

Endoscopy Suite - Friends and Family Test - Feb-20

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.	%	%	%
Feb-20	72	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 have been treated since 1993 and I have always found the staff to be 100%, especially since being treated by Mr [name withheld].		
2	Extremely likely	Very friendly staff.	Communication if delays.	
3	Extremely likely	Friendly, kind, efficient & caring. Thank you.	No, all went so smoothly.	
4	Extremely likely	Excellent, professional team. Great communication & my dignity was looked after at all times, felt very well looked after, (very, very kind team). Thank you.	None. Superb service. Highly recommend.	
5	Extremely likely	You are all very good looking after me. Thank you.		
6	Extremely likely	All staff were very professional & friendly. Excellent team!!	No, it seems to work just fine.	
7	Extremely likely	Worried on arrival made to feel at ease as soon as checked in, staff excellent, very friendly and efficient. Many thanks to all.	Keep up the good work.	
8	Extremely likely	Friendly, efficient staff.		
9	Extremely likely	Very friendly and supportive.		
10	Extremely likely	Friendly helpful staff who explain what is happening. Reassuring and very pleasant. Thank you!		
11	Extremely likely	Fantastic team of people that explained every step of the way.		
12	Extremely likely	Kindness of staff.		
13	Extremely likely	Very good, not much pain, fast, not a bad experience.	No.	
14	Extremely likely	Staff & Drs do good in looking after me, thoroughly recommend.		
15	Extremely likely	Can't fault the care. Very friendly and attentive staff.		
16	Extremely likely	The staff were attentive and sympathetic and made everything very clear. The support during the procedure was excellent and I greatly appreciated the doctor talking me through what was happening at all stages.		
17	Extremely likely	Efficient & very helpful staff. [Name withheld]		

18	Extremely likely	I have found the whole event an excellent experience. Very quick appointment, reception staff efficient & helpful. Nursing & endoscopy staff very professional, respectful & kindly. All areas very clean.	None - very well done. Thank you.	
19	Extremely likely	Everyone was very kind & efficient. I can't thank them enough.	It was a very long wait. Appointment 10am I was called in at 11.45.	
20	Extremely likely	Excellent service. Thank you. [Name withheld]		
21	Extremely likely	Came in unsure what would happen but, due to the kindness and professionalism of the doctors and staff, had a relaxing and safe treatment. Thank you all.	No - treatment and service excellent.	
22	Extremely likely	Staff wonderful from start to finish, kept well informed & facilities wonderful & clean. Thank you all concerned.	None.	
23	Extremely likely	Very pleasant and efficient staff - lovely people.		
24	Extremely likely	So lovely to be looked after by fab nurses & doctors.	Everything is just perfect.	
25	Extremely likely	Issues & concerns dealt with effectively at every stage of procedure.	All appears to be working well, maintain this structure.	
26	Extremely likely	Calm, spacious, warm! Lovely staff - very efficient and friendly. Good choice of biscuits!		
27	Extremely likely	Courtesy & care from start to finish.		
28	Extremely likely	All the staff I have met today have been so friendly - they have put me at ease and made me feel far less anxious. Thank you to you all.		
29	Extremely likely	Friendliness. No [illegible] embarrassment.	No. Just keep up the good work.	
30	Extremely likely	Staff & Mr [name withheld] very understanding & kind.	No.	
31	Extremely likely	Wonderful, friendly staff made me feel so at ease. Thank you so much. [Name withheld]		
32	Extremely likely			
33	Extremely likely	I have met with exceptional kindness & care and am most grateful to you all. Many thanks.		
34	Extremely likely	Staff & cleanliness. Staff have been reassuring & knowledgeable, helping a nervous patient like me. Your kindness and friendly care goes a long, long way. Thank you. Gives me confidence to see a nice, clean environment.	Only my first experience but, based on that, no. But maybe consider the 'full prep' for all to avoid unsuccessful visits. Well done to all the staff - you are true stars & heroes to us.	
35	Extremely likely	Fantastic and reassuring staff. Totally put me at ease on something I was nervous about.		

36	Extremely likely	Very efficient, not rushed, showed great courtesy & respect, friendly & approachable.		
37	Extremely likely	All the staff are so kind and friendly and make you at ease, couldn't have been looked after any better.	No improvement needed.	
38	Extremely likely	Very kind and caring.		
39	Extremely likely	Excellent.		
40	Extremely likely	Staff immediately put me at ease. Everyone was so helpful and friendly and completely professional. Thank you all for your kindness and reassurance.	None.	
41	Extremely likely	The ward staff were professional & caring.	With some professional background on both antimicrobial resistance & control of viral infections, the absence of alcohol gel dispensers on both sides of all doors and beside all keypads for lifts etc. is disappointing. These are only of value if used so, with the current possibility of pandemic, I would advise placing dispensers in the entrance foyer and someone to encourage all visitors to use these at every opportunity - if only to protect your staff!	
42	Extremely likely	So much reassurance given to us by everyone.		
43	Extremely likely			
44	Extremely likely	Made feel at ease. Everything explained so I could understand each step of the way.	N/A	
45	Extremely likely	Professional, friendly, excellent explanations, felt safe.	No.	
46	Extremely likely	Very efficient staff.	No.	
47	Extremely likely	Because some areas of the hospital don't get enough praise, the staff on this suite are kind & very helpful.	No.	
48	Extremely likely	Efficient, kind & courteous. Wonderful staff.	None.	
49	Extremely likely	The nurse and doctors on this unit are fantastic. The care and kindness is excellent. They are angels. I was scared but I was put at ease. Thank you so much.		
50	Extremely likely	Staff very welcoming and given full information about procedure. Wonderful experience.	No - service excellent.	
51	Extremely likely	Clean, thorough, helpful.		
52	Extremely likely	Excellent welcome. Quick treatment. Nice tea!	No.	
53	Extremely likely			

54	Extremely likely	Staff excellent.	Perfect as it is.	
55	Extremely likely	Everyone were fantastic.		
56	Extremely likely	Friendly and informative reception. Smiling and sympathetic progression through procedures to treatment and afterwards. Excellent attention throughout. Well done!		
57	Extremely likely	Made you feel very comfortable & reassured you about the procedure. Lovely staff - calming environment.		
58	Extremely likely	Everyone on the team was very kind and reassuring even though it was a small procedure. I was nervous having the procedure but was totally relaxed about it by the time my treatment started.	N/A.	
59	Extremely likely	I was pleased that I was given the chance to have my enema on the ward due to my travel problem getting here. From that moment, I was talked through all that was to be done for my procedure. All the staff were pleasant and accommodating. A lovely cuppa and biscuits. Proper job.		
60	Extremely likely	Felt very well cared for from first contact with reception, all the way through to discharge.		
61	Extremely likely	Dr [name withheld] was a wonderful reassurance, who was kind, caring & down-to-earth. All staff were respectful, caring & professional. A good, reassuring experience.	You can't improve on perfection.	
62	Extremely likely	Good, happy staff. Very caring doctors. Very clean ward.		
63	Extremely likely	Very well looked after from beginning to end, can't help you enough. Excellent hospital - never had such treatment before.		
64	Extremely likely	Everyone from when I checked in to when I left was very friendly, helpful and, most of all, caring.	All perfect as far as I was concerned.	
65	Extremely likely			
66	Extremely likely	I would never attend any other hospital. This hospital & all its staff should be commended for their skill, attitude & patience.	No, it is perfect.	
67	Extremely likely	From the initial reception, through the first tests to the theatre staff and later the recovery nurses. The care was excellent. Gentle, respectful with some much TLC thrown in. We are so lucky to have the North Devon Hospital to care for us. [Name withheld]	How can you improve perfection?	

68	Extremely likely	Approachable, friendly staff. Time spent giving clear explanations and risks of intended procedure. Excellent service. Staff respectful and concerned. Actual procedure - pain-free!	Maybe something savoury for we with no sweet tooth to enjoy with our post-procedure coffee. Everything else, very good!	
69	Extremely likely	Everybody is really friendly, kind and you get looked after.		
70	Extremely likely	Everybody very helpful and kind. I give 11/10. Thank you.		
71	Extremely likely	Lovely staff. Clean environment. Good music.	Same nurse throughout journey would be nice.	
72	Extremely likely			Do not publish
73	Not entered	Good.		
74	Not entered	The care given to me from the consultant 2 weeks ago and the nurse was excellent and today having the colonoscopy team were brilliant and fully explained the routine throughout the procedure & gave excellent care. Thank you.		
75	Not entered	Very helpful and polite.		