearly and make you feel relaxed. Thank you. [Patient name withheld]	None.	
31	Extremely Likely	Thanks very much. First class from start to when I left. God bless you all. [Patient name withheld]	Keep up good work.	
32	Extremely Likely	Helpful, pleasant and very cheerful and reassuring.	No.	
33	Extremely Likely	The staff are kind and friendly and put you at ease.	No. Great as it is.	
34	Extremely Likely	All staff were amazing. Front reception good. Nurses fun and kind. Good team.		
35	Extremely Likely	Thank you for making me feel at ease!! Staff very caring!		
36	Extremely Likely	Very kind and caring staff, putting you completely at your ease and explaining the procedure every step of the way.		

		Thank you.		
37	Extremely Likely	Thank you all, very nice and kind and caring. Also, Dr [name withheld], thank you. [Patient name withheld]	None.	
38	Extremely Likely	Excellent care and compassion given to patients.		
39	Extremely Likely	Staff amazing, respectful, friendly. Immaculate ward.		
40	Extremely Likely	Kind, professional staff. Clear explanations of procedures. You're treated with respect.	Staff are so hardworking, but they need additional staff to ease the pressures on them.	
41	Extremely Likely	Lovely, friendly people. Made me feel at ease and looked after.		
42	Extremely Likely	Fantastic service all the way through. Well done to the team.		
43	Extremely Likely	Good welcome. Quick nurse who knew their job and very pleasant. Dr was also pleasant and efficient. A very good team. [Patient name withheld]		
44	Extremely Likely	I was looked after very well, with courtesy at all times. Nice and clean.		
45	Extremely Likely	Because I was treated very well.		
46	Extremely Likely	Friendly. Make you feel at ease.		
47	Extremely Likely	Staff first class.		
48	Extremely Likely	Professional, friendly, fully explained. Showed compassion / understanding at time you are embarrassed by procedure being carried out. Thank you. x		
49	Extremely Likely	The care I received by all was very good. Made me feel at ease and they was very friendly and helpful.	No, as I think thing was very efficient.	
50	Extremely Likely	Courteous and efficient. Really put me at my ease.		
51	Extremely Likely	Everybody was so kind and explained everything very clearly. Thank you.		
52	Extremely Likely	Very good service.		
53	Extremely Likely	Excellent, friendly service by all of the staff and a nice cup of coffee afterwards. Thanks very much. [Patient name withheld]	Can't improve on a first class service.	
54	Extremely Likely	Friendly staff. Good care.		
55	Extremely Likely	Everything explained well. Staff all attentive and friendly.		
56	Extremely Likely	Efficient and friendly.		

57	Extremely Likely	Very friendly staff and very efficient.		
58	Extremely Likely	Very helpful and friendly staff who put my mind at ease. Offered a lot of information and procedure was on time.		
59	Extremely Likely	Excellent service and staff very pleasant. Thank you.	No.	
60	Extremely Likely	Very friendly staff. Made me feel very relaxed.		
61	Extremely Likely	Wonderful people, so caring.		
62	Extremely Likely	Couldn't wished for better treatment.	None.	
63	Extremely Likely	Very well looked after by all. Procedure nowhere near as bad as I feared.		
64	Extremely Likely	Staff are very friendly and helpful. Everything is explained to you and make you feel relaxed.		
65	Extremely Likely	Kindness of staff. Full explanation of procedures. I always felt in good and competent hands. In short - wonderful.	You cannot improve on excellence. Kindness and care. [Patient name withheld]	
66	Extremely Likely	Staff very friendly and reassuring.	Perhaps not to have to be waiting so long to have the endoscopy treatment - makes you more anxious.	
67	Extremely Likely	Extremely professional. Given all information at every stage of procedure, put at ease. Staff are nice. Consultant approachable. Unit light, clean, gives dignity at all times.		
68	Extremely Likely			Do not publish
69	Extremely Likely	Friendly. Competent. Put you at ease. Considerate. Informative.		
70	Extremely Likely	Informative information upon procedure and care.		
71	Extremely Likely	Looked after very well.		
72	Extremely Likely	Very efficient and pleasant, professional team. All worked like clockwork. Well done and thank you. xx	No, you're getting it right.	
73	Extremely Likely	Friendly, informative staff and explained the procedure thoroughly and excellent aftercare. Outstanding care in my opinion.		
74	Extremely Likely	Staff were great. Thank you.		
75	Extremely Likely	Being a nurse myself makes you super-critical, but I found the staff lovely, everything was explained fully. The ward was clean and tidy and uncluttered.		
76	Extremely Likely	The staff were all very efficient, thorough, helpful, calm and reassuring. Excellent!		

77	Extremely Likely	Very kind and helpful nurses and staff.		
78	Extremely Likely	The staff were wonderful and the sedation worked perfectly.		
79	Extremely Likely	Everybody was kind, helpful and explained all that was happening at all times. This put me at ease so I did not get stressed out.	No.	
80	Extremely Likely	All good.		
81	Extremely Likely	First class. Five star.		
82	Extremely Likely	Everyone was very caring and helpful, explaining everything. Many thanks.	None.	
83	Extremely Likely	The staff were very friendly, helpful and reassuring. Thanks for the relaxed experience.	None.	
84	Extremely Likely	Very helpful, made me at ease. Made everything very understanding.		
85	Extremely Likely	I was extremely pleased with every aspect of my treatment and timing. Thank you. Excellent.	None.	
86	Extremely Likely	Very friendly and professional staff. I was quite anxious and everything was explained and I was put at ease.	N/A.	
87	Extremely Likely	Very helpful, calm when speaking to me, helped me to try to relax during the procedure.	No.	
88	Extremely Likely	Everyone is so kind and helpful and they make your stay very pleasant.		
89	Extremely Likely	Very good.		
90	Extremely Likely	Kept informed, friendly, did what I was planned to do.		
91	Extremely Likely	Nice people and very efficient.		
92	Extremely Likely	From the moment I came in, I felt at ease, so relaxed a lot. All the staff were so helpful and excellent at doing my procedure. Well done. [Patient name withheld]	No. Very good service. Each and every one of them.	
93	Extremely Likely	The staff have all been very friendly and helpful, and very caring and professional.		
94	Extremely Likely	All staff excellent and kind at all times.		
95	Extremely Likely	Very caring and efficient, and much less hurtful than last time.	No.	
96	Extremely Likely	I have been treated fine. Fantastic staff!		

97	Extremely Likely	Very friendly staff and helpful staff.		
98	Extremely Likely	Everyone very friendly and treated really well.		
99	Extremely Likely	The staff are very friendly and made me feel at ease throughout my procedure.		
100	Extremely Likely	Staff were friendly and patient with me as I was nervous.		
101	Extremely Likely	Nice staff.		
102	Extremely Likely	Very pleasant and efficient staff and procedure.		
103	Extremely Likely	Very friendly, helpful, wonderful people. Best cup of tea. Thank you.		
104	Extremely Likely	From reception to [illegible], to doctor and assistants, everything was amazing. 10/10. Such an improvement from 7 years ago. Thank you all so much. [Patient name withheld]	The shorts were nice.	
105	Extremely Likely	I was happy with the surgery.	No.	
106	Extremely Likely			Do not publish
107	Extremely Likely	I felt very safe and cared for by the staff. Everything was explained well, very friendly and helpful team here. Thank you.		
108	Extremely Likely	Looked after really well.	No.	
109	Extremely Likely	Staff very friendly and accommodating. Made me feel comfortable.		
110	Extremely Likely	All staff were extremely friendly, professional and efficient.		
111	Extremely Likely	Very professional but caring experience. Timings excellent, very efficient. Only problem, could not read consultant's writing.		
112	Extremely Likely	Very friendly and helpful.		
113	Extremely Likely	Went very smoothly and nursing staff and doctors all lovely and helpful. Thank you all.	Just right.	
114	Extremely Likely	Friendly, efficient service. Credit to the NHS.		
115	Extremely Likely	All the staff extremely friendly and welcoming. Everything explained well.	I can't think of anything.	
116	Extremely Likely	Staff were friendly and very professional.		
117	Extremely Likely	Staff all very friendly, helpful. Also, very patient.		

118	Extremely Likely	Everyone is so kind and patient. There is a lovely atmosphere. I am needle-phobic and am not the most easy patient but I am still treated with respect and dignity. Thank you so much!	There is nothing I can think of. Bless you all for an amazing job you do and the persons you are.	
119	Likely	Very easy to talk to, explained everything and put my mind at ease.	All very good.	
120	Likely	The staff were very helpful and informative.		
121	Likely	Friendly and helpful staff. Not pleasant procedure.		
122	Likely	Friendly staff. Quick start to treatment. Everything fully explained.		
123	Likely	[Illegible] and friendly, informative.	All excellent.	
124	Likely	Quick, professional.		
125	Likely	Staff are pretty good.	Clarify that if patient is travelling to and from in mobility scooter they would not be able to have sedation.	
126	Likely	Everyone has been very nice and understanding. Clear communication. Very patient-focussed.		
127	Not entered	Good service. First class.	[Patient name withheld]	
128	Not entered	Because everybody is so caring and kind. Could not speak highly enough of everybody and everything.		
129	Not entered	Everyone very helpful and friendly. Explanation very clear.		
130	Not entered	All good stuff. The staff were great. [Patient name withheld]	Do not stop the NHS. You all work very hard.	
131	Not entered	Cannot say as everyone is different.	Everyone very pleasant and helpful.	
132	Not entered	I have been looked after with the utmost care and sensitivity. The procedure was less traumatic than I imagined.	No – all was well.	
133	Not entered	Staff are really nice and happy. I was really looked after. No complaints.	No.	
134	Not entered	Quick and efficient. Better than the last 5 times. You need the sedation – it really helps.		
135	Not entered	The appointment was on time and the procedure was carried on smooth and [illegible]. The staff were all very pleasant and information reducing any anxiety to a minimum.	No.	