

Endoscopy Suite - Friends and Family Test - Jul-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.	%	%	%
Jul-19	180	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	Very friendly, personal service.	No.	
2	Extremely Likely	Very calming and kind people made me feel very comfy & relaxed.	No, not at all.	
3	Extremely Likely	Staff were so friendly & supporting with nothing being too much trouble. They put me at ease when I was quite nervous. Everything was explained thoroughly.		
4	Extremely Likely	Staff amazing, made you as relaxed as they could and felt very informed throughout the visit.	None.	
5	Extremely Likely	Staff very kind, very thorough & Dr.		
6	Extremely Likely	Kind staff who explained everything in advance and when the colonoscopy was underway. Clean and light area to wait in. My thanks to all who have been involved in my assessment and today.	Only minor but the guidance received in outpatients varied from what was sent to me with appointment.	
7	Extremely Likely	I have found all the staff very friendly, helpful, v. professional. Many thanks. [Name withheld]		
8	Extremely Likely	The staff were lovely. The procedure was bearable. Well cared for.		
9	Extremely Likely	Felt comfortable. Department clean. Staff friendly & professional. Everything explained well.	No - all works very well from a patient's point of view.	
10	Extremely Likely	Staff really friendly and made you feel at ease, clean & tidy. Nice cup of tea & biscuits after!!! Everything was explained really well to understand what was going to happen and the aftercare.		
11	Extremely Likely	Very friendly staff. Nice atmosphere.		
12	Extremely Likely	Caring, friendly staff put you at your ease. Procedure not painful with sedative & gas & air offered. Answer any questions thoroughly with professionalism.		
13	Extremely Likely	Excellent service by everyone concerned and made you feel relaxed.	Nothing to improve on.	
14	Extremely Likely	After many visits for myself & my partner - we cannot fault the staff, doctors, or any support staff. Always impressive,		

		always professional.		
15	Extremely Likely	Made to feel very comfortable and relaxed, well looked after.		
16	Extremely Likely	First class treatment from a top team.		
17	Extremely Likely			
18	Extremely Likely			
19	Extremely Likely			
20	Extremely Likely	The care given. Everyone happy & helpful. Seems, in particular, relationship between nurses & surgeons is excellent. Very friendly & helpful which instils confidence in patient.	Give the NHS to stabilise again, pay the nurses.	
21	Extremely Likely	Showed professional care & attention, friendly.		
22	Extremely Likely	Nice, pleasant staff put you at ease. Lovely and clean.		
23	Extremely Likely	Staff are very friendly & let you know what is going to happen & after procedure what happened & why.		
24	Extremely Likely	Friendly, relaxed, speedy process.		
25	Extremely Likely	The staff - first class.		
26	Extremely Likely	Courtesy, kindness, help & very informative when asked questions.	None. Everything 1st class.	
27	Extremely Likely	All the staff were really kind & helpful. Thank you so much! [Name withheld]	Only offer Picolax, much better than the other preps.	
28	Extremely Likely	Care is fabulous. The patient's needs are particularly cared about.	None.	
29	Extremely Likely	Staff are very efficient and caring.		
30	Extremely Likely	Very attentive, efficient and compassionate care.		
31	Extremely Likely	All the nurses were so kind and helpful and it was so clean.		
32	Extremely Likely	Professional, efficient caring staff.		
33	Extremely Likely	The information given to me by the team and care provided was exceptional. The staff go out of their way to make the process a smooth one, from the time you arrive, until the moment you leave.		
34	Extremely Likely	Pleasant staff and everything well explained. Top & tail was made & every effort taken for your comfort. [Name		

		withheld]		
35	Extremely Likely	Very good nurses, good atmosphere.		
36	Extremely Likely	Staff very friendly and efficient. Procedure was without sedation etc. and went well.		
37	Extremely Likely	Always treated well.	None at all because happy with service.	
38	Extremely Likely	Everybody is kind & very helpful.		
39	Extremely Likely	Everyone was so friendly but professional, welcoming, informative & organised.	Excellent service.	
40	Extremely Likely	Staff very friendly and caring. Everything was explained clearly and I knew what to expect.	Booking department hard to get hold of due to answer machine - kept missing each other.	
41	Extremely Likely	Super caring staff top to bottom. Pleasantly professional.	Better scotch in the numbing drink?	
42	Extremely Likely	It cannot be improved - it is excellent & we are lucky to have the facility. Staff are superb.		
43	Extremely Likely	Very organised, staff friendly, reassuring and have a sense of humour.		
44	Extremely Likely	I have been given excellent care in the Gemini Unit. Thank you very much to all the wonderful staff here for their great care & compassion.		
45	Extremely Likely	Stent removal.	N/A.	
46	Extremely Likely	V. kind & considerate staff who put you at ease throughout your stay. Swift & efficient.	Continue with what you are doing - you're doing it right.	
47	Extremely Likely	Staff warm, helpful and empathetic to patient's needs.		
48	Extremely Likely	Supporting a relative with an appointment - fantastic treatment from all staff.	Look after [name withheld] - fantastic staff member.	
49	Extremely Likely	Very friendly and informative staff.		
50	Extremely Likely	Wonderful, helpful, efficient staff. Clean, modern facilities. Great service.	No! It's fab.	
51	Extremely Likely	Beautiful staff, helpful, kind.	None, perfect as you are.	
52	Extremely Likely	All the staff are delightful, kind and considerate. The facilities are good and cleanliness is of a high standard. Despite the type of procedure I at no time felt any embarrassment due to the handling of all the medical team.		
53	Extremely Likely	Always pleased with your reception and treatment I receive at this hospital.		

54	Extremely Likely	Friendly & efficient.		
55	Extremely Likely	Care & attention in a relaxed but efficient atmosphere.	A clearer understanding of the time the process takes prior to arrival, if possible.	
56	Extremely Likely	Staff are all very nice. Made me feel good. Thank you.		
57	Extremely Likely	Caring staff - no reason not to.		
58	Extremely Likely	Because from the minute I walked through the door I was treated marvellously and all the staff were from other countries.	The treatment I received was fantastic.	
59	Extremely Likely	Everyone helpful, patient, understanding and willing to explain everything (and cheerful)!	No - all fine.	
60	Extremely Likely	Very friendly and helpful and told me every step.	No.	
61	Extremely Likely	All staff were friendly & professional. Everything was fully explained.		
62	Extremely Likely	All staff so friendly and reassuring.	No.	
63	Extremely Likely			
64	Extremely Likely		No.	
65	Extremely Likely			
66	Extremely Likely	My care has been exemplary throughout. Thank you.		
67	Extremely Likely	Excellent. Everyone kind, efficient, a special hospital!		
68	Extremely Likely			
69	Extremely Likely			
70	Extremely Likely	Very efficient & kind staff.		
71	Extremely Likely	I felt that I was cared for and kept well informed. The procedure, though unpleasant, was performed with consideration and preserved my dignity.	No.	
72	Extremely Likely	Very kind & helpful.		
73	Extremely Likely	Treated me amazingly and all friendly and they don't rush you.		
74	Extremely Likely	All staff friendly and very efficient.	No.	
75	Extremely Likely	Staff so good, was so much better than nine years ago. Thank you.		
76	Extremely Likely	Very well looked after. Thank you all very much.		

77	Extremely Likely	Very pleasant & friendly atmosphere, efficient and calming.		
78	Extremely Likely	Relaxing, professional, friendly ambiance - thank you very much!		
79	Extremely Likely	Everyone was friendly, made me feel relaxed & comfortable, but at the same time professional and safe.	No.	
80	Extremely Likely	Happy, cheerful and very good staff, hardworking, nothing is a problem and always explaining.		
81	Extremely Likely	Amazing staff & care throughout the procedure.	Service was 1st class.	
82	Extremely Likely	Happy & helpful staff, runs like clockwork.		
83	Extremely Likely	All the staff are amazing, so polite and friendly. Although it was an unpleasant 5mins for me, the department is wonderful.		
84	Extremely Likely	Professional treatment received from all staff.	No.	
85	Extremely Likely	Very caring staff & looking after you very well.		
86	Extremely Likely	The ward was very clean and tidy and the staff very friendly, jovial and professional.	No.	
87	Extremely Likely	Friendly staff, very reassuring and helpful throughout, plus good aftercare.		
88	Extremely Likely	Looked after really well, very professional and made you feel relaxed.		
89	Extremely Likely	Staff are friendly & very helpful.		
90	Extremely Likely	The doctors & nurses were very good & friendly.		
91	Extremely Likely	Friendly staff, nice environment, everybody tries hard to make you feel comfortable. Lots of smiles. Thank you very much.		
92	Extremely Likely	Very friendly and efficient staff, very informative.		
93	Extremely Likely	All staff were welcoming, friendly and informative.		
94	Extremely Likely	Friendly, helpful staff. Considerate during procedure.		
95	Extremely Likely	Treated kindly & with respect - told me what was happening at all times.		
96	Extremely Likely	Everyone was very kind, polite & helpful & explained everything in full.		
97	Extremely Likely	Staff ensure that you are well informed at all times.		

98	Extremely Likely	Happy & friendly.		
99	Extremely Likely	All the staff were approachable and friendly. They all made me feel at ease through the procedure.		
100	Extremely Likely	All staff very helpful and answered any worrying questions. Procedure is done very quickly and supported throughout.	I think the service was first class and everything done in an orderly fashion, no improvements necessary.	
101	Extremely Likely	Friendly & supportive care.		
102	Extremely Likely	Fantastic! & brilliant!	None.	
103	Extremely Likely	Very friendly staff, well looked after. Thank you.	None.	
104	Extremely Likely	All staff were extremely kind and kept me informed of what was happening & putting me at ease. Thank you.		
105	Extremely Likely	The ward is very helpful and clean. The examination is over very quickly and well explained.	No.	
106	Extremely Likely	Made to feel very comfortable, friendly & respectful staff.		
107	Extremely Likely	Very nice people & very caring 2 me.		
108	Extremely Likely	Lovely staff, made you feel welcome and very reassuring throughout the procedure.		
109	Extremely Likely	Very friendly, efficient. Everyone seems happy.		
110	Extremely Likely	I was treated with care and consideration, not judged for my alcohol or drug misuses. My fears and anxiety were put at rest and understood and I was treated with love & dignity throughout.	Not one thing, very satisfied and had every confidence in my care.	
111	Extremely Likely	Very helpful.		
112	Extremely Likely	The whole team are awesome. Excellent at giving information & at putting patients at ease during what is a not very pleasant procedure. Thank you everyone.	It has been excellent, start to finish. Thank you.	
113	Extremely Likely	All staff were extremely helpful and friendly. Explained clearly why various procedures were taking place. Thank you.		
114	Extremely Likely	All the staff were friendly & very professional. I felt at ease through the whole procedure.		
115	Extremely Likely	The nurses were fantastic, very polite and shown good empathy with all individuals.	No.	
116	Extremely Likely			
117	Extremely Likely			

118	Extremely Likely	Very helpful staff and very caring also. It's all very relaxed here.	No.	
119	Extremely Likely	Excellent care, 10/10.		
120	Extremely Likely	Looked after very well by all staff.	No.	
121	Extremely Likely	Excellent service provided by all staff. Thank you very much. 10/10.	None.	
122	Extremely Likely	Everyone looked after me and were reassuring about the procedure.		
123	Extremely Likely	Staff were incredibly helpful from start to finish. Although I didn't enjoy the procedure itself they all helped me through it.		
124	Extremely Likely	Professional, caring treatment. Good explanations, speedy but not rushed. Plenty of time to ask questions.		
125	Extremely Likely	Well looked after - had sedation which was very comfortable. Thanks for looking after me.	No.	
126	Extremely Likely	Excellent, efficient, friendly staff! Made me very comfortable & eased any fear or worry! 10/10.		
127	Extremely Likely	Very well looked after with care and respect. Thank you very much.	Nothing, everything fine.	
128	Extremely Likely	I was very happy with the treatment I received today, the staff were all lovely and very kind.		
129	Extremely Likely	Very caring and attentive staff. The staff also kept me informed about the procedure I was about to have. Also, the hospital was very clean.	No. I think you are all doing a fantastic job!	
130	Extremely Likely	Very good treatment.	Be given an appointment nearer the time of the service.	
131	Extremely Likely	Everyone is so kind to you. Make you feel at ease at all times. Fantastic care team. Thank you for looking after me so well during my stay today.		
132	Extremely Likely	Amazing care from the beginning to the end of the procedure. Everyone is so friendly and puts your mind at ease.		
133	Extremely Likely	Friendly, helpful understanding & very efficient. Very caring.	Excellent service.	
134	Extremely Likely	Staff excellent & friendly.		
135	Extremely Likely	Efficient, caring & made the procedure clear so I had full		

		understanding of what to expect.		
136	Extremely Likely	Kind. Helpful. Patient. Thank you.		
137	Extremely Likely	Extremely friendly & supportive staff.		
138	Extremely Likely	Good start. Would send all my mates here any time. Good on you all thank you.		
139	Extremely Likely	Excellent care.		
140	Extremely Likely	All staff very understanding and helpful.		
141	Extremely Likely	Everyone very friendly & helpful, everything explained in great detail. Many thanks to you all.		
142	Extremely Likely	Extremely proficient & courteous treatment from initial reception through to procedure. Very pleased & cannot fault in any way. Lovely to meet all staff.	This would be very difficult as everything was indeed perfect. My kind thanks to all.	
143	Extremely Likely	Appt. quickly arranged, no delay on arrival, procedures quickly completed, good care before/during/after. Thank you!		
144	Extremely Likely	Staff brilliant, very relaxed atmosphere, made to feel comfortable. Thank you very much.		
145	Extremely Likely	The staff were extremely warm and welcoming. The customer service was exceptional and all of the staff were extremely professional. It was the best visit I have ever had in any hospital.	Reduce the staff's working hours and increase their pay. They deserve it!!!	
146	Extremely Likely	Friendly & efficient.		
147	Extremely Likely	Good service, friendly and efficient. Made to feel relaxed.	No - keep it up.	
148	Extremely Likely	Because all staff were so helpful & reassuring for my first visit and helped to put me at ease.		
149	Extremely Likely	Very friendly, kind & efficient.		
150	Extremely Likely	Very friendly & helpful.		
151	Extremely Likely	Everyone is very friendly, caring and professional.	The phone is answered in reception and I never get a response if I leave a message. Other than that, all the staff are lovely.	
152	Extremely Likely	Lovely staff, so kind and helpful. Clean environment, nice and light.		
153	Extremely Likely	The staff were very friendly and helpful and explained very clearly what was going to be done. The consultant was very	None.	

		clear about the procedure and gave me the information immediately that the problem I had has completely cleared up and that I should return to my normal dosage of medication. Thank you.		
154	Extremely Likely	Very kind, helpful & understanding.		
155	Extremely Likely	Very professional, friendly staff.		
156	Extremely Likely	Everyone was so calm! Friendly atmosphere throughout. Thanks to all of you. [Name withheld]		
157	Extremely Likely	Everything was explained prior to the procedure and I felt completely relaxed. All the staff were friendly and professional.	No. Everything was dealt with with care, giving me confidence and I felt relaxed.	
158	Extremely Likely	The whole staff are most welcoming, made me feel very at ease, very efficient at their jobs, very concerned at all times about patient's progress and wellbeing. And also very funny and relaxing to talk to. Keep up the good work you all do.	No, just keep up the good work you are doing.	
159	Extremely Likely	Everybody very polite, worked very well together. The ward very clean & tidy.		
160	Extremely Likely	Very friendly and helpful staff, [illegible] and made to [illegible].		
161	Extremely Likely	Everyone was nice and friendly and everything was done very quickly and efficiently.		
162	Extremely Likely	Fast service. Friendly staff.		
163	Extremely Likely	Great team, kept me informed every step of the way.		
164	Extremely Likely	The staff were very kind & friendly, explaining each procedure and answering any questions.		
165	Extremely Likely	Staff are very kind, everywhere is very clean. Nice, peaceful setting.		
166	Extremely Likely	Staff brilliant and very professional. [Name withheld]		
167	Extremely Likely	I was very well looked after.	No.	
168	Extremely Likely	My third visit to the department, staff are always a pleasure - professional, polite & kind.	None whatsoever.	
169	Extremely Likely	Everyone was very friendly and, from arrival in the department, everything was very efficient but not in a conveyor belt way, thankfully. Everything explained well.		
170	Extremely Likely	All the staff were very polite and friendly and made a		

		horrible experience better.		
171	Extremely Likely	All staff very pleasant & helpful, made an unpleasant visit more 'enjoyable'. The staff were very patient and knowledgeable. Well done!	None.	
172	Likely	All very nice and clean and friendly.		
173	Likely	Excellent, friendly staff. Lovely and clean areas. God bless the staff. So caring. When trained nurses, excellent at cleaning all equipment. Excellent team of staff. Can't thank them enough.	Please ask patients if they have taken prep. I wasn't asked though I'd taken it. I would like consultant here to refer me to gynae for ultrasound on left ovary. I was told to ask.	
174	Likely			
175	Likely	Treated promptly and with respect. Everyone was helpful and informative.		
176	Likely	Very nice staff - very busy.		
177	Likely	All staff are very kind, caring & knowledgeable.		
178	Likely	All the staff have been excellent / well mannered, tea is great!	None, things are ok as they are. Thank you very much.	
179	Likely			
180	Likely	Time & care given, & reassurance by all staff.		
181	Not entered		Separate those who are awaiting OGD from those who have just had their OGD. I returned to a common waiting area after my OGD obviously uncomfortable & someone waiting for their OGD looked quite worried when she saw me.	
182	Not entered	Everyone very kind, helpful.		
183	Not entered		Service very good.	