

Friends and Family Test - Endoscopy Suite - Mar-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 %
Mar-21	86	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	Staff friendly, reassuring and efficient, plenty of reassurance and details constantly checked. All items constantly cleaned.		
2	Very good			Do not publish
3	Very good	All staff good humoured and polite, made to feel at ease, very good!!!		
4	Very good	All staff were very friendly and helpful, everything was explained thoroughly, my procedure was just fine. 10/10. Thank you.		
5	Very good	All the staff are brilliant first class very caring and make a lovely cup of coffee. Excellent service all round 100%.	Nothing at all perfect.	
6	Very good	All the staff here have been excellent. Allowing me to accompany my father with Alzheimer's and taking the time to explain everything clearly.		
7	Very good	All the staff were very friendly and helpful, they gave excellent care and attention.		
8	Very good	Because everybody was so kind I felt so relaxed.		
9	Very good	Because the procedure was good and the ward and people were friendly.	Nothing, even tea well made.	
10	Very good	Bit of waiting at first but otherwise excellent.	I was cold	
11	Very good	Could not have asked for better treatment from everyone.		
12	Very good	Couldn't fault them at all, all the nurses and doctors were lovely and friendly.		
13	Very good	Couldn't fault them, very pleased.		
14	Very good	Everyone put me at ease, lovely staff.		

15	Very good	Everybody so kind and helpful.	Nothing	
16	Very good	Everyone attentive and reassuring and efficient which puts you at ease and engenders trust. Thank you. xx		
17	Very good	Everyone from start to finish was really kind and helpful. Dr [name withheld] was very professional and I felt safe. Many thanks.		
18	Very good	Everyone made me feel safe and comfortable. Many thanks.		
19	Very good	Everyone so kind and reassuring and cheerful. All was well explained too, actual procedure very gentle not nearly as bad as I was expecting, also felt reassured by all the safety procedures re: Covid. Thank you all.		
20	Very good	Everyone was friendly, reassuring and informative I felt so relaxed about the procedure and felt looked after throughout. Full marks.		
21	Very good	Everyone was so kind, helpful and informative and thorough, couldn't have asked for more, bless you all, thank you.	You were all so fantastic.	
22	Very good	Excellent care, friendly and informative staff. I was very well looked after. Thank you to all the team, [name withheld] was lovely, Thank you for looking after me.		
23	Very good	Excellent nurses most welcoming and kind.		
24	Very good	Excellent service by all involved, made to feel at ease, staff were very kind. Procedure was easy and quick.		
25	Very good	Excellent staff made me feel at ease, fantastic treatment.	No improvement needed.	
26	Very good	Explanations were thorough. Very friendly and felt reassured, procedure was quick and felt comfortable with the team who took care of me.		
27	Very good	I felt listened to. I was treated with care, compassion, respect, I had smiles - nothing but respect for everyone involved in my case these last 2 years,		

		utmost respect NDDH. Thank you.		
28	Very good	I was cared for very well.	Nothing	
29	Very good	I was very well cared for. All the staff very friendly and attentive.	Nothing	
30	Very good	Lovely, helpful staff whilst the sigmoidoscopy was much less painful than the last one I had. Top quality care. Thank you so much. If I need your services again I would be very confident in doing so.	Absolutely nothing.	
31	Very good	Procedure was efficient and brief, staff were good.		
32	Very good	Professional, friendly staff. Thank you for looking after me.	You are the best.	
33	Very good	Professional, kind, caring and very patient.	Nothing!	
34	Very good	Staff are great put me at ease.		
35	Very good	Staff very attentive, couldn't do enough to keep patients happy.	Nothing.	
36	Very good	Staff very friendly and reassured my father throughout his stay, before and after the procedure due to him being very anxious. Thank you.		
37	Very good	Staff very friendly, helpful. Great team on day.		
38	Very good	Staff were fabulous from arrival to departure. They couldn't have been more reassuring, friendly and calmly efficient. At no point was I worried or concerned. Thank you all.	Absolutely nothing.	
39	Very good	Treated well and kept informed, friendly staff.		
40	Very good	Very efficient and very friendly, I liked the way I was talked through it.		
41	Very good	Very efficient, good sharing of what is happening during procedure.		
42	Very good	Well informed regarding procedure. Pleasant and approachable staff who made me feel at ease.		
43	Very good	Without it you cannot make informed decision as to improve service or not.		

44	Very good			
45	Very good			
46	Very good			
47	Very good			
48	Very good	A very efficient, friendly and professional service. Everyone so kind and helpful. Keep information at all stages.		
49	Very good	All staff very kind, helpful and respectful. Thank you so much for explaining everything so beautifully.	Everything was superb - no change needed!	
50	Very good	All staff very welcoming and pleasant. Everything completely explained and things done at my pace and I knew that I could stop the procedure if I wanted to. Environment spotless. Overall, an excellent procedure carried out very professionally.	Can't think of any improvement needed.	
51	Very good	Because everything was as it should be. Safe, caring and efficient.	N/A	
52	Very good	Because nursing staff were most kind and very helpful.		
53	Very good	Calm, efficient, kind and professional. I was fully informed and well cared for by lovely staff. Thank you!	Honestly, nothing!	
54	Very good	Calm, relaxed ambiance. Not any waiting around. Lovely, kind nurses. Surgeon explained as he went along.		
55	Very good	Everybody was very good. Very happy.	Nothing else really.	
56	Very good	Everyone very kind and helpful and treated me with great respect.	Not aware of anything.	
57	Very good	Everyone was super lovely, friendly and efficient. Everything was well explained and ordered. I felt very safe and cared for. Thank you.		
58	Very good	Excellent help, advice and care. My pre-procedure anxiety was unfounded.	N/A	
59	Very good	Excellent, staff wonderful.		

60	Very good	Excellent. Clearly explained all the way and reassured. Thanks.		
61	Very good	Felt at ease the whole time - was worried about sedation but no affect this time. Mr [name withheld] was lovely and talked to me throughout and nursing staff in the room. The unit nursing staff are excellent and friendly and updated me as to when I was due to go in for procedure.		
62	Very good	Felt really welcomed, made relaxed and everything explained well.		
63	Very good	Friendly, efficient. Thank you.		
64	Very good	From a condition of some concern the pre and post staff were kind, considerate and very professional. The procedure went well and the results were clearly explained to me. Thank you. [Name withheld].	Nothing!	
65	Very good	Great, thoughtful care from all staff in the unit. Couldn't have been better. Thanks.		
66	Very good	Helpful, pleasant staff who explained everything which was happening.		
67	Very good	I felt reassured and at ease with friendly surroundings at all times.	I did have to wait longer than expected but I completely understand the likely reasons.	
68	Very good	I was kindly and well looked after. Excellent!	There are too many bits of paper for preparing for the colonoscopy.	
69	Very good	I was looked after very well, made to feel comfortable and at ease.		
70	Very good	I was really looked after by everyone and I really appreciated the nurse [name withheld] stroking my head when I was having the procedure.		
71	Very good	People were all very friendly. Explained things well and helped put me at ease. The experience was much better than I was expecting. Thank you.		
72	Very good	Staff all cheerful and kind. Put me at ease at all times even though the procedure was not a nice experience.		

		Well done all of you!		
73	Very good	Staff pleasant and friendly and helpful.		
74	Very good	Staff very helpful and clear on results of test.		
75	Very good	Staff very nice and made me feel relaxed and safe.		
76	Very good	Swift treatment, kept very comfortable. Friendly, pleasant staff. Nice coffee.		
77	Very good	Taken great care of me.		
78	Very good	The people are simply the best. Thank you all. [Name withheld]	Nothing.	
79	Very good	The staff at the unit were very friendly and helpful. They explained everything very clearly and at each stage throughout the procedure. They were very exceptional - all the staff.		
80	Very good	V. clear instructions and preparation. All v. friendly and relaxing.		
81	Very good	Very friendly, helpful and professional staff that put me at ease. Very happy with the 'experience' today. As an added bonus, I was told that I have a beautiful colon!!! Nice cup of tea too!!	Kept updated of time of going in for procedure.	
82	Very good	Very friendly, informative staff. Great team!	Can't fault you.	
83	Very good	Very satisfied with hospital and staff.		
84	Very good		I was very well looked after.	
85	Good	Because I was happy with how I was treated. Everyone was very kind and took time to answer any of my questions.		
86	Good	People very caring and kept me informed about everything.		