

Friends and Family Test - Endoscopy Suite - Feb-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 %
Feb-21	93	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	I could not have wished for better treatment from the whole team. Thank you all.	Nothing at all.	
2	Very good	Because it was very good	None.	
3	Very good	All procedures went as in the information sheets, could not have been better. Many thanks to all the staff.		
4	Very good	Although the procedure was not pleasant the staff were great, friendly, considerate and professional.	I cannot think of any way the staff have performed better.	
5	Very good	The treatment and care I have received has been excellent. There is a lovely team atmosphere. [Name withheld]	Nothing – perfect.	
6	Very good	Very efficient and friendly staff.	Nothing.	
7	Very good	Received the best care.	N/A	
8	Very good	Friendly staff and procedure was explained so felt at ease.		
9	Very good	Was looked after so well by everyone. Very pleasant staff. Overall, from beginning to end, fantastic care.		
10	Very good	All the staff put me at ease and were very caring. The procedure was painless and easy thanks to humour. I had a good rest afterwards plus a bonus coffee and a biscuit. Thank you.		
11	Very good	Everybody was so nice, virtual hugs to them all. [Name withheld]		
12	Very good	The staff were very professional, courteous and kind. I look forward to seeing them again in a couple of weeks. The staff are doing a fantastic job in such challenging times. Well done and thank you.		

13	Very good	Efficient, caring. On time. All in all, very professional as usual. Tea and ginger nuts were great.		
14	Very good	Very appreciative with the care.		
15	Very good	Reception was efficient and quick. Assessment excellent and procedure. Aftercare was brilliant. Thank you.	Those who have furthest to travel are seen first.	
16	Very good	As it says on the tin.		
17	Very good	Every person was polite, efficient and helpful, displaying a good sense of humour. The booking arrangements could do with streamlining.	Booking. 4-plus people turned up for the same time.	
18	Very good	At every moment of the procedure I was made to feel comfortable and cared for. Lovely staff.	Nothing. I am very happy.	
19	Very good	Everyone very pleasant and the whole procedure was easier than expected.	Not a lot	
20	Very good	Really professional, friendly and caring staff from start to finish. Really appreciate their work.		
21	Very good	My visit to this hospital was excellent. All staff, nurses and doctors were very very good.	My procedure went very well. Thank you. [Name withheld]	
22	Very good	Friendly staff, very clean ward and very professional.		
23	Very good	Caring and very supportive. Thank you.		
24	Very good	Everyone was so kind, caring and explained what was going on throughout the procedure. Thank you.	N/A	
25	Very good	All staff absolutely first class, cheerful, helpful, smiling and happy. Considering there is a virus going on, efficiency top line, very clean and a wonderful ward. Treatment quick and comfortable, good summing up. I'm leaving the department not wishing, wanting or expecting anything other than first class. Thank you one and all.	Cheese sandwich afterwards. No, joking apart, with bowl prep a rec. early start with bowel prep drink.	
26	Very good	Everybody was very kind and helpful, letting you know what was going to happen every step of the way.		
27	Very good	All staff were friendly, helpful and always smiling.	Everything perfect as usual. [Name withheld]	

28	Very good	All the staff made me feel comfortable and relaxed. Procedures were explained, the nurse during the process made me feel very relaxed and comfortable also keeping me informed what was happening.	Everything was perfect.	
29	Very good	Friendly and efficient.		
30	Very good	Staff could not have been better. [Name withheld]		
31	Very good	Staff so polite from the minute I walked in. I was very nervous but was reassured and put at ease. Thank you.	Nothing, everything and everybody were marvellous.	
32	Very good	All staff were helpful and friendly, they all made me feel welcome.		
33	Very good	The staff here are very informative and exceptionally delightful.	Nothing.	
34	Very good	Super friendly staff, everyone most helpful. Treatment excellent. No cause for any complaints or criticism, nothing but praise for the experience.	Nothing.	
35	Very good	My appointment went very smoothly with no delays. All staff were pleasant and informative. Thank you.		
36	Very good	All of the staff were very friendly, I was treated as a person and felt very relaxed.		
37	Very good	Because staff are very nice and friendly.		
38	Very good	Relaxed, friendly and efficient staff.	Put the heating on.	
39	Very good	Nursing staff very supportive and efficient.		
40	Very good	Able to watch procedure. Staff very good and efficient.	No.	
41	Very good	Everyone was very friendly and polite. Everything was explained in detail, procedure was not pleasant but very efficient. 5 stars.	Nothing.	
42	Very good	I was made to feel comfortable on arrival. The staff were amazing and put me at ease. A great department.		
43	Very good	Friendly staff, explanations at every level, no question a silly question. Thank you very much.		

44	Very good	Very impressed with the care.		
45	Very good	Nice staff, nice coffee and biscuits.		
46	Very good	All were very helpful and respectful, I was treated very well, could not have been better.		
47	Very good	Staff professional and friendly and no lengthy waiting.		
48	Very good	It worked like clockwork and the staff were good.		
49	Very good	Efficient and friendly staff.	Nothing.	
50	Very good			
51	Very good	Excellent communication by all staff before and after procedure. Very professional. Thank you.		
52	Very good	Quick and professional.		
53	Very good	Went well, everyone is so nice, very good.		
54	Very good	Felt a bit worried for a few days, but this was so simple, I felt very happy with the procedure. 10/10, brilliant. Could not fault anything. Well done NHS.		
55	Very good	The staff were absolutely tremendous at putting one at ease. The overall skill of the procedure was excellent.	Nothing.	
56	Very good	All went like clockwork from start to finish.		
57	Very good	Third time in this unit and as always the staff are always caring and considerate.		
58	Very good	Looked after very well, was reassured during and before test, could not fault this service at all. Nurses were brilliant.		
59	Very good	The staff were very reassuring and professional.		
60	Very good	Everyone is so friendly, helpful, gave me plenty of time. Could not fault the experience. Excellent.	Was told usually would give senna as part of bowel prep for me. Should vary prep if clinical history suggests it (colonoscopy/constipation).	
61	Very good	The whole staff put me at ease so well as I was a bag of nerves, everyone is extremely kind.	In my case not anything. Oh, choccy bikkies would be nice.	
62	Very good	Staff were excellent, procedure was painless, 10 out of 10.		

63	Very good	Staff very good and cheerful.		
64	Very good	Very friendly and efficient.		
65	Very good	Because everything was just perfect. Thank you to everyone.	10/10.	
66	Very good	Staff very informative, told you what was happening, all very friendly and polite.		
67	Very good	All good.		
68	Very good	Everyone was very friendly and professional.		
69	Very good			
70	Very good	All staff efficient, friendly and attentive and wearing masks, felt confidence in treatment.		
71	Very good	It's true.		
72	Very good	Very helpful, patient and reassuring. Spotlessly clean everywhere. Very friendly and reassuring (my first visit).	Nothing - already perfect.	
73	Very good	Staff were very kind and professional.	Nothing.	
74	Very good	Kind staff, efficient service, fast procedure, good facilities.		
75	Very good	Staff friendly and reassuring.		
76	Very good	Very friendly and helpful. Excellent.	Nothing.	
77	Very good			Do not publish
78	Very good	All staff patient, kind professional and reassuring and efficient. Very high standard of care.		
79	Very good	My overall experience from reception, admin, and procedure was faultless. I could not improve on it.	Obviously, due to Covid I had to wait in a cold corridor for 40 minutes.	
80	Very good	Everyone was so friendly. They talked you through my procedure beforehand and after treatment. I felt safe.		
81	Very good			
82	Very good	Everyone very helpful and explained procedure.		
83	Very good	I have been coming to Endoscopy for several years for check-ups and every time I have received excellent		

		professional service and above all treated with a smile.		
84	Very good	Very helpful and friendly.		
85	Very good	Very professional service by all hospital staff	Not really.	
86	Very good	Everything was efficient.		
87	Very good	Very caring, amazing service.		
88	Very good	Very caring and professional, they make me feel at ease.		
89	Very good	Brilliant.		
90	Very good	Very friendly staff that put you at ease.		
91	Very good	Friendly, patient, well explained.		
92	Very good	First class service.		
93	Very good	I could not have wished for better treatment from the whole team. Thank you all.	Nothing at all.	