

## Endoscopy Suite - Friends and Family Test - Sep-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.	%	%	%
Sep-19	160	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	Excellent service & friendly.		
2	Extremely Likely	They made me feel comfortable and at ease.		
3	Extremely Likely	Everyone was lovely!	No.	
4	Extremely Likely	Bladder examination easy.		
5	Extremely Likely	Excellent care. Staff very friendly & reassuring. No fears if had to come again. Though I hope not!	No - all good.	
6	Extremely Likely	All of the staff were amazing, helpful, kind & very considerate. Made the experience so much more pleasant.	No. All perfect.	
7	Extremely Likely	Quick, easy, friendly.	No. Very good service.	
8	Extremely Likely	Fantastic staff. Very friendly - very caring.		
9	Extremely Likely	All very friendly staff. They make you feel at ease. Well looked after.		
10	Extremely Likely	My care was excellent from start to finish. The staff were both friendly and professional.	No.	
11	Extremely Likely	It could save your life. Friendly staff and whole procedure well executed.		
12	Extremely Likely	Excellent info on procedure before and on arrival - very friendly, helpful staff.		
13	Extremely Likely	Kind & caring.		
14	Extremely Likely	All members of staff extremely engaging and calm yet very informative.		
15	Extremely Likely	Excellent care given by the team. Thank you.		
16	Extremely Likely	Very well cared for by all staff and everything explained well. Thank you.		
17	Extremely Likely	Efficient, friendly staff & Dr too! & quiet!	None - very good experience as before.	
18	Extremely Likely	Very kind and helpful. Making the whole procedure good.		
19	Extremely Likely	It has been a calm, caring experience. The staff have been friendly and professional and very good in explaining each step of the procedure. The physical space is good and full of	Not really.	

		natural light and relaxing.		
20	Extremely Likely	Being looked after fantastic, fully informed pros & cons, excellent service.	None.	
21	Extremely Likely	Top class service from all.		
22	Extremely Likely	All staff very polite, courteous and professional. Helpful & cheerful. Excellent.		
23	Extremely Likely	Everything went smoothly, kind staff making the best of my visit.		
24	Extremely Likely	Have had several ops in this hospital & always found staff kind, helpful & friendly. I never had complaints about food & enjoyed it.	Can you ask for magazine or books to read whilst waiting for procedures?	
25	Extremely Likely	The staff were all really friendly and still instilled confidence in me that they were professional! Everything carefully explained with lots of chances to ask questions. Thank you for taking such care of me. [Name withheld]	No, other than MoviPrep should taste like chocolate milkshake and not warm, thick sea water! (not your fault)	
26	Extremely Likely	Treated very well by staff and made to feel as relaxed as possible.		
27	Extremely Likely	Exceptional care & consideration from all staff.		
28	Extremely Likely	As always - top class treatment from the NHS (North Devon Hospital).	No!	
29	Extremely Likely	Very friendly, go over everything to make you feel down to earth and informed over everything.	None.	
30	Extremely Likely	Efficient and friendly staff.		
31	Extremely Likely	Very good, everyone was very kind & the time I was given that it would take was spot on.	I found it quite cold but probably just me!!	
32	Extremely Likely			
33	Extremely Likely	Friendly & reassuring staff.		
34	Extremely Likely	Prompt, caring, considerate, efficient team from start to finish.		
35	Extremely Likely	I received excellent care from the time I walked onto the ward from everyone concerned. A much better experience than I had imagined. Thank you.	No.	
36	Extremely Likely	Excellent treatment, lovely nurses to make you feel at ease. Ward run very well.	No.	
37	Extremely Likely	Very well looked after.	No. All doing a great job, thank you.	

38	Extremely Likely	Friendly, caring nursing staff - put you at ease in a worrying condition.		
39	Extremely Likely	All the staff have been really kind and explained everything to me. I am not a native speaker and I felt at ease with everyone. Thank you, it helped my anxiety at bay.		
40	Extremely Likely	This is my 3rd visit. Each time my experience has been first class, as is all the other visits to this hospital. Thank all for the love and kindness shown to me. [Name withheld]	None.	
41	Extremely Likely	[Name withheld] (no relation!) and his team made me feel at ease. Very friendly staff, super clean. Very organised. Thank you!		
42	Extremely Likely	All staff are welcoming & very professional in their care. Made the experience less stressful. Lovely people, good sense of humour!!		
43	Extremely Likely	Good.	None.	
44	Extremely Likely	Every staff member was polite and friendly and efficient. Everything was explained in full. No rushing. Felt very cared for, thank you.	Not right now.	
45	Extremely Likely	Very efficient and reassuring.		
46	Extremely Likely	Very nice. Calm with you.		
47	Extremely Likely			
48	Extremely Likely	Everyone was so friendly.		
49	Extremely Likely	All staff are really friendly & cheerful & kind.	None.	
50	Extremely Likely	Everyone is helpful and informative. What an experience the endoscopy was! [Name withheld]. All the best.		
51	Extremely Likely	Quiet efficiency in friendly atmosphere before procedure. Refreshments after! No music, good!		
52	Extremely Likely	Very organised. Lovely staff who were very efficient.		
53	Extremely Likely	Everyone really lovely, can't thank them enough.	Only on the Moviprep - drink less.	
54	Extremely Likely	Clean, modern suite, staff all friendly and helpful. Caring and attentive staff.		
55	Extremely Likely	All the staff were very kind & friendly & confident & really looked after me, making today a pleasant experience overall.	No. Everything was fine.	
56	Extremely Likely			

57	Extremely Likely	Very helpful staff.		
58	Extremely Likely	Very friendly staff and make you at ease with the experience.		
59	Extremely Likely	Very efficient from reception to discharge. All staff friendly and make patients relaxed.	The overall service, from booking onwards, is too paper-dependent. Greater use of up-to-date IT systems should be a priority.	
60	Extremely Likely	I was well looked after and I thank everyone for looking after me!		
61	Extremely Likely	Professional, friendly and supportive throughout the process.	All excellent.	
62	Extremely Likely	Friendly staff, kind and considerate. Explained everything fully.	No, you have it to a 'T'.	
63	Extremely Likely	Very organised. Very friendly staff. Very relaxed atmosphere, which puts patients at ease.		
64	Extremely Likely	All explained, all staff polite, all staff fully aware of the delicate nature of procedure, excellent.		
65	Extremely Likely	Brilliant staff from bottom [illegible] to top.		
66	Extremely Likely	Great care and attention. All the staff were most kind.	As it is first class.	
67	Extremely Likely	Everyone is so kind and patient. Put you at ease and really look after you.		
68	Extremely Likely	Just felt so relaxed with all of the staff. Doctor, nurses & all. Much better experience this time having sedation & spray to the throat.	None that I can think of as think everything is tip top.	
69	Extremely Likely	Treatment was first class.	No.	
70	Extremely Likely	All the staff very kind, caring, understanding and helpful.		
71	Extremely Likely		No.	
72	Extremely Likely	Everybody is so friendly & welcoming.		
73	Extremely Likely	The staff and doctors explained all the procedures in a clear and very polite manner. They were also very attentive to my needs and feelings.	No, as the service was first class.	
74	Extremely Likely	The staff have been wonderful in every way - very kind & empathetic.	Less hanging around time would be good but I guess things come up expectably throwing everything out - timing wise.	
75	Extremely Likely	It was good.	No.	
76	Extremely Likely	Top team. Top visit.		

77	Extremely Likely	All staff very helpful and kind. Thanks.		
78	Extremely Likely	Very friendly and welcoming. Thank you.		
79	Extremely Likely	Everything ran smoothly, process explained as it went along. Staff friendly.		
80	Extremely Likely	Highly recommend.		
81	Extremely Likely	Always treated so well.	No, the best!!!	
82	Extremely Likely	Very friendly staff make you feel relaxed and in good hands.	None.	
83	Extremely Likely	All staff very professional and kind, competent, made me feel very safe.	None.	
84	Extremely Likely	All of the staff were courteous, compassionate & professional. The Gemini Suite is well set & equipped.	None.	
85	Extremely Likely	Staff are very friendly and caring.		
86	Extremely Likely	Everyone was kind & explained things clearly. I did not have to wait too long for the procedure.		
87	Extremely Likely	Fantastic, efficient & friendly service. A credit to the NHS.	None.	
88	Extremely Likely	Very kind & caring. Brilliant.		
89	Extremely Likely	Attention to detail and a great deal of TLC. Thank you.	None.	
90	Extremely Likely	Everyone was very friendly and seemed very capable. Thanks.		
91	Extremely Likely	Very clear on what's happening. Also, just nice staff. Thanks to all.		
92	Extremely Likely	Efficient. Caring. Polite. A very good all-round service. Very clear in explaining what will happen. Very clear explanation after procedure. Many thanks.		
93	Extremely Likely	Made to feel relaxed, painless procedure. Expert staff.		
94	Extremely Likely	Smooth, supportive, helpful procedure.	No issues on this visit.	
95	Extremely Likely	Very friendly, safe environment.		
96	Extremely Likely	Wonderful, friendly staff.		
97	Extremely Likely	The staff are very friendly & couldn't be more considerate.	It's really great as it is!	
98	Extremely Likely	Friendly, professional staff - a credit to the NHS.		
99	Extremely Likely	Very helpful, friendly service.		
100	Extremely Likely	Very friendly staff. A-plus. Thank you!		
101	Extremely Likely	Very relaxed, nice staff, thank you.		

102	Extremely Likely	The excellent care & respect given by all the staff.		
103	Extremely Likely	Everybody was so kind and positive and explained everything to me. Felt in very good hands. Thank you.		
104	Extremely Likely	Everyone so nice and calm.		
105	Extremely Likely	Staff very professional & well organised. Everything explained at each stage, very reassuring. Well done & thank you.		
106	Extremely Likely	Friendly and caring.	Keep as it is.	
107	Extremely Likely	Very friendly staff, I was looked after excellently.	No.	
108	Extremely Likely	Everything was explained before procedure. Nurses were very helpful and friendly. Thank you.		
109	Extremely Likely	Welcoming, friendly, efficient staff.		
110	Extremely Likely	Everyone was very courteous and put my mind at rest.	Not really.	
111	Extremely Likely	Excellent care & efficiency. Very friendly knowledgeable staff.		
112	Extremely Likely	Looked after very well.		
113	Extremely Likely	Everyone was so caring and explained everything what was going to happen. I could not have asked for better care. Thank you all so very much.	No.	
114	Extremely Likely	I was treated with dignity and respect. The nurses were all lovely and reassuring. 5-stars.	None, you were great.	
115	Extremely Likely	Perfect care from start to beginning of procedure.		
116	Extremely Likely	Everyone is so nice and kind. The ward was clean and tidy.	None.	
117	Extremely Likely	Friendly & professional.		
118	Extremely Likely	Staff friendly.		
119	Extremely Likely	Everyone is so kind and helpful. Thank you.	No.	
120	Extremely Likely	Pleasant staff go out of their way to make our stay a pleasure.		
121	Extremely Likely	Excellent care & service from all staff. Happy, polite staff.		
122	Extremely Likely	Very helpful & friendly staff.		
123	Extremely Likely	Amazing staff, very kind & informative they can't do enough for you. I explained I get very anxious & they were brilliant - a credit to the NHS.	Not really.	
124	Extremely Likely	Completely competent, professional & friendly approach to patient (but 45-minute wait after given appt. time).	Less automatic canned pop music in waiting area. Soothing, restful classical music more appropriate whilst	

			waiting anxiously.	
125	Extremely Likely	Friendly, efficient, knowledgeable staff. Welcoming atmosphere. Relaxed setting.		
126	Extremely Likely	Friendly & helpful staff. Each stage of the procedure explained carefully and fully.	No.	
127	Extremely Likely	Polite, professional staff. Patient and informative.	N/A.	
128	Extremely Likely	An extremely competent and understanding team.		
129	Extremely Likely	Kind and friendly staff that put you at ease for a not so pleasant procedure!		
130	Extremely Likely	The staff lovely, reassuring and very caring.	No.	
131	Extremely Likely	All staff very attentive & caring. Efficient & professional.		
132	Extremely Likely	Everyone here was friendly and welcoming.		
133	Extremely Likely	Very good and considerate treatment. Thank you very much!		
134	Extremely Likely	I was made to feel welcome. The procedure, including checking who I was, was carried out on numerous occasions. The actual procedure too was carried out in a friendly atmosphere but with professionalism also.		
135	Extremely Likely	Fantastic team - I've been very well looked after. Thank you all very much.		
136	Extremely Likely	Nothing was too much trouble. Everyone friendly & helpful.		
137	Extremely Likely	Well looked after, all explained very good. All staff very good.		
138	Extremely Likely			Do not publish
139	Extremely Likely	Excellent staff in the department. Extremely well looked after for the short period I was. Thank you.	None.	
140	Extremely Likely	Everything well explained. Professional support throughout as always great nursing support.	No.	
141	Extremely Likely	Staff very kind.		
142	Extremely Likely	Very efficient, excellent caring staff.		
143	Extremely Likely	Good treatment, good staff, clean ward, fast results, lots of information. 5-star.		
144	Extremely Likely	Made to feel at ease, everything explained clearly during the procedure.		
145	Extremely Likely	Treated very, very courteous.		



146	Extremely Likely	Brilliant staff.		
147	Likely	It was a generally good experience, better with less waiting.	No.	
148	Likely	Very efficient & reassuring.		
149	Likely	Very satisfied with the overall care by the excellent staff.	No, okay as it is.	
150	Likely	Everyone very nice & helpful to me.		
151	Likely	Everything explained clearly. Although clinic was running late, I was kept informed.		
152	Likely	Gluten-free biscuits! A lot of your patients will be gluten-free so would make sense to have something for them.		
153	Likely	V. good, on the ball.	It was v. good, no probs.	
154	Likely	Everyone very friendly and helpful. It made the whole experience bearable.		
155	Likely	Friendly, efficient staff and competent service.		
156	Likely	Looked after very well. Thank you.		
157	Likely			Do not publish
158	Likely	Friendly staff, very helpful.		
159	Likely	I didn't stay here very long and quickly able to go back. Thank you to the consultant & staff.		
160	Likely	Nurses all friendly & helpful but varies every time.		
161	Not entered			Do not publish
162	Not entered	I just think you are all wonderful and thank you all for looking after me. Love, [name withheld].		
163	Not entered	Everything was very good. Well looked after.	No.	
164	Not entered	Very well looked after by lovely staff. Everything explained well.	Reduce waiting time, if possible.	
165	Not entered	People are extremely helpful and kind. I am most happy with the staff that took care of me personally.	No. It seems perfect, so why break it?	
166	Not entered	Very pleased with the [illegible] of the doctors and nurses. Just annoyed with myself for not tolerating the camera down – but all good. Thank you.	No.	