

Friends & Family Audit - August 2022

Month	Extremely Likely	Likely	Neither Likely /Unlikely	Unlikely	Extremely Unlikely	Don't Know
August	79	6	1			

Extremely Likely	92.0%
Likely	7.0%
Neither Likely/or unlikely	1.0%
Unlikely	
Extremely Unlikely	
Don't know	

Obviously the procedure was not fun but the care and professionalism was grade 1, also there was no unesceassry waiting about.

Nice environment, friendly staff & everything well explained

The kind nature of the staff. They made what should have been an unpleasant situation (almost) pleasant. Thank you.

Pearl did an amazing job keeping me calm and comfortable. Really wouldn't have got through the procedure without her. The whole team did amazing!

All the staff were kind & helpful and answered all my questions. I have had 2 gastroscopies before this one today. Today was the best experience for me as a patient.

The reason is that the anaesthetic spray was given in a sitting position and squirted into my mouth for me to swallow, rather than being given this lying down, which made me very drowsy.

Today's procedure was much better. Thank you.

From the moment you check in at reception, everyone does their utmost to make you feel relaxed. That does help an awful lot for nerves. Lovely staff.

Absolutely 5* since I cannot recall in my life of being treated with so much care and professionalism as I was treated here today. Thank you so very much. God Bless you all.

Doctors & nurses were great, but the procedure is horrible, so hard to say I would 'Recommend' it.