

Endoscopy Suite - Friends and Family Test - Jan-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.	%	%	%
Jan-20	90	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 the staff were caring and very efficient.		
2	Extremely likely	They make you feel at home, nothing was too much trouble. 10/10. They were wonderful. I would strongly recommend and if I meet anybody who has got to come in and have it done I would tell them how wonderful they were and the theatre staff were wonderful. [Names withheld] were wonderful.		
3	Extremely likely	Staff excellent & attentive. Caring & great communication. Make patients feel at ease. Don't change a thing! [Name withheld]		
4	Extremely likely	The genuine care and kindness of everyone who helped me.		
5	Extremely likely	Since first entering the Endoscopy Dept., all the staff I have met have all been extremely courteous, professional and caring. Their pleasantness comes through in all disciplines. Well done - the team.	None that I can think of.	
6	Extremely likely	The girls were very friendly & caring and made an unpleasant procedure a lot better! Thank you!	No.	
7	Extremely likely	Great care is given by all staff at all times. Really friendly too. The recovery nurses kept me smiling too.		
8	Extremely likely	Pleasant and helpful staff. Very friendly and they put you at ease.		
9	Extremely likely	Excellent all round. Thank you.		
10	Extremely likely	From arriving to leaving, a relaxed atmosphere. Just lovely atmosphere - efficient plus.	None. It was perfect.	
11	Extremely likely	Explained everything well. Reassured. Introduced themselves. Happy and friendly atmosphere.		
12	Extremely likely	Lovely, caring people throughout the department, thank you for your kindness. xx	No.	
13	Extremely likely	I suffer from anxiety and they were very kind and reassuring towards me.	Not really, was very happy with the service they provided.	

14	Extremely likely	Seamless system. Friendly staff throughout. Everyone made a potentially unpleasant experience very painless. Most importantly, I had my dignity throughout! Thanks everyone!	Maybe quiet, calming music, very low, in the recovery area.	
15	Extremely likely	Helpful staff. [Name withheld] made me laugh & relax & nurses extremely attentive.		
16	Extremely likely			
17	Extremely likely	Although so busy, the staff were meticulous in their work.	More nurses.	
18	Extremely likely	All staff, from front of house to doctor, very reassuring and helped calm my fears.	NHS staff fantastic.	
19	Extremely likely	I was made to feel extremely comfortable. Everyone was very friendly which helped me feel relaxed. Dr & nurses were brilliant during the procedure. Thank you.		
20	Extremely likely	Friendly and helpful, everything explained.	No.	
21	Extremely likely	The whole experience was brilliant, dealt with by the endoscopy colorectal surgery team. I was given everything I needed to know. Any question I had was answered fully. Please express my sincere appreciation for their hard work in each department. [Name withheld]		
22	Extremely likely	Exceptional treatment from the moment I arrived. [Name withheld] - she was so caring and reassuring. Wonderful staff who couldn't have done more to help me. My thanks to all who work in this department.	Not a thing! Ten out of ten!	
23	Extremely likely	Lovely staff, very caring & helpful. Made my whole time here very pleasant.		
24	Extremely likely	Friendly, efficient service. Very clear explanations, before, during and after treatment. All staff friendly and knowledgeable.	The dietary listings of what you can & cannot eat could be improved e.g. real clarity (butter not on either list) and potentially some meal suggestions. Missing info on types of milk (Soya/Almond?). Yoghurt. Oil (Olive), butter etc.	
25	Extremely likely	Friendly, welcoming staff with a good sense of humour. Clean & bright ward.		
26	Extremely likely	All the staff were very friendly and helpful - special thanks to [name withheld] for reassuring me & talking me through the stages of the procedure.		
27	Extremely likely	Found staff & Drs very helpful & caring. They put you at ease right from the start. Thank you all. [Name withheld]		

28	Extremely likely	I was very anxious about the procedure but the staff were lovely & helped me to relax.		
29	Extremely likely	Very kind, friendly staff.		
30	Extremely likely	Polite, friendly, reassuring & professional staff. Calming environment & respectful at all times. Speedy & efficient.		
31	Extremely likely			Do not publish
32	Extremely likely	Staff are extremely attentive and caring. Procedure was on time and staff explained everything and answered all my queries. Lovely atmosphere on ward.		
33	Extremely likely	Staff very friendly. Looked after extremely well. Put at ease.	No.	
34	Extremely likely			
35	Extremely likely		Some chocolate biscuits please.	
36	Extremely likely			
37	Extremely likely	Everything went well.	It was all very good.	
38	Extremely likely	Everybody has been lovely and most caring.		
39	Extremely likely	The staff were very caring and made you feel relaxed.		
40	Extremely likely	The kindness, happiness and overall pleasant attitude of your staff. A most efficient service which I shall almost miss in 3 years when I don't have to come again. Well done! Keep up the wonderful work in the wonderful way you do.	Your service could not be improved! Excellent service! Congratulations to a brilliant team and to the NHS.	
41	Extremely likely	V. caring. Professional. Quick - no W/L.		
42	Extremely likely	Compassionate, caring people. Friendly & capable.		
43	Extremely likely	Everyone was friendly & helpful.		
44	Extremely likely	Lovely staff who explained everything very thoroughly for good or ill. Very reassuring.	No.	
45	Extremely likely	Everyone was so supportive and encouraging, I felt completely safe in their hands. Thank you very much to them all.	Just to make staff feel appreciated which you may already do.	
46	Extremely likely	Everyone so friendly & supportive.		
47	Extremely likely	Super staff for an unpleasant procedure.		
48	Extremely likely	Well looked after by all staff, all things explained.	No. My visit has been excellent, thanks.	

49	Extremely likely	The staff were professional & courteous - caring & compassionate. Explained the procedure thoroughly & put me at my ease.	No - totally satisfied - an excellent service.	
50	Extremely likely	Very efficiently run through the whole process. Staff welcoming, care, attitude to patient very professional. All explained clearly. Very calming ward.		
51	Extremely likely	The care and attention was amazing. Everyone very friendly & cared for professionally, thank you.		
52	Extremely likely	Pleasant and clean environment. All staff I had contact with were both professional, friendly & helpful.	No.	
53	Extremely likely	Very informative and caring, answered any questions I asked.		
54	Extremely likely	Have no reason to do otherwise, marvellous service from beginning to end of the procedure.	No!!! We are all very, very lucky to be here in Barnstaple NHS. Staff fabulous!!	
55	Extremely likely	Staff all really friendly & helpful.		
56	Extremely likely	Great staff - no stress - always 'in the picture'. Well done to all the team.	No - perfect as it is now.	
57	Extremely likely	All staff very kind and attentive. Thank you. x		
58	Extremely likely			Do not publish
59	Extremely likely	Friendly, professional, relaxing, informative.		
60	Extremely likely	Staff were very friendly and caring and, very importantly, maintaining my dignity at all times. Informative. Given a very welcome, nice cup of tea!		
61	Extremely likely	Efficient and polite, with my procedure carefully explained and afterwards making sure I was well and comfortable.		
62	Extremely likely	Everyone was delightful.		
63	Extremely likely	Everyone is very calming & caring. I was very apprehensive on arrival but soon reassured about the procedure.		
64	Extremely likely			Do not publish
65	Extremely likely	Everyone was very professional & explained all procedures beforehand.	None.	
66	Extremely likely	You are very helpful.	None.	

67	Extremely likely	Everyone was kind & helpful.		
68	Extremely likely	Friendly, efficient and so very helpful.		
69	Extremely likely	Was very quick, didn't even need gas & air, not painful at all.		
70	Extremely likely	Good, polite staff, very friendly.		
71	Extremely likely	Extremely professional and friendly.	No.	
72	Extremely likely	Excellent staff, lovely place.		
73	Extremely likely	All the staff I have been in contact with have been extremely helpful and friendly & reassuring.	No. It all seemed to work like clockwork.	
74	Extremely likely			Do not publish
75	Extremely likely	Everyone was extremely kind & put my mind at rest which made me calm and comfortable & safe.	No, I received excellent service & I'm very appreciative of the staff.	
76	Extremely likely	Very well looked after. Nice and friendly staff. Everything explained to me.		
77	Extremely likely	Everyone was very helpful and friendly, everything was fully explained to me. Thank you very much. [Name withheld]	No, your service was perfect.	
78	Extremely likely	Lovely staff.		
79	Extremely likely	Care is excellent!		
80	Extremely likely	The doctor & nurses were very informative regarding my procedures. Everyone was very friendly & helpful. Thank you all very much. [Name withheld]	The service was excellent but I was waiting a long time in the waiting area, but the nurse explained the [illegible] list overran.	
81	Extremely likely	I thought all the staff were very kind & helpful - I could not have had better treatment - thank you.		
82	Extremely likely	Very friendly nurses & doctors, very relaxing.		
83	Extremely likely	The ward, doctors & nurses very friendly & made you feel as relaxed as possible.		
84	Likely	Very friendly staff, felt reassured and in safe hands.		
85	Likely	You should recommend this ward because this is where you have to be. Am I missing the point of the question? Maybe change the question to 'praise' or 'rate' our ward, not recommend.	No. The service from reception right through everything and everyone was excellent. Even the tea was 10/10.	
86	Likely	Lovely staff, looked after really well, first class.		

87	Likely			
88	Likely	Friendly, approachable staff.		
89	Likely	Unpleasant experience, but staff very supportive and helpful.		
90	Likely	Everyone in this department has been extremely kind and helpful. My only problem has been that I didn't realise (or forgot) at my pre-op that I couldn't be sedated if I was transported alone in a taxi. However, this was solved by the kind nurses.		
91	Not entered	On the information leaflet from the Endoscopy Unit it would be helpful if there was a paragraph on stoma [illegible], telling them about eating as it's not clear on information forms now.		
92	Not entered	Ran like clockwork. All staff were caring with good communication.		