

Endoscopy Suite - Friends and Family Test - Dec-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.	%	%	%
Dec-19	83	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 of the staff were very professional and friendly and made me feel most comfortable. Thank you very much and happy Christmas to you all.		
2	Extremely likely	People very friendly, gentle and very caring. NHS at its best.	None.	
3	Extremely likely	The staff were all lovely, welcoming and reassuring. Everything was explained thoroughly and assistance offered where necessary. Very respectful.		
4	Extremely likely	Very kind and friendly staff. Wishing you a very happy Christmas.		
5	Extremely likely	Everybody very kind & helpful. Everything explained in detail. Many thanks to all.		
6	Extremely likely	Treated very courteously by a very friendly medical team and associated staff. Couldn't ask for better service. Excellent.		
7	Extremely likely	The staff are so friendly & pleasant, would not worry about coming again.	None.	
8	Extremely likely	Very thorough in their work. Very friendly and organised.		
9	Extremely likely	The team could not have been any better. I was kept informed and comfortable throughout my stay. Thank you to all concerned.	There seems to be an abundance of paperwork. Is it all really necessary?	
10	Extremely likely	All the staff were very helpful, kind and informative and knowledgeable of the procedure I was due to have. They were 100% the best. [Name withheld]	None at all.	
11	Extremely likely	Professionalism throughout.		
12	Extremely likely	Efficient and friendly care. Thank you.		
13	Extremely likely	I would like to thank everyone who dealt with my care and care given.		
14	Extremely likely	Staff really polite & helpful, kind, made you feel relaxed.	None.	
15	Extremely likely	Very helpful, positive staff who listened carefully to my particular needs. Very impressive. I was kept informed all	No.	

		the time and treated with kindness & respect at all times.		
16	Extremely likely	The care team are very friendly and put people at ease.		
17	Extremely likely	Staff are friendly kind & helpful & look after you very well.		
18	Extremely likely	Very friendly & efficient.		
19	Extremely likely	Everyone is so nice and helpful, thank you.	No, it is good.	
20	Extremely likely	Fantastic, just perfect in every way.		
21	Extremely likely	The staff were attentive and listened to me, took on board why I was anxious & went out of their way to help me and put me at ease. Everything was explained to me in a way I understood.		
22	Extremely likely	Excellent, friendly care.	Not a single thing.	
23	Extremely likely	Well organised, very professional & efficient. Made patient at ease, staff polite & friendly.		
24	Extremely likely	All staff, including reception, were most courteous, helpful and, above all, very caring.	No - the service was first class.	
25	Extremely likely	Staff excellent, came in nervous but was put to rest, can't thank you enough.		
26	Extremely likely	Clear, concise information. Friendly staff. Polite and helpful. Efficient & clean.		
27	Extremely likely			Do not publish
28	Extremely likely	Friendly staff, well cared for and informed.	No.	
29	Extremely likely	I was very impressed at the courteous and efficient service of the staff. The whole procedure was carried out expertly and sensitively. Any fears I had were quickly nullified. I would like to thank all the staff for their kindness & would recommend this centre to anyone planning to come to this unit in future.	I can't think of anything!	
30	Extremely likely	Clear advice at all stages. Information given at all stages. Helpful & friendly staff. Much appreciated.		
31	Extremely likely	Friendly, efficient unit. Extremely impressed! Excellent care.	No, difficult to improve on excellence!	
32	Extremely likely	I was feeling slightly apprehensive - but I was put at ease by the staff. Thank you.	It runs very efficiently, again thank you NHS.	
33	Extremely likely	Staff friendly, helpful & reassuring - kept me well informed of proceedings. Thank you for looking after me so well.		

34	Extremely likely	As soon as I entered the suite, all the girls were helpful.	No.	
35	Extremely likely	Excellent care.		
36	Extremely likely	The staff were so, so helpful and made my stay very nice. You have such nice staff. Thank you.		
37	Extremely likely	Very efficient & friendly staff.		
38	Extremely likely	Nice, informative staff.	Free beer.	
39	Extremely likely	Made to feel welcome. Procedure explained clearly, I will be back in 4 months.		
40	Extremely likely	I volunteered for my test and the result meant I had to come. This is a wonderplace. Dr [name withheld] is excellent, the nurses are devoted to the patients wellbeing and do a wonderful job. I cannot speak high enough and will continue spreading the word.	No - everything is perfect.	
41	Extremely likely	All good.	All good.	
42	Extremely likely	So helpful and kind, very calming.		
43	Extremely likely			Do not publish
44	Extremely likely	Excellent treatment, thank you!	Very pleased.	
45	Extremely likely	Please inform CQC from me that all dept. at NDDH outperform on all elements of patient care. Outstanding. 10/10. With many thanks, [name & address withheld]	Rolls Royce quality is hard to beat!	
46	Extremely likely	Brilliant team - all very friendly. All are very special people. Thanks a million. [Name withheld]	No. [Name withheld] was brilliant.	
47	Extremely likely	Efficient & effective care in a timely manner.	None.	
48	Extremely likely	Every person was so kind, they kept talking to me.	No - you cannot improve on perfection.	
49	Extremely likely	Excellent care and attention given to me in general and in regards to my learning disabilities & autism. LD nurse was informed and included more than enough nurses in attendance. Dr [name withheld] was patient and considerate throughout the process.	None. From reception to discharge, I was attended to and each stage of the process was explained to me & my carer (written on behalf of individual with LD).	
50	Extremely likely	Useful feedback after procedure. After sedation, didn't feel anything.		
51	Extremely likely	Very hospitable and helpful staff.		
52	Extremely likely	Very kind and caring staff.		

53	Extremely likely	Everyone was very friendly and put me at ease.	None required as I see it.	
54	Extremely likely	Very friendly and reassuring staff.		
55	Extremely likely	Very friendly & informative through the whole process. Always smiling and keen to help whenever possible. Thank you for a 1st class service.		
56	Extremely likely	Excellent service, everyone was extremely welcoming & polite, thank you.		
57	Extremely likely	Was reassured, made to feel very comfortable.		
58	Extremely likely	Such thoroughly professional and caring treatment. Thank you.		
59	Extremely likely	Friendly, pleasant & efficient staff. Thank you!		
60	Extremely likely	Quick & efficient service. Excellent staff.	No.	
61	Extremely likely	Efficient and very friendly staff.		
62	Extremely likely	Friendly, helpful, could trust everyone was in charge of their role.		
63	Extremely likely	Well-run department. Caring staff.		
64	Extremely likely	Wonderful, friendly staff & efficient.		
65	Extremely likely	Ran like clockwork.		
66	Extremely likely	Everything was explained as the procedure was done & a lovely cuppa at the end. Excuse writing, arthritis and an [illegible] my hand.		
67	Extremely likely	Very well looked after & good communication.		
68	Extremely likely	Good care.		
69	Extremely likely	Everything carried out in very professional manner.		
70	Extremely likely	Very friendly.		
71	Extremely likely	Attentive nurses. Good information about procedure. Professional care.		
72	Extremely likely	Very friendly staff. They explain exactly what they are doing clearly.		
73	Extremely likely	Pleasant & helpful staff.		
74	Extremely likely	Consultant and nurses very caring and friendly. I was quite anxious and they all were very reassuring. Thank you.		
75	Extremely likely	Kindness, consideration, by all staff. Unit runs like		

		clockwork. Excellent hosp.		
76	Extremely likely			
77	Extremely likely	Well organised, staff explained everything well.		
78	Extremely likely	Every single member of staff were friendly, welcoming, kind and explained everything very quickly. We had lots of giggles so made me feel comfortable and at ease.	Service was 10/10.	
79	Extremely likely	Relaxed atmosphere. Amazing staff. Great biscuits!		
80	Extremely likely	Staff are very friendly & very helpful & calming. Was explained as to what was going to happen in the treatment.		
81	Extremely likely	Very kind and reassuring staff. Clean premises. Everyone just v. helpful.		
82	Likely	It was far less uncomfortable than last time, the staff were reassuring and professional and I was seen very quickly.	Change the flavour on the throat anaesthetic!	
83	Likely	The surgeon was great and his assistants.		
84	Not entered	I have good care, cannot find fault with nurses and doctor.		
85	Not entered	Everyone was good to me.	No.	
86	Not entered	The entire staff were so nice and helpful, as always in this hospital.	No, all good.	