

Friends and Family Test - Endoscopy Suite - Apr-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 %
Apr-21	90	98.9	1.1	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	Because it was very good!	All great. x	
2	Very good	Thorough and efficient procedure, yet relaxed.	I waited a while before procedure.	
3	Very good	So good. Can't wait to come back!!!		
4	Very good	Everything was explained very well from paperwork and through the procedure. Very well looked after.	Nothing. Everything was excellent.	
5	Very good			
6	Very good	Friendly and competent staff. Made me feel at ease.		
7	Very good	Team very friendly and informative. All very professional.		
8	Very good	All staff welcoming, reassuring and informative. Thank you.	N/A	
9	Very good	All staff fantastic, really put me at my ease and treated me very well, explained everything. 5 stars.	You cannot improve perfection.	
10	Very good			Do not publish
11	Very good	I was looked after and put at ease all morning by all staff at the Endoscopy Suite.	Nothing.	
12	Very good	Staff are friendly and helpful.	Not to be left in the corridor as it was cold!	
13	Very good	Staff very kind and caring.	Nothing. Everyone doing a brilliant job.	
14	Very good	All staff very kind and friendly.		
15	Very good			Do not publish
16	Very good	Everyone was so very kind, helpful and informative. Very relaxed atmosphere. Thanks to all.		
17	Very good	Very good and kind. Explained everything.		
18	Very good	Care and attention was first class. From reception to leaving, I felt very 'safe'. Couldn't fault the department in any way (I was NHS, having 'done my time').	Can't think of anything!!	

19	Very good	Great [illegible] made me feel really relaxed, such a good team.		
20	Very good			
21	Very good	Very nice nurses and staff very polite.		
22	Very good	Highly competent. Staff less hurried but highly efficient.	All good.	
23	Very good	Excellent treatment.	Very friendly and a nice cup of tea to finish. Says it all really.	
24	Very good	I was frightened of what might have been found. Hence, I was fearful and stressed. The whole time were kind, gentle and very reassuring. The outcome was good. Thank you very much. 10/10. [Name withheld]		
25	Very good	Your all very caring, kind and thoughtful. Thank you.		
26	Very good	Professional yet very friendly and informative. Made me feel relaxed and reassured throughout.	Difficult to improve an excellent service.	
27	Very good	Very attentive staff (especially [name withheld]). Reassuring and caring. Very good at describing procedure as it was carried out and afterwards good explanation of findings.	With the restrictions of Covid, no!	
28	Very good	Everyone was so pleasant and helpful.	All good.	
29	Very good	Everybody was kind and informed you every step of the way.		
30	Very good	All the staff were very professional, helpful and friendly, and the procedure very comfortable and quick and thorough.		
31	Very good	Very pleased.		
32	Very good	Clean, tidy and friendly.		
33	Very good	Everybody was very helpful and friendly. Everything explained very well - procedure.	Nothing.	
34	Very good	All staff helpful and made me feel relaxed. Very cheerful and friendly. Treatment excellent.	Nothing.	

35	Very good	I felt very comfortable, everything explained in great detail.		
36	Very good	Staff very pleasant and efficient. Explained procedure clearly. Relaxed atmosphere.		
37	Very good		Everything top class. Smile. V. helpful. Well done!	
38	Very good	All the staff are very friendly and polite. Very thoughtful as well.	None.	
39	Very good	Friendly and efficient. Caring and professional.		
40	Very good	I was put at ease as soon as I arrived. Everyone really friendly. Everything explained to me very clearly to make sure I understood all about procedure. We are so lucky in N.D. to have such a wonderful hospital with best staff.	As far as I am concerned, all perfect. Thank you to everyone.	
41	Very good	Everyone was very good and kind.		
42	Very good	All staff very friendly, helpful, professional. Looked after me very well.		
43	Very good	5*! Lovely, calm, welcoming atmosphere, staff very friendly, whole department just brilliant! Procedure was ok, biggest best things on this ward is all the staff. Best department/treatment that I have experienced (I have had a lot). Thank you. x	Need mirror in the toilet.	
44	Very good	Lovely staff made me feel at ease. Explained procedure well. Nice, relaxed environment.	Nothing.	
45	Very good	I felt reassured and comfortable. Staff were friendly.		
46	Very good	Friendly, helpful, professional staff.		
47	Very good	All staff were very caring and reassuring and so kind and patient.		
48	Very good	Everyone was so helpful and cheerful.		
49	Very good	Excellent treatment.		
50	Very good	All staff lovely and kind.		
51	Very good	It makes all the difference when the staff are kind and friendly. Thank you!	I know it is difficult but I was brought by a friend who waited a long time in the car? Toilet? An extra phone	

			call to give an idea of timing.	
52	Very good	When frightened I don't always take in details but all was explained clearly. Paperwork sent to me also very helpful. All staff kind, caring, 'human', amusing, helpful. Thank you so much.	Hadn't eaten so felt very cold but my fault - I didn't want to be lumbered with a jacket. All was fine, so grateful. Nice to be told result on day.	
53	Very good	Everyone so friendly and helpful. Made me feel at ease.		
54	Very good	Helpful, caring and informative - all staff. Cheerful and positive. Over the top help with 3 complicated procedures to organise! Great experience. xxxx	N/A	
55	Very good	Friendly, kind, thoughtful staff.		
56	Very good	Felt anxious about having endoscopy. However, everybody made me very at ease and confident that it would all be okay.		
57	Very good	Staff friendly, cheerful, informative. Experience much better/easier than expected - didn't even know it had been done!		
58	Very good	All round very good service. 2nd time used in a couple of months. Both times no complaints.		
59	Very good	All the staff were fantastic. Love you all. [Name withheld]	All staff fantastic.	
60	Very good	Staff were all so kind and professional - faultless and a credit to the Trust. I was very impressed (and I might add that I am not easily impressed!) with the whole experience. Well done to the staff.		
61	Very good	All the staff are brilliant, as always.		
62	Very good	Very nice people!		
63	Very good	Everyone was so kind.		
64	Very good	The staff were very efficient, caring and helpful. I was made to feel safe at all times.		
65	Very good	Friendly and efficient staff who explained everything very well. Procedure was painless and staff excellent. Thank you. Very clear post-procedure talk. [Name		

		withheld]		
66	Very good	Helpful, friendly staff. Felt very reassured as I was petrified! Great treatment.		
67	Very good	Excellent treatment. Lovely people.		
68	Very good	Everything top class. 100%.		
69	Very good	Everyone is fantastic, very reassuring and professional. Perfect staff.		
70	Very good	All staff kind and helpful. These things are never pleasant but the staff make them bearable!		
71	Very good	Brilliant staff.		
72	Very good	Very caring staff.		
73	Very good	Friendly staff all doing their best to reassure and help make the visit as good as possible.		
74	Very good	I felt really cared for. Everyone was very clear about the procedure and what to expect. The staff were uniformly friendly and kept it light.	No.	
75	Very good	All staff excellent. Very caring.	All aspects of care was very good. No need for change.	
76	Very good	I was looked after extremely well by the staff. They were kind and respectful of my dignity and explained everything that was going to be done. They deserve a decent pay rise.		
77	Very good	Staff were efficient, polite and helpful.		
78	Very good	So [Illegible], swift and [Illegible].		
79	Very good	Friendly, efficient staff. Expertly guided me through the procedure. Were aware of my anxiety and were great with kindness.		
80	Very good	Care and attentive, professional.		
81	Very good	Everyone very friendly and looked after me well.		
82	Very good	Looked after very well. Lovely cup of tea and biscuits. No complaints.	Everything was perfect. No complaints.	
83	Very good	Very efficient procedure/process carried out in a		

		remarkably friendly yet professional manner. Very good service - thank you.		
84	Very good	I was made very comfortable and put at ease. I felt I was extremely well looked after. Staff were very professional.		
85	Very good			Do not publish
86	Very good	Kind, helpful staff. Everything explained well. Thank you.	Nothing.	
87	Very good	Excellent.		
88	Good	Because of the kindness and attention from everyone.		
89	Good	I felt all my worries were explained well to me and everyone involved was very kind and caring.		
90	Poor	2 hours 15 mins waiting on a chair undressed. Staggering time would help. Staff very nice.	Waiting times.	