

Friends & Family Audit June 2024

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	125	5				

Extremely Likely 96.20%
 Likely 3.80%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

It is a very efficient service. The staff are without exception welcoming, friendly and very reassuring. Thank you.
 I was very nervous but the staff went above & beyond to help me both before, during and after the procedure.
 Nice Staff, well explained, Antiseptic technique, confirmed name, DOB, allergies, good practice.
 Brilliant, It could not have been better, kind professional people.
 I got an appointment very quickly and the nurses and staff were very friendly. I was nervous at first but they took care of me, for which I am grateful.
 Thank you for the admin team, organised my appointment. On the procedure day, receptionist Marie was very kind, Mr Mahmalat's excellent gastroscopy skills helped me very well, Staff nurse Alison & Renata looked aftered me very well. Yuba thank you too. Well done All.
 Job Done, minimal Fuss, Thank you.
 Non-sedated endoscopy is quite a horrible experience. Staff were thorough about explaining procedure, and assuring me. The service is good.