

Friends & Family Audit March 2026

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	68	6				

Extremely Likely 92.00%
Likely 8.00%
Neither Likely/or unlikely
Unlikely
Extremely Unlikely
Don't know

Very helpful, informative, welcoming, reassuring. I am not going to say the 'scope is fun' but its about as good as they can make it.

I have been so impressed with this service. I was extremely well prepared with paperwork of what to expect. The appointment was offered very quickly. everyone was so nice when I was seen - I was well briefed of what was going to happen. Procedure was quick & I felt very well looked after. This doesn't feel 'NHS' at all. Amazing Service !

All staff extremely friendly & helpful. All explanations very clear, including receptionist when I phoned to make the appointment and the detailed letter sent through the post. I appreciated having it all printed and posted to me rather than having to rely on APP or website letter,

Today was a good experience & I was treated with kindness. Previously this was next the case. Today;s team were kind, understanding and patient. Thank you.

The care and attention that was available was amazing from start to end, they looked aftered me and made me feel comfortable and relaxed throughout.

The staff were very reassuring, I was so glad Nurse Claire was here. I was very anxious leading up to the procedure. Thank you to all staff at this hospital.

Absolutely wonderful from the moment I came into the reception. The nurse clerking, the endoscopist explained everything thouroughly and the nurses were lovely.

The staff were all friendly, caring and attentive. I recommend putting a coat hook in the toilets !

I wouldn't say 'extremely likely' as it is an unpleasant procedure but within those limits staff did everything to make me feel comfortable and everyone was friendly and professional.