

## Friends and Family Test - Endoscopy Suite - Sep-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 %
Sep-21	88	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	All clear.	None.	
2	Very good	All staff very kind, as always. Excellent care.		
3	Very good	All staff were caring and efficient.		
4	Very good	All the staff were so kind and caring. I was given a very thorough explanation of the procedure.	The letter from the hospital did not detail the endoscopy drop off area outside the unit. We only knew because the Covid testing lady told us where to go.	
5	Very good	Caring and makes you relax.		
6	Very good	Everyone was extremely kind and caring. I was reassured at every step.		
7	Very good	Everyone was lovely and polite and friendly. Explained everything as it happened. And make a lovely cuppa. Many thanks everyone.		
8	Very good	Excellent care by the nurses. Very reassuring when I was nervous. A credit to the team in Barnstaple.		
9	Very good	Friendly, helpful staff, good explanations and helped me feel relaxed. Thank you!		
10	Very good	Friendly staff and kept informed throughout .		
11	Very good			Do not publish
12	Very good	Looked after very kindly and calmly. Everything being explained was comforting and helpful. Thanks to the excellent team.	Wasn't instructed to bring a urine sample, which was required, Fortunately, I brought one in case. Trying to make a booking was chaotic as my referral was ignored for a week. I was fast track.	
13	Very good	Lovely, caring, friendly team who kept me informed and reassured from start to finish. Really felt I was in safe hands every step of the way.	Nothing to be improved.	
14	Very good	Made to feel very comfortable. Lovely staff. Great coffee!		

15	Very good	My visit was very quick, and I was looked after very well. Everything explained and I was made to feel very comfortable.	Nothing.	
16	Very good	Smooth efficient service. Friendly and happy team.		
17	Very good	Staff all very helpful and made procedure much easier. Thank all of them!!		
18	Very good	Staff very helpful and informative.		
19	Very good	Staff very sensitive and helpful.		
20	Very good	The staff was great and friendly and helpful. 10/10.	No, great all round.	
21	Very good	The staff were all so caring and thoughtful. Very assuring and confident. I felt in very safe hands. Thank you so much everyone.		
22	Very good	Very caring team. All questions answered and plenty of reassurance given. Procedure went very well, no discomfort. It was interesting to be able to see the screen showing the procedure. Thanks to everyone.		
23	Very good	Very helpful in every way.	All good.	
24	Very good	Very pleased with everything, especially the way the staff were very friendly and helpful. Thanks.		
25	Very good	Very professional and very pleasant, made to feel very comfortable and everything explained. Great experience. Thank you.		
26	Very good	Very reassuring. Explained everything that was happening.		
27	Very good			Do not publish
28	very good	Will organised and efficient. Everything explained well.		
29	Very good		Everything satisfactory. Staff wonderful.	
30	Very good	All explained well and very pleasant. Thank you. [Name withheld]		
31	Very good	All staff are amazing, friendly, polite and took the time to explain everything. Made me feel at ease		

		and as relaxed as I could.		
32	Very good	All staff looked after me, from walking into the suite through to the procedure and after care. Excellent care given. Good, clear explanations. [Name withheld] was amazing. Thank you.	Singing!	
33	Very good	All the nurses were very caring. Dr [name withheld] was excellent in dealing with me.		
34	Very good	All the staff were warm and welcoming, and kind. I was told exactly what was going to happen every step of the way. All my questions were answered and needs met. A pillow for my knees (because of arthritis) and it was a lovely atmosphere. Basically they were all lovely! And put me at my ease.		
35	Very good	Care and attention, second to none. Many, many thanks.		
36	Very good	Everybody went out of their way to help. Nothing was too much trouble.		
37	Very good	Everyone so kind, and friendly, and professional. Makes a worrying experience so much easier! Spotlessly clean as well!		
38	Very good	Excellent. Although waiting a couple of hours, procedure took 25 minutes. Staff superb. No complaints.	Cut down on waiting times.	
39	Very good	I am ongoing in experience of this dept. It never fails to come up to expectations.		
40	Very good	Made to feel at ease. Kind, friendly staff. Treated with dignity and respect. Thank you.		
41	Very good	On time, friendly, not rushed. Time given for questions.		
42	Very good	Staff very helpful and caring. Well impressed.		
43	Very good	Staff were amazing. Felt very calm all the way through the procedure.		
44	Very good	The whole process from arranging an appointment,	Nothing, excellent service. Thanks to all.	

		through to the procedure was very smooth. Staff very helpful and kind. The team who undertook my colonoscopy were absolutely first class, and I have had several in other hospitals.		
45	Very good	This unit has improved since I worked here for the better. Staff excellent. Five star.		
46	Very good	Very good service.	Nothing.	
47	Very good	Very nice staff.	None.	
48	Very good	Absolutely fantastic and professional staff with a great compassion and understanding. xxx		
49	Very good	All charming, relaxing in manner which helps the patient.	Nothing.	
50	Very good	All nurses and doctor very nice and pleasant, and professional. Some even funny.		
51	Very good			Do not publish
52	Very good	All staff was excellent.		
53	Very good	All the staff have been kind, reassuring and patient. I'm very grateful.		
54	Very good	All the staff were exceptionally professional. Made me feel comfortable throughout the whole procedure, and kept me informed and comfortable throughout. Faultless!! Many thanks to all involved.	Nothing.	
55	Very good	Because on reflection that was how I felt. Very polite and professional, personal and informative. Thank you.		
56	Very good	Because it was excellent. There was nothing to mention bad about.	No.	
57	Very good	Because of helpful and friendly help from all staff members. xxxxx star.		
58	Very good	Because they very good.	None.	
59	Very good	Brilliant staff, working so hard. Very helpful, looked after well.		

60	Very good	Every staff member to turning up to leaving was wonderful, reassuring. Just lovely! Thank you. xx	Nothing! The unit staff fantastic. To do with the hospital - signposting outside, could have better signposting as it behind MRI unit. Very stressful finding drop-off zone.	
61	Very good	Everybody has been wonderful. Completely put me at ease. Dr [name withheld] really helped me before procedure. [Illegible] most knowledgeable and made whole experience easier. Thank you all so, so much		
62	Very good	Everybody was really kind and caring. Very professional and kept me informed through the whole procedure, and afterwards. I am really thankful for their brilliant, caring service.	Nothing.	
63	Very good	Everyone was very friendly. The procedure was thorough and gentle. A great experience and a great team. Thank you all very much.	Nothing, all was perfect.	
64	Very good	Everything was explained stage by stage. Brilliant, friendly team. Very happy with my experience. Thank you.		
65	Very good	Everyone was excellent, from consultants to nurses. Explained all well, and were very professional and kind.		
66	Very good	Excellent, friendly and efficient from all staff.	With the booking papers it said a swab test etc. was necessary but this was out of date.	
67	Very good	Excellent staff. Friendly efficient, clean.		
68	Very good	Excellent, friendly and explained clearly steps.		
69	Very good	Friendly and professional. 1st class service. Thanks.		
70	Very good			Do not publish
71	Very good	Made to feel very comfortable and reassured throughout procedure.	None.	
72	Very good	Relaxed atmosphere, caring staff, brilliant all round.	Nothing.	
73	Very good	Staff informed me of every step of what was going to happen. They were all very patient with me.	Nothing, everything was very good. The staff are very caring. Thank you to all of them. x	

74	Very good	Staff very patient and kind. All seemed to be very competent.		
75	Very good	Staff was very friendly and made me feel comfortable. They explained everything clearly about the procedure, and I could watch it too. Very happy patient.	Find a better Movi-prep to empty bowels, that stuff is disgusting.	
76	Very good	The staff was fantastic and very well mannered.		
77	Very good	The staff were absolutely amazing, nothing was too much trouble. Thank you so much. Simple, quick, well explained.		
78	Very good	The staff were very kind, efficient and informative. The suite was extremely clean.		
79	Very good	The staff were/are amazing, good humoured and at no time did I have any concerns. A brilliant team.	Nothing.	
80	Very good	Very kind and friendly.		
81	Very good	Very polite and caring. First class. Thank you all. [Name withheld]		
82	Very good	Very professional and kind, explained everything.		
83	Very good	Was made to feel relaxed and comfortable.		
84	Very good	You all were so kind and caring. Thank you so much, and so clean. 10/10.	Nothing, perfect.	
85	Very good			
86	Very good			
87	Very good			
88	Good	Was designed to give set message.		