

Friends and Family Test - Endoscopy Suite - Dec-20

Thinking about your time on this ward... Overall, how was your experience of our service?

Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know

Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	64	100.0	0.0	0.0

Qualitative feedback

	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Patient	Very good	Lovely staff, keeps you informed, made to feel safe and secure.		
2	Patient	Very good	Professionalism. The whole procedure from start to finish. Friendliness and happy faces. Well done!		
3	Patient	Very good	Very pleasant staff, made to feel comfortable. Thank you.	No.	
4	Patient	Very good	Felt well looked after, care and consideration from staff.	As good as could be.	
5	Patient	Very good	No time wasted hanging around. That always makes me anxious. All staff really caring and helpful.		
6	Patient	Very good			
7	Patient	Very good	All were polite and professional and kind.	Note.	
8	Patient	Very good	Kindness and care from all staff.		
9	Patient	Very good			
10	Patient	Very good	Kind and considerate.		
11	Patient	Very good	The unit was very clean and very efficient. The staff very sympathetic.	Nothing.	
12	Patient	Very good	All so nice and helping, cannot do enough for you. [Name withheld] was great. Very clean and team in the op were fantastic and caring. [Name withheld]		
13	Patient	Very good	[Names withheld], Dr [name withheld] - can't fault them. It made such a difference. [Name withheld] stroking my forehead gave me an inner sense of calm! [Name withheld] getting		

			the cannular in - fantastic. Dr [name withheld] - perfect. So thank you - even though the happy [illegible] didn't work I was in good hands. Anyone who complains, send them to my farm and they can clear the dung heap with a teaspoon!! Just well done. [Name withheld] was really amazing!! Thank you!!		
14	Patient	Very good	Very good care.	No.	
15	Patient	Very good	You explained everything. You made me feel comfortable. You are all very pleasant and super-professional. Mucho love.	N/A	
16	Patient	Very good	Considering everything going on within the NHS, I personally think everything was carried out perfectly. Thank you, [name withheld].		
17	Not entered	Very good	Very happy with the service I received.	Nothing. Perfect ward.	
18	Patient	Very good	Happy ward. Lovely people. Perfect.	No. Very good.	
19	Patient	Very good	Wonderful, kind team.		
20	Patient	Very good	Because you do a difficult job in difficult times. Thank you.	[Illegible] system.	
21	Not entered	Very good	All staff very helpful and friendly. Made to feel at ease and fully informed of procedure. Keep up the fantastic work.		
22	Patient	Very good	Friendly, caring staff.		
23	Patient	Very good	Nice that everyone introduced themselves. Very respectful of [illegible] for procedure - never felt 'on show' or embarrassed. Overall, a stress-free experience. Thank you.	Nothing!	
24	Patient	Very good	Like to give feedback.	N/A	
25	Patient	Very good	Excellent staff, friendly, supportive and very kind. 5*****		
26	Not entered	Very good	Because I was so nervous about the procedure and they gave me the courage I so needed!!		

27	Patient	Very good	A very calm and reassuring atmosphere. All staff were wonderful.		
28	Patient	Very good	Very caring and considerate staff.	N/A	
29	Patient	Very good	Staff were attentive. Nothing was too much trouble.		
30	Patient	Very good	Everyone very friendly and informative, made me feel very relaxed.	Can't think of anything. Everything ran very smoothly.	
31	Patient	Very good	Made me feel very relaxed. Great team!		
32	Patient	Very good	Staff have all been fantastic and supportive and listened to everything, inc. concerns. Everything explained clearly.	Nothing.	
33	Patient	Very good	Great staff all round for such an undignifying and uncomfortable experience. Thank you.		
34	Patient	Very good	Friendly and courteous. I was aware of what the procedure involved and felt relaxed throughout.		
35	Patient	Very good			Do not publish
36	Patient	Very good	I was afforded compassion and professionalism throughout the procedure. Thank you!		
37	Patient	Very good	Excellent explanation at every stage and friendly staff. Fabulous cup of tea as well!		
38	Patient	Very good	Very kind staff. Very prompt and efficient. The tea and biscuits were lovely!	Nothing.	
39	Patient	Very good	Everyone very kind and reassuring. Good humour - always needed to calm the nerves!!		
40	Patient	Very good	Calm, warm and welcoming. All the staff were extremely professional and efficient. My care experience has been exceptionally satisfactory.		
41	Patient	Very good	Because it is true. 'Happy Christmas and New Year'.		
42	Not entered	Very good	The welcome from staff, their dedication to care, their smile that never fails despite their own problems. I have to remember they are special but normal with families of their own to		

			tend to. Thank you all so much		
43	Patient	Very good	Everyone was so informative and lovely. Could not have been treated better. Well done NHS.	Nothing.	
44	Patient	Very good	Wonderful staff. Really looked after me.	Nothing.	
45	Patient	Very good	Very helpful staff. Friendly. Keep me informed of all necessary things.		
46	Patient	Very good	All the staff were excellent. They were very caring and looked after me from start to finish. Thank you very much. Merry Xmas.	All good.	
47	Patient	Very good	Very caring, explained everything well. Responded to my needs throughout with care and dignity. Thank you. I was terrified.	All good.	
48	Patient	Very good	Pleasant, informative, reassuring.		
49	Patient	Very good			Do not publish
50	Patient	Very good	Staff kind and reassuring.	No. Everything was very efficient.	
51	Patient	Very good	Everyone was very kind and reassuring.	Nothing.	
52	Not entered	Very good	All the staff were exceptional, so nice and approachable. Love the NHS staff. Outstanding as always.	N/A.	
53	Patient	Very good	All staff very kind and gave me information of everything that was going to be done. Thank you very much.		
54	Patient	Very good	All staff informative and very professional. Thank you very much.	Nothing - perfect.	
55	Patient	Very good	The lovely staff deserve good feedback.		
56	Patient	Very good	Efficient and friendly staff. Nice, happy atmosphere.	Nothing to write as all is good here.	
57	Patient	Very good	Overall treatment was amazing. Considering the patient throughout, the information was clear and concise. Lots of information and I was constantly informed on current stage or what was next with the procedure. Thanks guys. xx.		

			What a great team. Merry Xmas. xxx		
58	Patient	Very good	Every aspect of the procedure was carefully explained and all staff were polite, respectful and professional and kind. They all said their names and used mine.	Nothing.	
59	Patient	Very good	Excellent service from entrance to departure. I was very nervous but staff put me at ease and explained everything brilliantly.	Nothing. It was perfect as it was.	
60	Patient	Very good	Everyone so nice and put you at ease.		
61	Patient	Very good	Everyone was very welcoming. [Name withheld] was very helpful and went through necessary paperwork with me. [Name withheld] on reception and [name withheld] in treatment room was very reassuring and lovely. And [name withheld] who went through results with me who went on to post the paperwork when I left them behind! Thank you, everyone.	Magazines in waiting room but I presume they have been removed due to Covid. Clearer instructions to wait outside when you arrive. Signs on door but many others too.	
62	Patient	Very good	Customer care and consideration throughout was excellent. Horror stories had been heard re: the procedure but all staff made the process exceptionally comfortable and easy. I would like to thank everyone for their total care and professionalism.	Nothing!	
63	Patient	Very good	Excellent care from start to finish. Thank you to Mr [name withheld] for his care.		
64	Patient	Very good	The nurses and staff are just walking angels. X		