

Friends and Family Test - Endoscopy Suite - Nov-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 %
Nov-21	82	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1	Very good			Do not publish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	Kind, friendly, caring, patient. These are just some of the words I would use to describe the staff who cared for me. Everything was explained well and I felt reassured that I was in the right hands. Thank you so much.		
3	Very good	Caring staff, explained the process well!		
4	Very good	I gave this answer because the staff, without exception, were extremely caring and efficient despite being very busy.	Nothing.	
5	Very good			
6	Very good	Fantastic! They did a great job, and they looked after me pretty well. Thank you from [name withheld].	No they were superb with me. Thanks. [Name withheld]	
7	Very good	I had an appointment about a week ago about my bladder and it was all so bad I wrote to PALS. This was excellent. All was excellent.		
8	Very good	Because it helps this department to keep up standards high.		
9	Very good	Friendly, professional staff put me at ease.		
10	Very good	Because I was so nervous and they were so so good at making me so relaxed, they are all absolutely amazing.	Nothing for me.	
11	Very good	Good service from start to finish.		
12	Very good	Very nice staff and very helpful.		
13	Very good	It was an excellent service.	Excellent service.	
14	Very good	Everyone has been very nice and helpful.		

15	Very good	Caring, thorough. Busy busy team still has time to ask their patients.	Signage at doors telling us to wait. At present that signage was too far to the left of the doors.	
16	Very good	I have had this procedure many times but my first time at North Devon. The whole process was excellent from start to finish. Professional, caring, kind and compassionate. I cannot speak highly enough of the service received.		
17	Very good	Everyone was extremely friendly and welcoming, doing all they could to put me at ease. The team undertaking the procedure were great. [Name withheld] was fab, both before and after.		
18	Very good	I was well informed, felt well cared for by all staff members.		
19	Very good	Felt well looked after by a wonderful, professional team. Well done.		
20	Very good	All very helpful. Explained everything very well. Answered all questions. Thank you all very much. [Name withheld]	None.	
21	Very good	Staff were kind, caring and very informative of procedure.		
22	Very good			Do not publish
23	Very good			Do not publish
24	Very good			Do not publish
25	Very good	Very good service, very good.	Nothing.	
26	Very good	Running late but staff very informative and apologetic. Staff was lovely and helpful.		
27	Very good	Stress-free and very relaxing.		
28	Very good	All very experienced and well caring staff.		
29	Very good	Good service.		
30	Very good	Straightforward, relaxed approach. Thank you.		
31	Very good	From start to finish, all the team were excellent. Many thanks to all the staff who were extremely	Nothing to say as nothing negative to report.	

		professional.		
32	Very good	Everyone was really friendly, made me feel really comfortable.	Nothing.	
33	Very good	Right from the entry to the unit, all staff gave clear and correct information. All of them were very kind and passionate about their work. All the best.		
34	Very good	Very friendly and gave plenty of explanation what will done and why, just gave a less stressful experience.	None. Staff first class.	
35	Very good	All went well and painless. Staff very helpful and attentive.	Reduce waiting times, although not too much of an issue.	
36	Very good	Brilliant staff (great NHS). Thank you. [Name withheld]	None.	
37	Very good	Everyone was really kind, gentle and supportive. It was given update info. all the way through.		
38	Very good	All staff very kind, gentle and pleasant. Efficient, yet caring. Thank you.		
39	Very good	Because it was fast and a very friendly team.		
40	Very good	Looked after very well.		
41	Very good	Very quick and efficient. Everyone very nice and polite. Weekend appointment very helpful. MoviPrep much better than Klean Prep.		
42	Very good	Well advised what was going to happen. Looked after well while waiting as was very nervous about procedure. Aftercare was good and caring.		
43	Very good	Everyone caring. Everything explained.	Nothing.	
44	Very good	I have several similar procedures. This one was well delivered with a smile.		
45	Very good	Friendly.	Less waiting at the beginning.	
46	Very good	All the team were lovely, so very nice and very caring, a pleasure to have met them all.	None whatsoever. Everything was perfect.	
47	Very good	Everyone efficient and polite.		

48	Very good	Because the whole procedure went fantastic and all the team are a credit to the NHS. Thank you.	Nothing.	
49	Very good	Very caring and made me feel very comfortable.		
50	Very good	Because it all went well.		
51	Very good	Very fast, caring, respectful, dignity.		
52	Very good	Excellent care despite being a very busy day, procedure was good.		
53	Very good	Very informative before and throughout operation. Good [illegible] level and friendly staff despite obvious volume pressures.	Reduce times when demand begins to abate.	
54	Very good	Because I think all good considering how busy it was, and every member of staff so pleasant.		
55	Very good	Absolutely lovely staff. They cannot be faulted. Very smooth-running, very caring, extremely well-organised department.	Can't think of anything they could do better.	
56	Very good	Staff all kind, caring and helpful, reassuring.		
57	Very good	Very friendly staff made me feel comfortable at a worrying time. Very professional with a friendly face.		
58	Very good	Everything was explained and I was asked if I had any question. Pre-op info. was first class as was all the staff in the unit. Thank you.		
59	Very good	Excellent staff, brilliant care.		
60	Very good	Very professional.		
61	Very good	All of the team are amazing. I was anxious as usual before procedure but they made me feel so relaxed, their kindness and dedication was amazing. Credit to the NHS [illegible].	Nothing excellent service. (Doctor was very nice too!)	
62	Very good	Helpful and friendly staff, well-explained procedure, professional service, caring.	Nothing.	
63	Very good	Staff were great, always felt comfortable.		
64	Very good	Staff were very reassuring, especially as I am a		

		gagger and felt really anxious. Very understanding and made me feel at ease.		
65	Very good	Very helpful, explained everything clearly.		
66	Very good	Despite every staff member being pressured and busy, I received excellent care throughout. Thank you!		
67	Very good	Exceptional treatment from lovely staff. Very nervous on admission but made to feel completely at ease. Thank you.		
68	Very good	Excellent service all round.		
69	Very good	All the staff are caring and lovely, and nothing was too much trouble for them.		
70	Very good	I was dealt with very efficiently by all the staff, and the procedure was carried out with friendly staff who put me at ease while I was in their care.		
71	Very good	Staff fantastic, very helpful.		
72	Very good	Efficient service. Pleasant staff. Authoritative answers to questions. Good environment.		
73	Very good	Very good team helped to make me very comfortable. Would give them 10 out of 10. A big thank you. Well done.		
74	Very good	Because of my bereavement, they were very caring and quick for me. Thank you.		
75	Very good	Just a warm comfortable atmosphere, at ease. Very clean and bright. Staff 5*.		
76	Very good			
77	Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		
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79	Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		
80	Good			
81	Good	Other than waiting time (no one's fault), everything was very good. Thank you.		
82	Good	All very helpful and nice.		