

Friends & Family Audit November 2023

Month	Extremely Likely	Likely	Neither Likely /Unlikely	Unlikely	Extremely Unlikely	Don't Know
November	60	5				

Extremely Likely 92.30%
 Likely 7.70%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

I had my endoscopy, and the Nurse (Alison) made me so comfortable, because I was a little scared. The process was quite smooth. The doctor and 2 nurses made me very comfortable. I was looked after with courtesy and care.
 Very friendly staff, procedure was unpleasant, but was looked after and comforted all the time.
 Weekend appointments, easy parking, quick on time(early), very friendly staff, well explained -pre treatment pack, the nurse (kim), the doctor.
 Very Caring -look after you well. Could not have asked for more. Friendly and professional -Exceptional team. A true asset to the NHS !
 AMAZING
 I was very nervous about this procedure. There was no need, the staff here ALL of them are absolutely amazing, very informative & reassuring.
 Delay time from report time stressful, Treatment & staff great.
 First time I had this procedure. All staff very kind, polite. They explain everything very clearly. Give me very good support. Thank you very much.