

Friends & Family Audit June 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
June	90	3				

Extremely Likely 96.80%
 Likely 3.20%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

Clear explanations before the procedure, further explanation of what was to happen once in with the doctor.
 Very attentive and soothing staff. A calm and soothing atmosphere in the clinic. Clear instructions about what to do/not do over the next 24 hours.
 The staff are very professional and all procedures well explained pre, during and post procedure. I felt very much involved and safe during care.
 I can say the overall service is excellent, from reception to the consultation room. Staff are very professional. You are provided with in-depth information.
 During the procedure, you are constantly reassured by nurses. I am very grateful for the quality of the service.
 The Endoscopy service was absolutely outstanding. The team are so warm, welcoming and professional. Their knowledge allays any fears and supports you to feel calm and relaxed.
 Special mention for their exemplary care and kindness goes to Marie, Alison & Veena.