

## Friends and Family Test - Endoscopy Suite - May-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 %
May-21	113	98.2	0.9	0.9

### 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1	Very good			Do not publish
2	Very good	All the nurses were polite and professional and everything was explained for the procedure. I felt like I was being treated by a very experienced team.		
3	Very good	Excellent staff, well organised.	Nothing.	
4	Very good	Really slick service. Everybody absolutely wonderful.		
5	Very good	I was shown the greatest care and kindness. The staff made me feel at ease.		
6	Very good	From coming in at 2pm to leaving at 5.30pm, my experience in all areas was a very positive one. Each member of staff treated me with respect and did their best to calm my nerves. If I ever have to have this procedure again I won't worry so much. Also, the cup of tea was lovely. Thank you all.	Nothing.	
7	Very good	Lovely, friendly staff. Made to feel at ease. Department clean and very tidy. Felt safe during current pandemic. Everything explained clearly so felt fully informed of procedure.		
8	Very good	Excellent staff attitude. Very well cared for.		
9	Very good	V. friendly, caring and patient staff. Explained procedure and aftercare well. Relaxed and efficient. Good cup of tea!		
10	Very good	Staff informative. Came across very caring. Waiting time not too bad for keeping to time. Thank you!!! Good experience!		
11	Very good	Everyone was wonderful i.e. helpful, friendly,		

		understanding and compassionate.		
12	Very good	I gave my answer because everyone was very helpful and they made me feel safe and well looked after and comfortable. [Name withheld]		
13	Very good	Excellent information. Fantastic staff. Very well organised.	You cannot improve on perfection.	
14	Very good	Very helpful and understanding.		
15	Very good	Slick operation from start to finish. Pleasant, professional staff. Calm, considerate and a sense of humour. Thank you so much.	Zero.	
16	Very good	Staff were very friendly and always explained fully when asked questions re your treatment.		
17	Very good	All the staff are so professional, helpful, patient and kind. Thank you.		
18	Very good	Everyone very kind, friendly and reassuring.		
19	Very good	Good communication. Staff v. helpful.	Pain care but probably wasn't predictable.	
20	Very good	Made to feel at ease. The banter and cheerfulness made the whole situation easier to cope with. Special thanks to [name withheld] and [name withheld] and all the team.	Nothing. Very professional.	
21	Very good	So kind - couldn't do enough. Lovely cup of tea.		
22	Very good	All the staff were very attentive.		
23	Very good	Everyone was very lovely.	N/A	
24	Very good			
25	Very good	Everyone very polite and extremely helpful. Made to [illegible] stress free. Marvellous!	N/A	
26	Very good			
27	Very good	Excellent service. Thoroughly advised of process and well cared for. Staff were exceptional.		
28	Very good	Have been over 10 times and every time seems better organised by everyone. Thank you.	No chocolate biscuits this year!	
29	Very good	Looked after so well. Many thanks.		

30	Very good	Lovely staff and excellent treatment. Thank you.		
31	Very good	Excellent. Everyone was very kind and courteous. Nothing was rushed - everything explained very clearly by [name withheld] and [name withheld]. Excellent staff as usual at NDDH.	Nothing needs to be changed. Keep up the good work.	
32	Very good	Everyone was very professional, caring and went out of their way to put me at my ease. Everybody's attitude and consideration makes for the most pleasant experience. Thank you. [Name withheld]	Nothing! Thanks.	
33	Very good	Everyone so helpful and friendly. Very thorough.		
34	Very good	The nurses and doctors were brilliant. Made to feel very relaxed when I was in hospital. They were all wonderful to me. Thank you all. [Name withheld]		
35	Very good	Because it really was. Can't say thank you enough for caring to all the staff. [Name withheld]		
36	Very good	All the staff very kind and helpful. Also, look after you throughout my time in the ward.		
37	Very good	Felt comfortable with the team.		
38	Very good	Very helpful staff and team informative!		
39	Very good	Everyone was so kind, kept me informed at all times and so reassuring.	Absolutely nothing. All staff are the very best.	
40	Very good	The staff have all been very caring and comforting and made me feel very at ease about the procedure and especially during and afterwards.		
41	Very good	Staff polite and efficient.		
42	Very good	The whole process was faultless. The staff are friendly and approachable.		
43	Very good	Staff.		
44	Very good	Excellent care and support all round. Long live the NHS!		
45	Very good	Excellent care and support.	There may be areas to do better but only your healthcare trust would know how to go about this.	

46	Very good			
47	Very good	Brilliant care, made me feel so relaxed despite my anxieties.		
48	Very good			
49	Very good	Very kind and helpful. Made me feel comfortable.		
50	Very good	Everyone was very kind, helpful and communicated very well.	I waited quite a while which increased my nervousness!	
51	Very good	Staff were very friendly, made me feel safe and secure. Explained everything that was happening.		
52	Very good	All staff very friendly and bubbly. Made me feel very relaxed.		
53	Very good	From start to finish, I felt I was made relaxed and comfortable by all the team. During the process of the examination I also felt I was involved with the procedure. Overall, I was more than satisfied. Thanks to all the wonderful team.		
54	Very good	Staff v. reassuring before, during and after procedure, and kept me well informed as to what was happening and why.	Due to distancing, reception and entry not as seamless as it could be but once inside, fine.	
55	Very good			Do not publish
56	Very good			Do not publish
57	Very good			Do not publish
58	Very good			
59	Very good			
60	Very good			
61	Very good	Wonderful, great facilities.	Nothing.	
62	Very good	Nurses lovely, made me feel very relaxed.		
63	Very good	Care was superb from entry to leaving. Diagnosis and hope explained very clearly by [name withheld]. Many, many thanks.		
64	Very good	Everyone so friendly and reassuring. Putting patients at ease. Felt very comfortable.		

65	Very good	Everyone is very friendly and efficient.		
66	Very good	Staff is very kind, compassionate and friendly. They managed to let me feel at ease, even though I was a bit anxious about my procedure. Very good staff and organisation. Great team work.	None. Great job! x	
67	Very good	Staff were very friendly and polite. Even though I had to wait for a test result on my bloods this was out of their control. I left happy, very happy. Thank you. Very appreciated cuppa and biscuit too.		
68	Very good	Everyone very good and obliging.		
69	Very good	Prompt and efficient attention. Very polite. Ward v. clean. Very friendly. Good explanation of procedure. Good tea!		
70	Very good	Everyone was very friendly and professional and put you at ease.	Everything was fine for me.	
71	Very good	Very pleasant and caring service. Both nurses very caring ([name withheld]).	Not for me, it was a very good process.	
72	Very good	Everything was clear and efficient with explanations clearly given. Clear instructions were given and the procedure explained before and after as well as during . All staff were very pleasant and helpful.		
73	Very good	Staff excellent. Very good information and interaction.		
74	Very good	Everything explained.		
75	Very good			
76	Very good	Can't fault it.		
77	Very good	Because everyone was so kind and efficient.		
78	Very good	Because everyone was informative and let me know all that was going on. Not to forget the kindness during my procedure. I am very pleased with my lead nurse, [name withheld], to put all the things together, and the gentleman that carried out my endoscopies	Just perfect!	

		and was very informative.		
79	Very good	Excellent staff!		
80	Very good	Kept informed as to what was happening. A little slow getting to the actual procedure but I guess that before the procedure actual is done there are many steps in the procedure. The examination itself was quick and painless. I felt in safe hands.	No. I think you all did a fine job. Thank you.	
81	Very good	I looked after great.	Nothing.	
82	Very good	All the staff were very reassuring and everything was explained to me really well. I was very nervous but they made me feel completely at ease.	Nothing.	
83	Very good	Attention and care given by all staff. Lots of information given about procedure at all times.		
84	Very good	Everyone is so thoughtful and kind.		
85	Very good	All the staff are friendly and make you feel relaxed. Didn't feel nervous at all.		
86	Very good	I was very nervous and anxious before coming in. I felt at ease from the start to finish. Very polite and thinking of the patients, asking if everything ok. Well done.	Nothing. You know your jobs.	
87	Very good	Very good timing, staff all friendly and compassionate. This is a Sunday endoscopy, not everyone's favourite day to work (!) but continuous happy faces and effort and explanations made.	Today - nothing. Endoscopy Suite great. In other units, it hasn't always been efficient like here.	
88	Very good	Friendly, helpful, made me feel more relaxed.		
89	Very good	Excellent customer care. Staff made me feel very relaxed.	Feel everybody helped as much as they could.	
90	Very good	Lovely, calm and helpful staff. Lovely atmosphere and nothing was too much trouble. Highly recommended unit. xxx		
91	Very good	Very professional staff, everyone very friendly.		
92	Very good	A great team. Thanks.		

93	Very good	Excellent and friendly procedures and staff. Results provided on the day - really efficient.	It would have been nice to have a better acknowledgement of our arrival at the Suite - Covid, I guess.	
94	Very good	Friendly, informative staff. Everything well explained. Made as comfortable as possible. Found a polyp and removed it, mission accomplished. Many thanks to the caring staff. [Name withheld]	It may help to put more emphasis on the need for careful diet and preparation. Requirement for clear unobstructed pictures was buried in prep instructions.	
95	Very good	All staff have been very pleasant and courteous. I was kept informed every step.		
96	Very good	Brilliant staff, calm, polite and would recommend any time.	Nothing. Thank you.	
97	Very good	Very friendly team put me at ease straightaway - all of them. Procedure was simple and surroundings relaxed and clean - well done team!	On arrival, it was a bit vague as to what to do in the corridor waiting area. 7 of us were out there, one man got really annoyed with no directions for us, it was ok though.	
98	Very good	I found the level of care from all the staff in the department both caring and extremely efficient.		
99	Very good	Because it's what it is.		
100	Very good	Can't fault the work you all do.		
101	Very good	Because it was good.		
102	Very good	All the staff are so very friendly and kind. I felt cared for and peaceful. I understood everything what was going on. Thank you, Earth Angels.		
103	Very good	All went smoothly, felt safe and cared for.		
104	Very good	Friendly. 1st class treatment.		
105	Very good	Everyone very kind and friendly.		
106	Very good	Well looked after and kept informed, all the staff was lovely.		
107	Very good	Everyone, doctors, nurses very friendly, helpful and kind. Nothing too much trouble, put mind at ease and was very informative about what was going to happen. 10/10.	Nothing. Everything 10/10.	



108	Very good	Excellent, caring service from start to finish. Very professional procedure. Many thanks - I will be back (sadly!).	None.	
109	Very good	Very nice and friendly which helped calm my nerves and made everything more comfortable.	None.	
110	Very good	Everyone was professional and friendly. Talked me through what to expect. Fantastic service.	All great.	
111	Good	Kept well informed. Polite and friendly team. Clean and well organised.	Name introductions.	
112	Neither good nor poor	Procedure less comfortable than before. Teams seemed rushed.		
113	Poor	Lovely staff but terrible procedure due to not going as being told it would.		
114	Not entered	Everybody made me feel well taken care of, they were all very kind to me. So many thanks to one and all. [Name withheld]		