

## Friends & Family Audit March 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
March	91	4	1			

Extremely Likely 94.8%  
 Likely 4.1%  
 Neither Likely/or unlikely 1.1%  
 Unlikely  
 Extremely Unlikely  
 Don't know

All the staff were very kind & helpful. I would highly recommend having this procedure here with BWCES. Thank you all.

Kind caring and calm atmosphere, clearly explained procedure, clean surroundings & facilities.

Firstly I would like to show my appreciation to the clean state of the facilities. Staff are super friendly and professional. Everything I needed pre & Post procedure was explained with no information overload. The procedure was smooth.

The endoscopy procedure was done with very much care and empathy. If this would be applied when visiting the GP, it would make a better life. Thank you BWCES for your care.