

Friends and Family Test - Endoscopy Suite - Jul-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 %
Jul-21	92	100	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1	Very good			Do not publish
2	Very good			Do not publish
3	Very good	My procedure was explained clearly from start to finish. All staff were friendly and informative.		
4	Very good	Everyone was very professional and caring. I was made to feel very at ease. A very friendly environment.	Nothing!	
5	Very good	10 out of 10.	No.	
6	Very good			
7	Very good			
8	Very good	Because it's true. x	You were all very good.	
9	Very good	The staff were pleasant and they explained what was happening every step of the way so I at no time felt afraid or worried. Very highly recommended. [Name withheld]	Nothing. Everything was perfect.	
10	Very good	I was very happy with the help and attention I received during my treatment.		
11	Very good	I came in very anxious but everyone put me at ease and the experience was far better than I expected. Thank you.		
12	Very good	Good, friendly, professional treatment.		
13	Very good	The staff were lovely and so friendly and the level of care was amazing.	N/A	
14	Very good	Staff very professional and caring. Really reassuring during procedure which helped a lot.		
15	Very good	Lovely people - helpful and courteous.		

16	Very good	From reception to the nurse [name withheld] who explained the procedure and possible problems in a thorough way. The team who carried out the cystoscopy were very friendly as were all the other staff involved. Thank you.		
17	Very good	Very smart, professionally-run unit. No waiting. Kind. Courteous.		
18	Very good	Put at ease. Fast procedure. Very well looked after.		
19	Very good	Very welcoming. Everything explained clearly and in a friendly manner. The procedure was much better than I expected. Overall, I would say an excellent service received. Thank you.		
20	Very good	I received such kind and helpful support both before admission over the telephone and during my admission and the procedure itself. I could not wish for more, so thank you for all your kindness.	Nothing at all.	
21	Very good	Kind staff prepared me for the procedure and it helped!!!		
22	Very good	Very efficient. No problems. Many thanks.	Nothing.	
23	Very good	The nurses and all staff have my utmost respect. Thank you for everything.		
24	Very good			
25	Very good			
26	Very good	Very quick to reassure and give brochures to explain.	Very little.	
27	Very good	Good treatment (exceptional). Very reassuring. Thanks.		
28	Very good	Everything was professional. I felt relaxed. There was no waiting around and the staff were brilliant! Thank you!		
29	Very good	Departmental staff very friendly and efficient. Make you feel in safe hands. Good team.		
30	Very good	Very helpful and reassuring.		

31	Very good	Friendly staff, very helpful, explain everything in detail, didn't miss any information.		
32	Very good	Friendly. Professional.		
33	Very good	All the staff who attended looked after me very well. I have had several procedures and all been very good.		
34	Very good	No experience of it being done. No discomfort during procedure. Very happy with all staff.		
35	Very good	Very helpful.		
36	Very good	Everyone was so kind, I couldn't have asked for better care. I was so looked after from start to finish. Thank you all xxx. You should all be so proud. What a team.		
37	Very good	From start to finish made at ease. Staff excellent.		
38	Very good	All my time here was good.		
39	Very good	I was very happy about my endoscopy suite. The staff are marvellous. They explained everything to me. [Name withheld]		
40	Very good	Excellent on all levels.	Nothing.	
41	Very good	Explained well and very caring and kind. Nurses were lovely and so friendly.		
42	Very good	All staff very caring and informative.		
43	Very good	Treated with courtesy and dignity and much care from everyone. Put at ease. Totally understood what was happening, to happen and aftercare. Thank you to one and all.	Can't think of anything.	
44	Very good	Because everyone was really lovely, put my mind at rest. Total trust.		
45	Very good	Because they were very kind to me. x	Nothing.	
46	Very good			
47	Very good	Kind and professional staff. Attentive and reassuring from entrance to visit. Procedure explained well.	Waiting area in corridor needs chair with arms for mobility/disabled patients.	
48	Very good	The staff were courteous and efficient. Staff in procedure room put me at ease. Only complaint is	Check level of sedation before proceeding.	

		that the sedation didn't really work, so very uncomfortable.		
49	Very good	Nurses and all staff kind and gently. I felt every possible care had been taken regarding the pandemic.	Nothing.	
50	Very good	They made me feel at ease. Good team all round. Thank you. [Name withheld]		
51	Very good	Without exception, everyone was so very kind and helpful - made me feel as if I was important and comfortable. A credit to the hospital and themselves. Thank you so much.	Cannot imagine you could have done better.	
52	Good	I found all the staff friendly and professional, but waiting outside for 15mins past the time they ask you be there, especially when you need the toilet.		
53	Not entered	Staff are excellent, made me feel relaxed and happy. Thank you!	Nothing. Perfect.	
54	Very good			Do not publish
55	Very good			Do not publish
56	Very good	All staff were helpful and explained everything well.		
57	Very good	On time, friendly and approachable nursing care. The endoscopy team helped me feel relaxed and took care of me well.		
58	Very good	Staff courteous, efficient, pleasant.		
59	Very good			
60	Very good	Very good. Staff good.		
61	Very good	Standard of care very personal, professional and understanding. Kept informed. [Name withheld]		
62	Very good	Staff amazing.		
63	Very good	Had no issues. Staff were very professional and very easy to talk to. Everything was explained.		
64	Very good	All staff very lovely and kind. All things explained step by step.	None.	
65	Very good	Lovely staff. Made to feel comfortable.		

66	Very good	I was dealt with in a calm and professional manner		
67	Very good	I suffer with [illegible] but they made me feel so good. TY to you all. [Name withheld]	Not at all. Keep doing what you are doing.	
68	Very good	Staff very supportive and understanding and very professional.		
69	Very good	Everyone was very nice and very helpful, also very efficient.		
70	Very good	Cared for and looked after properly. Staff helpful and reassuring. Took pains to communicate with me, very deaf.		
71	Very good	I never have trouble with any NHS dept. that I visit. Everyone is always friendly, caring and helpful.		
72	Very good	Staff were extremely kind and thoughtful. Very efficient procedure, went like clockwork. Excellent. Thank you.	Nothing.	
73	Very good	This has been my second time and the staff have been amazing.	N/A	
74	Very good	All good.		
75	Very good	Careful, efficient and friendly.	Correct instructions about Covid test location.	
76	Very good	All aspects of my treatment were very efficient and quick.	Nothing.	
77	Very good	Just was made to feel comfortable all the time. Went well.		
78	Very good	Very friendly, reassuring, compassionate. Very positive experience.		
79	Very good	Very friendly and efficient.	Nothing.	
80	Very good	Excellent care and treatment from start to finish.	Nothing.	
81	Very good	Everyone was so lovely. I was so worried and everyone made me feel so much better. Brilliant staff.		
82	Very good	Everyone was so kind and friendly - treated with genuine respect and understanding. Very grateful to the team, despite the difficulties encountered with	Excellent service all round.	

		the procedure.		
83	Very good			
84	Very good	Very efficient. Good communication from all staff and everything explained well. Very nice staff.		
85	Very good	It just [illegible].		
86	Very good	Not a nice procedure but the staff were very reassuring and brilliant.	Nothing at all.	
87	Very good	Staff were very comforting and reassuring.	N/A	
88	Good			Do not publish
89	Good	Had a 2 hour wait but looked after well. Warm and friendly staff.		
90	Good	Bit of a wait but very kind and attentive staff. Overall experience of OGD itself less awful than expected.		
91	Good	All the staff polite and friendly.		
92	Good	Felt a bit rushed and when I got upset didn't feel comforted as I would of expected.		
93	Good	No problems.		