

## Endoscopy Suite - Friends and Family Test - Oct-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.	%	%	%
Oct-19	94	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	Everybody was polite and very kind and put me at ease.	None, it was perfect.	
2	Extremely Likely	All the rooms were very clean, there wasn't a spec of dirt anywhere. All the nurses were very kind and efficient.	Quite honestly, no.	
3	Extremely Likely	Good help and good nurses. Food good with tea & coffee. And all the girls and guys smiling.	Nothing really, your all kind & good at your jobs, underpaid & overworked.	
4	Extremely Likely	Everyone I met was so friendly and helpful. Explaining the procedure was so important, saved me having the sedation.	By explaining the procedure helped me so much.	
5	Extremely Likely	Friendly staff made me feel at ease.		
6	Extremely Likely	Staff very friendly, efficient & made the whole experience comfortable.		
7	Extremely Likely	The lovely atmosphere, very calming and welcoming. Very reassuring and one that always put you at ease. Thank you.	Being constantly informed / talked to was very, very good. This before, during, after procedure.	
8	Extremely Likely	I was very nervous but the staff are amazing, made me really comfy & relaxed and they were very friendly. Excellent treatment.		
9	Extremely Likely	Very professional approach to a very embarrassing procedure. Treated with utmost care and concern. Everything explained in detail. An extremely reassuring experience. Well done to everyone. [Name withheld]		
10	Extremely Likely	Everything explained thoroughly, very friendly staff.		
11	Extremely Likely	Very caring staff.	None.	
12	Extremely Likely	Lovely, caring staff. Showed lots of thought, care and respect to the patients and each other. x		
13	Extremely Likely	I was extremely anxious! Very welcoming team, clear explanation & calming nurses. Dr [name withheld] was very reassuring about the procedure & his nurses [names withheld] were lovely. Aftercare was very good after my procedure.		
14	Extremely Likely	Staff are very welcoming & cheery and they put you at ease straightaway. They explain what is going to happen at every		

		stage. Well done for a positive experience.		
15	Extremely Likely	Every one of the nurses & doctors were lovely & all very clean. And good luck to [name withheld] in her return home.		
16	Extremely Likely	I was very well looked after & made to feel at ease as I was quite stressed. All staff were very good.		
17	Extremely Likely	Very friendly staff, very informative, kept you in the loop and made you feel that you were their top priority.		
18	Extremely Likely	Excellent, friendly.		
19	Extremely Likely	Everyone was very helpful and informative. Felt very relaxed and at ease.		
20	Extremely Likely	All staff very informative and pleasant. Felt reassured about procedure.	None at all. All very good.	
21	Extremely Likely	Very professional & friendly. Very informative & caring.		
22	Extremely Likely	It's nice to be de-stressed as I was quite nervous. Staff made it a lot easier and comfortable, bravo!	No, everything fine, made to feel relaxed by friendly staff. Defuses any anxiety.	
23	Extremely Likely			Do not publish
24	Extremely Likely	Made me feel at ease. Very friendly staff. Thank you.		
25	Extremely Likely	The staff were very helpful & caring, friendly & cheerful and very good in their work. I would recommend any friends or family to this unit & staff & doctors.		
26	Extremely Likely		No.	
27	Extremely Likely	Efficient and friendly staff aware of patient's needs.		
28	Extremely Likely	All the staff were cheerful, kind, helpful, informative, encouraging &, most of all, put me at my ease at all times. Thank you so much!		
29	Extremely Likely	All went well. Staff were great. I was very relaxed. Thank you.		
30	Extremely Likely	The treatment received was excellent, from reception to the ladies carrying out the blood tests and the procedure itself. Thank you for your kindness and care. [Name withheld]		
31	Extremely Likely	Very friendly, put my mind at ease. A very painless procedure.		

32	Extremely Likely	Very friendly and informative staff, thank you all.		
33	Extremely Likely	Every member of staff has been great & has explained everything so I understood everything they said. All with a smile on their face. Dedicated team.		
34	Extremely Likely	Very pleased. [Name withheld].		
35	Extremely Likely	Made me feel less nervous and explained things as they went along. Felt reassured and lots of information.		
36	Extremely Likely	Friendly, helpful staff. Thank you. x		
37	Extremely Likely	Friendly, calm and chatty to put us at ease.		
38	Extremely Likely	Very friendly & efficient team and cheerful.		
39	Extremely Likely	Efficient, very friendly staff, kept you informed throughout. Felt well cared for.		
40	Extremely Likely	I was made to feel very relaxed & fully informed at all times. Very friendly & helpful.		
41	Extremely Likely	Thank you very much for looking after my mother so wonderfully. All the staff were fantastic - thank you very much [name withheld] for your information re: going home.	None! The kindness was incredible.	
42	Extremely Likely	Good consideration of all my/patient's needs.	None.	
43	Extremely Likely	Everyone is so friendly, helpful and caring. I am so grateful for all you do.	No. I do not think so.	
44	Extremely Likely	Very quick & very friendly. Thanks.		
45	Extremely Likely	Nice.	No.	
46	Extremely Likely	Warm informative staff. Nice environment. Quick, efficient service. No sensible person could find reason for complaint.	No suggestions. I don't think that there is much that can be done to improve things from a patient point of view.	
47	Extremely Likely	I have been to Endoscopy on several occasions in the past 2 years and each time I have received excellent treatment. The staff treat you as a person rather than a number passing through.	None.	
48	Extremely Likely	Staff were very kind, thoughtful and explained procedure well.		
49	Extremely Likely	The staff were lovely. Everyone made me feel calm & at ease. Fantastic support and care.		
50	Extremely Likely	Everything was excellent. Everyone very friendly & tell you what's happening.		

51	Extremely Likely	I had first class service from friendly staff from booking the appointment right through to discharge.		
52	Extremely Likely	Staff very polite and very helpful.		
53	Extremely Likely	Good care and kind nurses.		
54	Extremely Likely	Very efficient and polite.		
55	Extremely Likely	Excellent information & reassurance throughout.	No.	
56	Extremely Likely	All staff very pleasant & friendly and reassuring.	None at all, no improvement necessary.	
57	Extremely Likely	Very professional. Nursing staff very helpful.	No, everything was very good from admission to discharge.	
58	Extremely Likely	Friendly, helpful staff and during the procedure itself everything was nicely explained, not just the procedure but also what was seen and found i.e. I was given information and that! So important. Very impressive & calming throughout.	No - all efficient & friendly.	
59	Extremely Likely	Kindness of staff.		
60	Extremely Likely	Friendly service throughout.	Try & reduce workload by finding a way of cutting back on excessive paperwork.	
61	Extremely Likely	Treated very well by nurses and consultant, everything explained very clearly and I was made to feel very comfortable.		
62	Extremely Likely	Extremely efficient, very caring staff. Made the experience much more pleasurable.		
63	Extremely Likely	Staff are extremely pleasant & helpful. Lovely team. Made to feel very relaxed.		
64	Extremely Likely	Friendly team, answered questions well & kept things running efficiently. On return from procedure, nice attention. Thank you.		
65	Extremely Likely	Excellent service & treatment, especially considering I missed 1st appointment (own fault). Thank you.	No.	
66	Extremely Likely	Excellent care & treatment.		
67	Extremely Likely	Very caring and friendly staff. Very professional.		
68	Extremely Likely	Staff very professional and cheerful.	Nothing needs improving.	
69	Extremely Likely	Staff very professional and gentle. Very kind and caring.		
70	Extremely Likely	Staff are very friendly & efficient.		

71	Extremely Likely	Friendly, understanding.		
72	Extremely Likely	Friendly, supportive clinical staff in all departments.	No.	
73	Extremely Likely	Excellent staff. Very kind & helpful. Explained everything, putting my mind at rest with the procedure. Thank you.		
74	Extremely Likely	Professional & friendly staff.		
75	Extremely Likely	Very friendly & helpful staff. Relaxed atmosphere. Efficient.	No suggestions for improvement. It's all good.	
76	Extremely Likely	Staff very efficient & pleasant.		
77	Extremely Likely	Welcoming, friendly, respectful.		
78	Extremely Likely	The team are friendly and approachable. The staff at all levels keep you informed at every level of the procedures. All the team are attentive and sensitive to needs and make every effort to reassure you at all levels of the procedure. Dedicated sensitive and committed team is an asset - well done. Thanks to all. [Name withheld].	No! But the underpants were very novel and added to my experience!!	
79	Extremely Likely	Nurses & doctors extremely helpful & professional. Very kind - thank you.		
80	Extremely Likely	Polite and very efficient staff. Procedure went very well.		
81	Extremely Likely	Very efficient and clear on procedure. Friendly staff.		
82	Extremely Likely			
83	Extremely Likely	Yes, very good service. Top class. [Name withheld]	None needed, very good.	
84	Extremely Likely	All are brilliant staff, and lovely and friendly.		
85	Extremely Likely	They were all very good to me and kind, everyone. Dr good as well. [Name withheld]		
86	Extremely Likely	I was looked after really well and caring by all the staff. Couldn't fault any of them. Thank you.		
87	Extremely Likely	Everyone was kind and helpful, everything went very smoothly.	All seemed to work well.	
88	Extremely Likely	All the staff were fantastic. I felt completely relaxed and at ease. Well cared for.	Keep the level of staffing. Happy / jolly staff.	
89	Extremely Likely	Everything went smooth, team were kind.		
90	Extremely Likely	All very professional and good, friendly staff.		
91	Likely	Quick, friendly, explained procedure to ease anxiety.		
92	Likely	Very friendly nurses.	No.	

93	Likely	Extremely friendly and informative staff.		
94	Likely	Being told exactly what you need to do in a kind & friendly manner.		
95	Not entered	Wonderful nurses (lovely), everyone very nice. Very clean.		
96	Not entered	Very good.		
97	Not entered	Ward staff very friendly and helpful. The doctor was very rough that done the endoscopy. I had to make him stop by pushing his hand, it wasn't a pleasant experience. Don't think they give sedation long enough to work. The bottom end wasn't too bad.	Doctors to listen to patient when they have a problem and not keep going. Need better bedside manner.	
98	Not entered		Lovely staff.	