

Endoscopy Suite - Friends and Family Test - Nov-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.	%	%	%
Nov-19	104	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	Everyone helpful and kind & considerate.	Better warning about the Moviprep, quite violent in nature, could not get to toilet in time!!	
2	Extremely likely	Everyone is very friendly, caring & helpful.	Perfect. Thank you.	
3	Extremely likely	Very friendly, helpful staff.		
4	Extremely likely	Fantastic, helpful staff made a bad experience really good.		
5	Extremely likely	Polite and nice staff. Good procedure.		
6	Extremely likely	Staff attitude & professionalism. V. caring.	None.	
7	Extremely likely	A1 service, friendly. Totally felt at ease [name withheld].		
8	Extremely likely	Courteous staff, patient & friendly. Explained everything in detail.		
9	Extremely likely	Not as bad as expected. Staff put me at easy. Explained everything very well.	No, all very good.	
10	Extremely likely	Good information, efficiency & reassuring. Nice 1/2hr recovery time.	Less of a wait from appointment time to procedure. This only needs to be 30mins prep, not 1hr 30mins.	
11	Extremely likely	Friendly, approachable and very professional.	None.	
12	Extremely likely	Quiet professionalism - very welcoming. I should have brought more reading material for the wait.	The colonoscopy leaflet should mention you might leak overnight. I could have done without having to strip the bed before I left.	
13	Extremely likely	Excellent, caring & friendly, reassuring staff. Not an unpleasant environment to be in.	Nothing of note.	
14	Extremely likely	All staff happy & confident.		
15	Extremely likely	Very reassuring experience. Lovely, patient staff. Everything ran smoothly, just as it always has done every time we have been through the procedure over the last 9 years. Thank you endoscopy team! You are great!	No.	
16	Extremely likely	The staff are very helpful, explaining everything very well. Also, made sure I was at ease.	None.	
17	Extremely likely	The people here are so good at putting you at ease.		
18	Extremely likely	All staff are very friendly & the whole process was very		

		clearly explained. An unpleasant experience made as good as it could be [illegible]!		
19	Extremely likely	Friendly, professional.	Mirror in toilet.	
20	Extremely likely	Everyone was v. friendly, explained everything in great detail & the procedure went well & sedatives given - lovely staff.	Can't think of any. Thank you. x	
21	Extremely likely	I was anxious but the staff helped calm me down from start to finish.		
22	Extremely likely	I was anxious and all the nurses were amazing and very informative. I felt at ease and happy that they had explained everything so well. All guys in the actual room were great too. Thank you all.		
23	Extremely likely	The wonderful care and help by such a friendly staff.		
24	Extremely likely	All staff were helpful & friendly. Everything was explained well & staff were very reassuring.		
25	Extremely likely	Magnificent staff - efficient, warm & friendly. Could not have been better.	None.	
26	Extremely likely	Friendly & informative staff.		
27	Extremely likely	Staff very friendly and made to feel at ease.		
28	Extremely likely	Put at rest, made to feel at ease, friendly people. Very nice people, wouldn't worry if had to have it done again. Thank you all.		
29	Extremely likely	I was an emergency appointment, everyone was really nice.	No.	
30	Extremely likely	Friendly. Efficient. Explained procedure well. No concerns.		
31	Extremely likely	Friendly, calm & professional atmosphere. Highly efficient. Can't fault it!	No.	
32	Extremely likely	Very efficient, yet friendly & put me at ease throughout the whole process. Explained the whole procedure & kept me relaxed.		
33	Extremely likely	I have received very good care. Staff were courteous, friendly and very professional and caring. Thank you!	No.	
34	Extremely likely	The staff here are lovely.		
35	Extremely likely	Staff so kind & helpful.		

36	Extremely likely	Staff very friendly. Talked through procedure. Made me feel at ease. Thank you.		
37	Extremely likely	Excellent service. Professional team. First class.	Keep doing what you are doing. [Name withheld]	
38	Extremely likely	Very well looked after. Very pleased you found something.		
39	Extremely likely	My experience was very pleasant.	Choc Hobnobs.	
40	Extremely likely	Everyone was friendly and put me at ease - explained the procedure and answered questions that I had.	Consultant to talk to you - no interaction with me. Left room before letting me know how the procedure went.	
41	Extremely likely	Just to say how well everyone was, so good & helpful.		
42	Extremely likely	All staff from reception/ward/procedure make the whole experience easy for patient. Everything is done to help patient to relax. Full info is given and all questions answered. I cannot speak too highly of all care given.		
43	Extremely likely	Very friendly & competent, explained things well.		
44	Extremely likely	Wonderful/kind staff, both on ward & theatre.		
45	Extremely likely	Staff very kind & informative. Thank you!		
46	Extremely likely	Staff so lovely, made me at ease. Looked after very well, ward spotless.		
47	Extremely likely	Superb care from everyone. Efficient, professional, clean. Kept me fully informed at every stage.	None!	
48	Extremely likely	Very, very pleasant staff!		
49	Extremely likely	Everyone so friendly, efficient and very kind and understanding. [Name withheld]		
50	Extremely likely	Kept fully informed of all stages during my visit. Everyone was very respectful and caring. Thank you.	None - it was excellent.	
51	Extremely likely	Very nice team. Friendly.		
52	Extremely likely	Excellent, caring people here, treated with respect and very good for time.	None - all considerate, nurses outstanding.	
53	Extremely likely	Excellent care was given to me throughout my short stay.		
54	Extremely likely	Everybody very professional and very friendly. Everything fully explained before and during treatment. They all put me at my ease and made sure I stayed that way.		
55	Extremely likely	I was made to feel at ease. Friendly, helpful staff at all levels. Reassuring and caring atmosphere. Treated very		

		much as a person.		
56	Extremely likely	The great deal of care and empathy offered by staff. Their efficiency and highly professional service provided.	It would be very helpful, if possible, for visits to hospital to different departments could be arranged on the same day. I realise this may be impossible but it is a 70-mile round trip from Bude.	
57	Extremely likely	Excellent treatment.	No.	
58	Extremely likely			Do not publish
59	Extremely likely	Team are very professional and caring for the patient. An experience made so easy by their great attitude!	No, it was great.	
60	Extremely likely	Excellent care, consideration & friendliness.	Perfect as it is.	
61	Extremely likely	Very caring nurses & doctors, made me feel at ease. Very professional care.		
62	Extremely likely	Prompt attention & very friendly and caring staff. Thank you for working on a Sunday.		
63	Extremely likely	Staff looked after me so well. Caring.		
64	Extremely likely	Friendly. Social. Patient. Informative. Give them a bonus.		
65	Extremely likely	All the staff have been lovely, very clear explanations, calm atmosphere, really put me at ease.		
66	Extremely likely	Staff amazing, put you at ease.	N/A.	
67	Extremely likely	Excellent staff. Well looked after. Everything was explained. Definitely put at ease.		
68	Extremely likely	All staff were very kind and attentive and explanations were given about procedures.	No, all fine.	
69	Extremely likely	Staff were very caring and helpful. Not scary at all.		
70	Extremely likely	A very efficient and smooth system.		
71	Extremely likely	Lovely staff. All very welcoming and reassuring.		
72	Extremely likely	Excellent/caring staff, felt very safe during my procedure. Amazing, caring staff. Thank you NHS. xx		
73	Extremely likely	Helpful staff.		
74	Extremely likely	Clear instructions throughout whole process. Friendly staff.	Reduction in waiting time.	
75	Extremely likely	Friendly staff. Quick and easy procedure.		
76	Extremely likely	V. friendly & helpful.		

77	Extremely likely	Friendly staff. Clean and tidy. Good treatment in endoscopy room.	An NHS app so I can view/read results of test and notes.	
78	Extremely likely	Staff very caring and friendly. Everything explained.		
79	Extremely likely	All personnel helpful, friendly & caring. Very good, attentive, organised experience. Thank you all.	All very good. Didn't realise until I was here that I had an option of anaesthetic or air & gas.	
80	Extremely likely	Kind staff. Everything nicely explained.	None.	
81	Extremely likely	The doctor and the staff are all very caring & polite & professional although the procedure was late but that happens. Many thanks.		
82	Extremely likely	All staff were polite, good tempered & helpful. Despite being under great pressure due to the astonishing number of patients being treated.		
83	Extremely likely	The actual treatment time was quick and proficient. Thank you to the medical/surgical team for their courtesy.	The waiting time needs improvement. That is down to management.	
84	Extremely likely	Everyone was caring, kind & treated me with respect & dignity. x		
85	Extremely likely	Friendly, lovely people, felt safe and looked after me well.		
86	Extremely likely	Well looked after, everyone tries to care for you. Thank you.		
87	Extremely likely	Everybody has been very kind and attentive. All my questions were answered. Thank you all.	No - all good.	
88	Extremely likely	Friendly & efficient.	N/A.	
89	Extremely likely	Everybody I saw was polite and professional.	No, excellent treatment.	
90	Extremely likely	Best bunch of professionals I've ever met!		
91	Extremely likely	Staff 150% - cannot say anymore.	No.	
92	Extremely likely	Everyone was so kindly & helpful. Thank you so much.		
93	Extremely likely	Dr's, nurses and others very kind & helpful. Thanks, [name withheld].		
94	Extremely likely	Very friendly, kept me informed of what was going all the way before the procedure. Thank you.		
95	Likely	You are all very good.		
96	Likely	I felt safe and in receipt of excellent patient care. Well done everyone!	No. It was excellent.	
97	Likely	Staff were friendly & reassuring. A well organised service.		

98	Likely			
99	Likely	Excellent, friendly nurses.		
100	Likely			
101	Likely	Very friendly & reassuring.		
102	Likely	Friendly staff. Only problem was lots of waiting around to start with.		
103	Likely	Good, efficient treatment [illegible].		
104	Likely			Do not publish
105	Not entered	Staff very kind & attentive.		
106	Not entered	Nurses made me feel relaxed and kept me calm. The best ward I've been on. Thank you all so much, even Dr [name withheld] for my op.		
107	Not entered	My treatment has been first rate, staff have put me totally at ease, happy to come back. [Name withheld]	Can't see any way to improve my treatment. Thank you. [Name withheld]	
108	Not entered	Friendly staff.		
109	Not entered	Everything was efficient and orderly, the staff were very pleasant and helpful.		
110	Not entered	Because the care is wonderful.		
111	Not entered	Everyone was kind and helpful & put me at ease.		