

Friends & Family Audit January 2025

How likely are you to recommend our Service to Friends & Family if they need similar care or treatment?

Month	Extremely Likely	Likely	Neither Likely /Unlikely	Unlikely	Extremely Unlikely	Don't Know
December	82	4	1			

Extremely Likely 94.30%
 Likely 4.60%
 Neither Likely/or unlikely 1.10%
 Unlikely
 Extremely Unlikely
 Don't know

Very friendly and welcoming, the procedure was done professionally and the Dr and nursing staff were very supportive and reassuring. I felt very calm and confident in their hands.
 I would definitely recommend Berkshire West Community Endoscopy Service. Thank you for taking care of me.
 Care was very good. Procedure was quick and over quickly with full explanations.
 The staff is really friendly and kind. Answered all my questions -directions from the main entrance and concerns to the operation were clear and simple.
 Quick to book, clear instructions, friendly staff and well looked after.