

Friends and Family Test - Endoscopy Suite - Jan-21

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 %
Jan-21	37	100.0	0.0	0.0

Qualitative feedback

	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	Very good	Everyone was absolutely lovely. I was very anxious and the whole experience was professional and caring. Everything explained to me. Post procedure brilliant too! Thank you! [Name withheld].	Nothing!	
2	Very good	Friendly, caring, answer any questions that you need.	Nothing.	
3	Very good	I was so well looked after from beginning to end. I couldn't praise them highly enough.		
4	Very good	I was so well cared for from beginning to end. Thank you. [Name withheld]		
5	Very good	Staff were all so friendly and helpful.		
6	Very good	Everyone was helpful, kind, gentle and caring. Everything was explained well. P.S. Pity it was the day the heating didn't come!! We all froze. The nurses kindly wrapped us in blankets.	Cannot think of any improvement.	
7	Very good	I have been attending the Endoscopy Suite for over 10 years and find the staff and doctors very caring and attentive. Well done to a very hard-pressed staff.		
8	Very good	Lovely staff. Thank you.		
9	Very good	Very impressed. Every care taken. Very pleasant.	Nothing.	
10	Very good	Everyone was very pleasant, helpful and jolly.		
11	Very good	Staff were lovely. Very painful procedure but could not fault the care and attention.	Can't think of anything. Given that the procedure isn't pleasant.	
12	Very good	Praise the patient care. Thank you so much. xxx		
13	Very good			
14	Very good	All the staff very friendly and efficient and caring: puts you at rest before procedure. Nice cup of tea after.		

15	Very good	Very friendly.		
16	Very good	Everything explained thoroughly and in a friendly manner. Lovely nurses!		
17	Very good	Although I was extremely anxious, the staff were able to get me through it! Thank you very much.		
18	Very good	Staff were friendly and chatty. Made me feel safe and calm as I have anxiety issues.		
19	Very good	Kind, efficient medical staff. Friendly atmosphere. Good medical practice.		
20	Very good	Brilliant staff/nurses etc. Put you totally at ease throughout. NHS best there's. Thanks to team.		
21	Very good	The staff and surgeon were so kind and considerate. Thank you all so very much for explaining the procedure and support during these hard times.	I have absolutely no complaints. All the staff were lovely and the level of hygiene was good.	
22	Very good	Friendly, helpful and efficient.	N/A	
23	Very good	Staff were extremely friendly and reassured me at every step.		
24	Very good	Very kind, friendly and helpful staff, calmly reassuring and who took time to explain and answer my queries. Many thanks for their excellent service.		
25	Very good	Friendly, chirpy, supportive staff. Thank you - it makes all the difference!		
26	Very good	The care and consideration by all of team cannot be faulted, you are made to feel at ease at all of the process.	I cannot think of one thing that needs changing.	
27	Very good	All on time, kept informed at all times, staff exceptional. Overall, a very good experience.		
28	Very good	Attention to detail. Exemplary care. After care - exceptional. Time taken to explain things.		
29	Very good	Felt confident in procedure due to professionalism of team involved.	N/A	
30	Very good	Everyone was very friendly, helpful and knew what they were doing which was all very reassuring.		

31	Very good	Because it was very clean. The staff were attentive and very kind. The procedure was quick and painless. What a lot of lovely people and very kind and helpful.	Nothing. It was perfect. Thank you.	
32	Very good	Everyone was very lovely and helpful and I was put at ease straightaway.	Nothing!	
33	Very good	Really wonderful, helpful, supportive and I am profoundly grateful to one and all of you. Stay safe and God bless everyone. [Name withheld]		
34	Very good	All treatment was excellent.		
35	Very good	Well-run, friendly, professional team. Felt safe and secure. I [illegible] throughout. NHS at its best.		
36	Very good	Very helpful and reassuring.		
37	Very good	Quick, pleasant, everything you would want it to be. A service to be proud of! A very interesting procedure.	Nothing.	
38	Not entered	Very good, [illegible] of help.		