

Endoscopy Suite - Friends and Family Test - Mar-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.	%	%	%
Mar-20	48	97.9	0.0	2.1

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 staff were extremely pleasant and explained all procedures thoroughly. The procedure was painless. All checks appeared thorough.	None.	
2	Extremely likely	Lovely people, friendly, discreet, keep your dignity intact.	Just keep doing what your doing.	
3	Extremely likely	Friendly, warm atmosphere. [Name withheld] put me at ease straightaway - thank you. x	Attended for bowel screening. The paperwork didn't say I could or needed a dressing gown or slippers. May help others. I was ok with that. Thanks.	
4	Extremely likely	Informal yet professional and efficient. Cheerful!	Not really.	
5	Extremely likely	A very caring team who have time to explain everything. Nothing is too much trouble for anyone. Lovely people.	I cannot think of anything that can improve the service.	
6	Extremely likely	Staff are lovely & relaxing.		
7	Extremely likely	The staff are very friendly, made my visit very pleasant. Looked after me very well.		
8	Extremely likely	Excellent care given to my husband - not very mobile at all during visit for treatment. Most welcome tea for self.		
9	Extremely likely	My reason is that I am so very grateful to NHS for the care I am shown. Very good support. Making all the form-filling easy to deal with. Thank you.		
10	Extremely likely	Extremely friendly, helpful staff from reception to procedure and after. Felt I was very well looked after. Thank you! Very good info. with appointment & explanations throughout.		
11	Extremely likely	When I arrived I was upset and crying. All went well and all the staff were excellent to me and helped me to calm down. Couldn't have been in safer hands.	Everything was perfect.	
12	Extremely likely	Staff informative, friendly & attentive.	HDTV!!! - only joking. All good.	
13	Extremely likely	Yes, very likely. Lovely staff and a nice selection of biscuits.	A shot of whiskey in my coffee afterwards would have been nice.	
14	Extremely likely	The kindness and efficiency by all staff.		
15	Extremely likely	Can't fault the service. Very organised and well planned	No.	

		and the staff are always amazing, really calm, friendly, attentive and caring. You are all doing an incredible job and nervous wimps like me appreciate your patience. [Name withheld] x		
16	Extremely likely	All of the staff caring for me were amazing. Very kind, supportive throughout my procedure. Many thanks. x		
17	Extremely likely	Fantastic hospital & staff. Many thanks.		
18	Extremely likely	Kept in the loop with everything going on. Wonderful staff. Clean, pleasant room. Relaxed atmosphere & calm. Thank you.		
19	Extremely likely			Do not publish
20	Extremely likely	Fantastic, well-organised unit, lovely staff, kind, well-experienced and generous and very friendly. We all should be proud of this kind of service offered.	Nothing to add.	
21	Extremely likely	Staff extremely helpful, efficient and friendly. Made things so much easier.		
22	Extremely likely	Everything ran smoothly from the phone call to leaving. Communication was good throughout staff were welcoming and friendly.	None.	
23	Extremely likely	Everyone I had contact with today put me at ease, explained well & were very friendly and very professional. I appreciate their hard work. Thank you.		
24	Extremely likely	Good clinical team [illegible]. Good atmosphere and excellent clinical knowledge and explanations to procedure given.		
25	Extremely likely	I was made to feel so comfortable and nobody thought I made a fuss. Thank you all. [Name withheld]	Please don't change. It was as near to perfect that I could wish for.	
26	Extremely likely	Everybody has been very kind and helpful. Explained everything as made the procedure worthwhile.	Nothing to add.	
27	Extremely likely	Everyone has been so friendly and professional. Thank you to all of you.	Nope.	
28	Extremely likely		Just keep up the warm, friendly way you deal with patients and keep them informed fully about their treatment.	
29	Extremely likely	Quick, clean, pain-free.		
30	Extremely likely	All the staff are very helpful and friendly and professional.		

31	Extremely likely	Well informed on what was happening on the day.	Booking to be more effective and documents to be sent in advance.	
32	Extremely likely	Everybody helpful.		
33	Extremely likely	Efficient, kind and good at making everyone at ease. Fabulous service.		
34	Extremely likely	Everyone was so kind and understanding and explained everything to me. What a bright, cheerful and clean ward.	No.	
35	Extremely likely	For all the kindness and making me at ease at all times, can't do enough for you. Thank you all.		
36	Extremely likely	I felt very well-informed and looked after from the minute I stepped through the doors. The camaraderie amongst the staff made what is an unpleasant experience much more bearable. Thank you.		
37	Extremely likely	Excellent care. Lovely nurses and staff. Very professional. Thank you.	You can't improve on perfection.	
38	Extremely likely	Fantastic staff.		
39	Extremely likely	Everyone working here today, Saturday, was kind, helpful and extremely efficient. Thank you to everyone.		
40	Extremely likely	Very good care.		
41	Extremely likely	You are all a very caring and great team. Thank you for looking after me.		
42	Extremely likely	The staff are all lovely. They made me feel relaxed, especially with their very friendly manner. Care and consideration from them was superb.		
43	Extremely likely	All nurses and staff doing an amazing job. Very kind and caring and made me feel relaxed and less anxious. Many thanks.	In present climate, would have preferred to see nurses doing my consent/weight/[illegible] wearing gloves.	
44	Extremely likely	Helpful, friendly staff, efficient and professional.		
45	Extremely likely	Lovely, warm welcome. Smooth process - given lots of reassurance and information. Thank you.		
46	Extremely likely	Kindness, efficiency and humour. What more could I want? Thank you!	No!	
47	Likely	I can honestly say that I would be happy to recommend any of my friends for the same procedure as I felt safe and cared for.	Everyone was great. I felt really looked after. xx	

48	Neither likely nor unlikely	Had an expectancy of being asleep as opted for sedation. Was well awake & felt it was uncomfortable. Staff were lovely.	Call us in a bit later as arrived 9.30am & finally went in for paperwork at 10.45am. Puzzled by that!	
49	Not entered	They were very good and helpful.		
50	Not entered	Looked after. Lovely nurses. Everyone lovely.	No. All ok.	