

Friends and Family Test - Endoscopy Suite - Aug-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Negative' 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 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Aug-21	67	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1	Very good			Do not publish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	Very professional and caring. Very reassuring during procedure.		
3	Very good			
4	Very good	Very pleasant, chatty staff - excellent explanation of procedure and process making me calm. Procedure itself was very intriguing and interesting to see one's insides! Good banter in the suite!	No. However, I did start my MoviPrep at 1pm, not 5pm and got excellent results.	
5	Very good	From start to finish the whole procedure has been excellent. Thank you to all concerned. Best wishes. [Name withheld]		
6	Very good	Friendly staff and kind. Good explanations of what was going to happen.		
7	Very good	Never had a bad experience in any area of NHS that I have attended. Everyone is caring, efficient and very informative, and very friendly.	None.	
8	Very good	The hospital, nurses and doctors, everyone involved, was very helpful. And I felt really safe. Thank you.	Everybody and everything was perfect.	
9	Very good	Professional, caring, efficient and kept me informed before, during and after procedure. Very friendly and down-to-earth staff at all levels.	Nothing.	
10	Very good	Care was excellent from start to finish.		
11	Very good	Because I am very happy with all the help I've had today!		
12	Very good			
13	Very good	All went smoothly and all concerned were friendly and positive. I am well pleased with my procedure.		

14	Very good	Professional. Kind. Efficiency and effectiveness. Well informed.		
15	Very good	Because the staff are very kind, helpful and hardworking.		
16	Very good	Friendly, helpful staff. Excellent care.	Nothing. Brilliant team.	
17	Very good	Very helpful, considerate staff (all) who explained the procedure fully.	Nothing.	
18	Very good	A very [illegible] and caring atmosphere.		
19	Very good	Very professional staff. Very attentive and friendly to put you at ease.	Nothing.	
20	Very good	Front reception to discharge, the staff were courteous and professional, give me confidence.		
21	Very good	All staff very rewarding. Perfect appointment.	N/A	
22	Very good	Everybody friendly and informative.	Nil.	
23	Very good	You could not do more for me.	Nil.	
24	Very good	Because the staff dedication deserves to be recognised.		
25	Very good	Very kind and professional. Felt very safe.		
26	Very good	Very friendly staff, very reassuring during procedure. Thank you.		
27	Very good	Have attended the unit several times now and always found the staff very kind, efficient and informative. During the procedure, I have always been treated with the utmost respect and dignity.	Nothing at all in my opinion.	
28	Very good	Thought staff was very professional and very kind to me.	None.	
29	Very good	All staff were very pleasant, friendly and explained every step to me, so that I understood the why's.		
30	Very good	Looked after very good.		
31	Very good			
32	Very good	Lots of information and keep up to date with delays that had happened.		

33	Very good	Caring attention.		
34	Very good	I was kept well informed throughout the whole process.		
35	Very good	Staff polite and helpful. All information explained well.		
36	Very good	Excellent care team - thank you.		
37	Very good	Absolutely fantastic staff, very underpaid for what they do.		
38	Very good	Staff friendly, thoughtful, kind. Good communication all round. Good to get results on day. Excellent team, very professional.		
39	Very good	Every member of staff were so kind to me. I can't thank you all enough. Thanks to all.		
40	Very good	Simply telling the truth.		
41	Very good	Everyone is welcoming, makes you feel comfortable at all times.		
42	Very good	Really informative, helpful, friendly and thorough. I have had more useful feedback here than any of my other departmental visits, so thank you!	N/A	
43	Very good	Very kind and professional. Kept informed of what was happening regularly. Thank you for your kindness.		
44	Very good	As always, North Devon HC have given me exceptional service under depts. I have had to deal with. Today was also exceptional and very informative before op. and afterward. Good care by everyone on the ward. You all work hard and are very caring.	One thing. Appt. was at 12.30. Went in at 1.30. Could have been told of any delay.	
45	Very good	Everyone working hard to look after us.	Everything was very good.	
46	Very good	The level of care gentle but at the same time professional, was excellent in every way.	For me, absolutely nothing. Thank you.	
47	Very good	Service was great and told what was going to happen all through the procedure.		

48	Very good			
49	Very good	From the moment you enter the ward, everyone here treats you so well, puts you at your ease. The treatment is world class. You all are so appreciated. A big thank you for looking after me		
50	Very good	Excellent care. Everything explained in full detail. Full marks to all staff. Very professional and caring, they put me at my ease.		
51	Very good	I felt comfortable and well looked after for the duration.	Nothing.	
52	Very good	All very good.	None.	
53	Very good	I was reassured and put at ease.	Nothing. Excellent.	
54	Very good			
55	Very good	All very helpful. All very reassuring.		
56	Very good	Efficient. So friendly. Put me at ease. First class. So friendly.		
57	Very good	Staff were great, made me relaxed. Talked me through everything which helped.	Nothing.	
58	Very good	Friendly team. Good communication. Gave plenty of relevant information.		
59	Very good	Staff very friendly and helpful. During procedure, talked through what was occurring and gave encouragement when I most needed it. Thank you.	Nothing.	
60	Very good	Every person is very attentive and puts you at your ease. It's a great hospital. Service is excellent. Thank you.		
61	Very good			
62	Very good			
63	Very good	Staff explained everything clearly and were very kind. I felt safe and reassured.		
64	Very good	Staff excellent. Put me at ease.		
65	Very good	All staff friendly and efficient.		

66	Very good	A kind, efficient and caring attitude by everyone I had contact with.		
67	Good	Excellent medical care. Much waiting in hard chairs!		