

## Friends and Family Test - Endoscopy Suite - Oct-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 %
Oct-21	114	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1	Very good			Do not publish
2	Very good			Do not publish
3	Very good			Do not publish
4	Very good			Do not publish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	Can't find fault with anything (top marks).	Nothing, (top marks).	
6	Very good	Everybody was friendly and professional.		
7	Very good	Cannot fault efficiency of service and friendliness of all staff in any way.		
8	Very good	Everyone concerned were excellent, from start to finish. Care taken throughout the whole procedure. [Name withheld] was very competent in explaining all the details, with pre and after care.	N/A	
9	Very good	Because I was looked after very well. Couldn't fault my treatment.	Nothing!	
10	Very good	All the staff were very friendly, and helpful at all times. Reassuring, giving you confidence. 1st class. Thank you.	I don't think you can improve the system. Well done.	
11	Very good	The staff are absolutely wonderful here at North Devon Hospital. From beginning to the end of my procedure, they were brilliant. I have nothing but total respect for everyone here, and the NHS in general. God bless you, and keep up the wonderful work you do. Kind regards, [name withheld].		
12	Very good	I was very nervous, and was put at ease by really friendly and knowledgeable members of the team. Thank you.		

13	Very good	Everyone very helpful. Procedure went quickly.	Nothing.	
14	Very good	Very caring - thank you.		
15	Very good	Treated very well. Staff all checked up on me regularly and asked questions etc. All over and done with quickly.		
16	Very good	Staff friendly. Explained everything, very efficient. Called me by my name.		
17	Very good	Staff were all wonderful.		
18	Very good	Super-efficient and friendly.		
19	Very good	Excellent.		
20	Very good	The staff are very kind and caring. Everything is explained really well. A credit to the hospital and the NHS.		
21	Very good	Everyone on the unit was helpful and kind, and explained everything well.		
22	Very good	Felt comfortable. Made to feel very relaxed. Not as bad as I thought it would be.		
23	Very good	Relaxing, friendly, welcoming. Humour to put the patient at ease (if possible).		
24	Very good	Staff very friendly. Facilities very clean. Made sure I knew what was happening all the time. Felt looked after very well. Great team. Thank you to you all.	Absolutely nothing.	
25	Very good	Really caring staff who allow time to allay fears. Can't recommend highly enough.		
26	Very good	Because if you are looked after well, I think it should be made known.		
27	Very good	Throughout I was reassured and a full explanation was given for everything. All staff were brilliant and professional in their jobs. The consultant was fantastic at his job! Thank you all very much!	N/A	
28	Very good	Service was excellent, staff very friendly and supportive. Thank you.		

29	Very good	Apart from wait outside in corridor, everything explained well and staff caring, even the procedure wasn't too bad!		
30	Very good	Kind, efficient and very caring at all times, very patient.	Everything brilliant.	
31	Very good	Everyone very helpful and kind.		
32	Very good	Everyone was very caring and helpful. Wish all people were like Endoscopy Suite, they made me feel good and had a laugh.	None.	
33	Very good	Staff were great. It's just I came up here from Bude and [illegible] said I should not have the op. Am [expletive omitted] about that.		
34	Very good	The staff made me feel safe and secure at all times.		
35	Very good	Treatment very good.		
36	Very good	Everyone was wonderful, so polite and attentive. I felt very at ease. 5*. Thank you all so much.	Nothing at all.	
37	Very good	10/10.		
38	Very good	Very helpful and caring.	Nothing.	
39	Very good	The patience, kindness was amazing. Everything explained carefully, and was explicit. Made me feel special.	Nothing.	
40	Very good	Pleasant, reassuring staff, very observant. All apologised for the delay which was unforeseen.		
41	Very good	I was looked after very well.		
42	Very good	Staff very friendly and informative about whole procedure.		
43	Very good			Do not publish
44	Very good			Do not publish
45	Very good			Do not publish
46	Very good	Because I cannot fault the service I received, from reception to the procedure. Long live the NHS!	Nothing to add.	

		Thank you so much.		
47	Very good	I felt taken care of, and my needs were met. Everyone was very quick and efficient and made a friendly calming atmosphere. Afterwards, I was spoken to about the results very clearly. Thank you!	Nothing!	
48	Very good	Staff are excellent, was made to feel comfy in an uncomfy situation. Tea after was awesome!!		
49	Very good	I was very well looked after throughout my time in Endoscopy, was made to feel very relaxed. Thank you.		
50	Very good	Slightly apprehensive having procedure, but staff very pleasant and made me feel very comfortable.		
51	Very good	The staff were so friendly and helpful. Such a great team you have! So professional as well. Thank you.		
52	Very good	Made to feel relaxed. Very happy, welcoming team.		
53	Very good	Quite pleasant and reassuring staff.		
54	Very good	All the staff are friendly and amazing at their jobs. Completely put me at ease before going in. Nothing to fault, 5* to the whole department. Thank you.		
55	Very good	Very friendly and informative staff. All staff very professional.		
56	Very good	Because it was important to let you know that you are very caring and important to us all, the general public, and without you that we would be very lost.		
57	Very good	Staff professional performing the endoscopy, put me at ease and explained everything I asked. Felt very safe.	Before entering the unit. When people are waiting [Illegible] people were anxious in case their drivers were worried when it takes longer than anticipated. Just keep them informed.	
58	Very good	Friendly team. Communicated procedure very		

		well, and outcome. Thank you.		
59	Very good	Because everyone was so kind, careful and helpful, and caring.	Nothing. Everyone and everything was good.	
60	Very good	Very friendly and helpful. Good service all over.		
61	Very good	Amazing care from all the staff, very kind. When I asked to stop, I was given time I needed for the procedure to continue. Kind aftercare, and the best cup of tea ever, and I got to drive home.		
62	Very good	Very professional.		
63	Very good	Very polite. Nothing too much trouble.		
64	Very good	All the staff, doctors, nurses were excellent. Very kind. Loved them all. Thank you all.	Nothing at all. Thank you so much.	
65	Very good	Very attentive nurses who explained what was going to happen. Dr who performed the colonoscopy explained everything and ensured my pain was kept to a minimum.	Nothing.	
66	Very good	Made me feel at ease and very friendly staff.		
67	Very good	Staff really caring. All very efficient.	Perfect.	
68	Very good	Such a good team. All very friendly and caring.		
69	Very good	Staff friendly. Well organised.		
70	Very good	All staff were very professional and showed much empathy. They were a happy team. Theatre team gave me a step by step commentary and were very reassuring.	All good.	
71	Very good	Nice team, worked fast. I already knew what to expect, as I've had it previously. Thank you all for making me feel at ease.		
72	Very good	Such friendly, happy staff. A credit to the NHS. Thank you so very much.	Nothing.	
73	Very good	All the staff that looked after me today were very friendly and caring. It's not a nice test to have but they definitely made it easier. The aftercare was		

		just as caring and friendly.		
74	Very good	Quickly seen. Kind staff.		
75	Very good	Lovely staff. Knowledgeable and reassuring.		
76	Very good	Friendly, informative, open and helpful. Excellent staff.	Nothing.	
77	Very good	Everyone was extremely nice, efficient and helpful, and a nice cup of coffee.		
78	Very good	All very kind and helpful.		
79	Very good	Very friendly, helpful. Can't remember having the procedure done! Very efficient. Lovely cup of tea and biscuit.	I had a job finding my way but, luckily, I had a very kind nurse who showed me the way!	
80	Very good	Put me at rest. Great caring and helpful. Peace of mind. Thank you all.		
81	Very good	Everybody introduced themselves. Everyone very pleasant. Explained everything clearly. Very efficient. No hanging around.		
82	Very good	Friendly staff put me at ease. Just didn't feel as if the sedation worked as I was very uncomfortable.		
83	Very good	All hospital staff go out of their way to make you feel at ease, and keep you up to date with information.		
84	Very good	The staff were very friendly and explained what was going to happen every step of the way. They made the whole experience a lot more relaxing for me. Thank you.		
85	Very good	The personnel were very friendly and pleasant despite the fact that I was not the easiest of patients.		
86	Very good	Made me feel at ease. Very friendly and efficient.	Nothing, very good and friendly.	
87	Very good	Everybody was kind.		
88	Very good			
89	Very good	I was extremely anxious but the medical staff (all)		

		were very patient and understanding. Thank you.		
90	Very good	Everyone there was pleasant and helpful. I could not have asked for more.		
91	Very good	Very good from the time I came through the door. So nice nurses went out of their way to help you. A good team all worked together.		
92	Very good	Staff very polite and helpful, explaining every step of the procedure. They are good at alleviating anxiety.		
93	Very good	Great staff, very caring and very professional.	None.	
94	Very good	Everyone was very nice. They explained everything and made me feel relaxed.		
95	Very good	Everyone is so friendly and caring.	None.	
96	Very good	Very professional, well humoured, courteous team. Thank you.		
97	Very good	All staff were friendly and confident in what they were doing. However, I do have one observation on arrival at the unit. All seating in the initial waiting area was occupied but one young lady offered me her seat, which I rejected with thanks. However, it transpired that another young lady was waiting for a patient so I feel she should have offered her seat.		
98	Very good	Everyone was very helpful and informative, all done with a smile.		
99	Very good	Very clear instructions. Felt at ease.		
100	Very good	Staff are proficient and courteous. Made for a pleasant experience.	Nothing.	
101	Very good	Excellent as always.		
102	Very good	Looked after very well, made to feel very safe. Now feel more confident about having to visit hospital.	N/A	



103	Very good	Everyone that was involved in my time and treatment here were very kind and helpful!		
104	Very good	Communication throughout was great, maybe helps being on a Sunday. Instructions clear, made me feel at ease throughout. Extremely pleased and couldn't praise enough, especially what NHS/hospital staff have been under.	Simply nothing, today's experience anyway.	
105	Very good	I was worried about procedure but everyone was so kind.		
106	Very good	All explained well, procedure done efficiently. Thank you.		
107	Very good	Everyone was very polite, explained everything and were helpful. They happily agreed I could have a sedative and throat anaesthetic.	I was called in at short notice and there wasn't time to send me any documentation. It could have been emailed through. If I hadn't had the procedure before I would have driven in.	
108	Very good	Courtesy from every member of staff and very efficient.	Could not see anything.	
109	Very good	The nurses were very nice and kind and very thoughtful.	Nothing.	
110	Very good	All the staff were amazing, kind, reassuring and professional. I felt very confident with the whole experience.		
111	Very good	The whole service was brilliant, kind, reassuring and professional. Thank you.	Nothing.	
112	Very good	Everyone has been so kind and thoughtful, from the moment I came to hospital.	Nothing.	
113	Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		
114	Very good	<i>This response was received via Care Opinion. The patient comments can be found at <a href="http://www.careopinion.org.uk">www.careopinion.org.uk</a></i>		