

## Friends and Family Test - Endoscopy Suite - Jun-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 %
Jun-21	150	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1	Very good			Do not publish
2	Very good			Do not publish
3	Very good			Do not publish
4	Very good			Do not publish
5	Very good	Excellent care and attention to booking in, assessment and actual everyone involved in endoscopy procedure. Good info given and great team all round. Many kind thank you's.		
6	Very good	Very friendly, professional!		
7	Very good	Treated with dignity. Really friendly, helpful staff. Never made to feel at all embarrassed or uncomfortable. Kept up to date with all that was happening. A pleasant experience.	Nothing.	
8	Very good	Staff very nice. Look after you all the time. Very friendly.		
9	Very good	Everyone really friendly and calming.	Nothing - was as perfect as it could be minus the actual procedure, haha!	
10	Very good	Amazing, caring nurses and doctor. Thank you very much.		
11	Very good			
12	Very good	Always friendly and professional staff.	I think feedback after procedure should not be done where other patients can overhear.	
13	Very good	Friendly - reassuring. Explained everything - very kind.		
14	Very good	Staff very friendly and very helpful.	Done everything perfect.	
15	Very good	The procedure from start to finish was excellent. I was put at ease immediately. Every member of staff I		

		came into contact with was extremely caring.		
16	Very good	Everyone was so helpful and kind. Thank you very much.		
17	Very good	Professional care. Great personalities among staff. Very clean ward.		
18	Very good	Everything was perfect from start to finish.	Everything was perfect.	
19	Very good	Nothing seems to be too much from them - explained everything in layman's terms and, above all, made you feel at ease.		
20	Very good	Staff polite, professional, informative.		
21	Very good	Efficient. Great communication and reassurance. Friendly and clearly a good team. Explained everything and made me feel comfortable and cared for. Thanks.		
22	Very good	My hearing problem was dealt with efficiently. The long wait was explained and I was kept an eye on and regularly updated.		
23	Very good			
24	Very good	Everyone was helpful. Couldn't have done it any better.		
25	Very good	Pre-procedure, I rang a couple of times. Responses were listened to, responded appropriately. Good, transparent manner. In unit, respect and dignity at all times. Explanations of procedure [illegible]. Totally painless and professional. I enjoyed the experience. Lovely staff.		
26	Very good	Very professional and attentive staff.		
27	Very good	Can't fault the care, wonderful care. Thank you.		
28	Very good	All staff very friendly, professional and reassuring. Thank you!		
29	Very good	Lovely, pleasant staff, made me feel more at ease. Not much waiting around. The procedure was done		

		quickly. Didn't feel a thing.		
30	Very good	All staff very kind. Straight-talking explanation and getting on with procedure. It was daunting but I was comforted and reassured throughout. I felt well supported and cared for. Very good team. Thank you.		
31	Very good	Staff were great.		
32	Very good	All the staff were friendly and approachable!! Really good experience.		
33	Very good	So understanding in regards hearing problems.		
34	Very good	Lovely, friendly staff, make you feel very comfortable.		
35	Very good			
36	Very good	The staff on ward very caring but timekeeping is not all that great as appointment at 9am but not seen until 11.45am as you feeling very anxious.		
37	Very good	Respect from all concerned. Everything fully explained about my procedure. Attentive staff.		
38	Very good	Procedure much better than expected (feared!). Excellent description of 'operations' which was calmly and kindly processed. All jolly good and thank you all in the Endoscopy Suite.		
39	Very good	All staff were very good. Thanks.		
40	Very good	Everything explained. Friendly. Talked to me through painful bits.		
41	Very good	Staff are excellent. Everyone very helpful. Couldn't ask for any more.		
42	Very good	Everyone really friendly and helpful. Awesome [illegible].		
43	Very good	Because the staff were very helpful and cheerful.		
44	Very good	I appreciated the level of information and explanations I was given all the way through my 'visit'.		
45	Very good	Faultless from beginning to end.		

46	Very good	All staff were very attentive, caring. I felt I was in safe hands. Thank you.		
47	Very good	Everyone really lovely and kind, making me feel comfortable. Procedure quick and painless.		
48	Very good	I was treated with dignity and respect and everyone was very thorough and had a friendly manner. I felt I was in safe, capable hands. Thank you.		
49	Very good	Friendly welcome, efficiently processed, well informed of procedure. Dealt with by a number of the team - all friendly and informative. Felt relaxed when taken in for procedure.	Instructions on guidance to entrance to unit could have been clearer. Entrance door is concealed by timber units in driveway.	
50	Very good	Felt very well looked after and everything was clearly explained.		
51	Very good	Friendly, efficient service. All staff very professional, kind and considerate. Thank you.		
52	Very good	All staff extremely friendly (but not over so) and capable. Made welcome and impressed by professionalism. NDDH continues to impress!	Consultant could have introduced himself.	
53	Very good	All the staff were great.		
54	Very good	The nurses were all efficient and professional. The surgeon was very expert in his execution of the procedure and the support team were competent and reassuring. Well done.		
55	Very good	Very kind and informative.		
56	Very good	Very caring, helpful.		
57	Very good	Very smooth. Excellent staff.		
58	Very good	First class care, procedure and kept me informed throughout.		
59	Very good	All staff were wonderfully kind and empathetic. I was very apprehensive but all staff were supportive and calming. The procedure itself was very gentle and an altogether better experience than my previous colonoscopy 3 years ago. It was great being first on	All was excellent.	

		the list!		
60	Very good	Very helpful and clear instructions.		
61	Very good	Always a lovely, caring, friendly team.		
62	Very good	Staff very busy but kept well informed of what going on. All very nice people.		
63	Very good	Very friendly staff, put me at ease. The procedure was explained fully and the consultant explained clearly what he was doing. Very efficient, good aftercare.	N/A	
64	Very good	Put me at ease.	N/A	
65	Very good	Very friendly and professional staff put me at ease and were very kind.		
66	Good			
67	Good	There was some delay and I wasn't told I would be waiting so much longer. I got concerned for my carer and the one who was to transport me. Otherwise, everyone was lovely and cheerful and helpful.	Keep me informed of timings, if possible.	
68	Good	Because staff were very friendly.		
69	Not entered	I was worried about my procedure. [Illegible] made my day.		
70	Very good			Do not publish
71	Very good			Do not publish
72	Very good			Do not publish
73	Very good	Great treatment/service made me feel very at ease.	N/A	
74	Very good	Can't [illegible]. All very good. Thank you.	None.	
75	Very good	Short wait. Staff very kind and helpful. Very good communication, everything explained very well. Thank you all.		
76	Very good	The staff were very reassuring, both before and during my procedure. They were polite, gave opportunity for questions.	On this occasion, everything done well.	
77	Very good	True.		

78	Very good	Everyone was very friendly and made sure I understood everything. Thank you for taking care of me.		
79	Very good	The staff were kind and considerate.		
80	Very good	Polite, professional, very reassuring. Can't say enough good words.	Nothing.	
81	Very good			
82	Very good	I am very impressed with the calm atmosphere and friendly staff. Everything was explained to me and made me feel at ease.	Nothing.	
83	Very good	The staff were very polite and helpful. I was well looked after. Thank you.	Absolutely nothing!!	
84	Very good	Seen immediately. Staff humorous and relaxing. Procedure was almost pleasant and talked right through it which was interesting.	Change the flavour of the bowel prep. Something savoury would be good. No more sweetener - [illegible].	
85	Very good	Very kind and caring.		
86	Very good	First class care.	Nothing could have been better.	
87	Very good	Very calming, professional but still friendly. I was an extremely anxious and nervous patient who was treated so kindly and left feeling proud of our NHS. Thank you all so much.		
88	Very good	The whole team introduced themselves, the process was clearly explained, quick and professional. The ward is peaceful and calming (it was Sunday) which helped with my anxieties.		
89	Very good	Exceptional care and explanation from the whole team in the endoscopy department. Thank you.		
90	Very good	Attentive. Informative. Reassuring. Professional.		
91	Very good	Friendly and very informative. I like the fact we get results on same day. Thank you for everyone's care.	Difficult to write neatly with BP clip on finger!!	
92	Very good	Staff all pleasant and very caring. Making you very comfortable.		

93	Very good	Put me so at ease. Thank you.		
94	Very good	The staff were amazing, so gentle, so upbeat and very little waiting. I am so grateful for their work in this dreadful time of Covid. Thank you.	Nothing - except come up with an alternative to MoviPrep!	
95	Very good	Very pleased with staff.		
96	Very good	All the staff was very polite, very well done. Thank you all. [Name withheld]		
97	Very good			
98	Very good	Waiting to be seen for procedure seemed a long time, but couldn't fault the staff for their dedication and expertise.	Reduced waiting time on arrival.	
99	Very good	Everyone was kind and helpful and efficient. Cheerful atmosphere. Time to explain was given. Excellent experience.		
100	Very good	Very well looked after from start to finish. 10 out of 10 to all staff. x		
101	Very good	They are so caring and make you feel relaxed.	None.	
102	Very good	Felt relaxed after it was all over.		
103	Very good	Lovely department. Everything explained to me. Fantastic.	Nothing. All good.	
104	Very good	The colonoscopy I had this time was a much more, almost pain-free procedure, compared to my last one around 3 months ago. The whole team made me feel very welcome from the minute I stepped into the unit right through to the end.	Please to continue with the fantastic care and support you have shown me today with everyone else.	
105	Very good	Everyone was so kind and helpful.		
106	Very good	All the staff have been wonderful and very helpful. I was dreading this but it wasn't as horrific as expected.		
107	Very good	Excellent from start to finish. I was very well looked after.	Everything was excellent.	
108	Very good	Great staff - good information to make decisions!		



109	Very good	Everyone friendly, reassuring and helpful.		
110	Very good	Very good staff, explain step by step what happen. Very calm! Well done who give to you the best training! Good luck!	Keep doing the same! Please don't change!	
111	Very good	Everybody was very caring and professional.		
112	Very good	Caring and pleasant attitude.		
113	Very good	Staff wonderful, on the ball. Thank you all, [name withheld]		
114	Very good	Really nice and caring people. Thank you.		
115	Very good	Very [illegible]. No pain. Very helpful.	Very good.	
116	Very good	Very good.		
117	Very good	Thank you very much for your help. [Name withheld]		
118	Very good	The nursing staff were excellent and the doctor and nursing staff during treatment kind and did a first class job. Please thank them all.	All 100%.	
119	Very good	Very friendly and told me what was going to happen.	N/A	
120	Very good	Having recently spent 6 weeks in this hospital, I can't speak highly enough of my treatment.		
121	Very good	Treated very good. Nothing too much trouble.		
122	Very good	Excellent - everything and everyone.		
123	Very good			
124	Very good	I was very anxious and scared - all staff were very helpful and encouraging.		
125	Very good	Everyone was very helpful and very kind. Explained everything I needed to know.	Nothing.	
126	Very good	Everyone was patient with me, helped me during the procedure.		
127	Very good	Everyone was kind and friendly. Procedure was explained clearly. All very efficient.		
128	Very good	Everybody were very helpful. All very good.	All fine.	
129	Very good	Everyone was very helpful and made me feel very		

		safe on having my procedure and looked after me very well.		
130	Very good	Yes! Thank you all for your concern and kindness. I couldn't have been treated better. Many thanks again - you are all wonderful. [Name withheld] x		
131	Very good	I was very nervous but everybody were so lovely and caring. They answered all my question and explain what was going to happen. I really felt safe and in good hands. Thank you to you all.		
132	Very good	The staff were very friendly and kind. I didn't even fell the needle go in my arm. So, thank you to all the staff in the ward.		
133	Very good	Always pleasant and helpful and put you at ease. Very helpful and always happy.		
134	Very good	Thank you to all the staff and Dr [name withheld].		
135	Very good	Very pleasant and caring.		
136	Very good	Everyone making me feel at ease. Explained procedure. Listened to my concerns and made the experience so much easier for all. Helped me cope with procedure and didn't rush through it. Much improved from my previous one. Thank you.	All was very good. Thank you.	
137	Very good	Friendly, supportive staff. I was treated with respect and reassured and supported throughout. Thank you for all your kindness and attention. I feel ashamed I had to come here and use resources but you treated me unjudgementally. Thank you.	No. Everything calm and professional.	
138	Very good	Quick, efficient, friendly, hygiene was high standard.	Nothing.	
139	Very good	Good service.		
140	Very good	Everyone very friendly, calming and professional.		
141	Very good	Friendly and efficient.		
142	Very good	Care and helpful. Many thanks.		
143	Very good	Nurses, admin staff and doctors were all so kind,		

		explained everything and put me at my ease. Can't want for better care. Thank you.		
144	Very good	Everything was done very efficiently and I was made to feel as comfortable as possible.	Nothing.	
145	Very good	Outstanding. I was very nervous!. All your staff reassured me throughout, the consultant was gentle and I didn't feel scared when it was being done. A complete sea change from the last one and I am glad to have had a good experience. Cannot thank your staff enough for their care, reassurance and encouragement. Enormously relieved. Many thanks to all.	Really, nothing at all. Brad Pitt holding my hand, but perhaps too much to ask...?	
146	Very good	Felt very comfortable throughout, nurses always checking up on me. Doctors put me at ease. Was very happy with the procedure.		
147	Very good	Very friendly and very quickly done.		
148	Very good	Dr [name withheld].		
149	Very good	Caring, efficient, helpful and professional staff all round.	Nothing.	
150	Good	Every member of staff was very pleasant and made me feel at ease.		
151	Good	Staff were very nice and attentive.	Comfier waiting chairs for people. Wait for procedure [illegible] 2 hours on an uncomfy chair isn't great.	