

**Friends & Family Audit November 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
November	64	2				

Extremely Likely 97.0%  
 Likely 3.0%  
 Neither Likely/or unlikely  
 Unlikely  
 Extremely Unlikely  
 Don't know

NHS staff take time out of their week-end (Sunday) to assist patients. Excellent service from the booking of an appointment, to receiving the information to read through & sign. I was welcomed by a lovely lady who put me totally at ease as she could notice my nervousness. The lovely lady that held my hand and rubbed my back during the procedure was priceless. The Doctor was thorough in explaining it all and the procedure was quick and hassle free. Thank you all so much !

Great service, very nice staff. Gastrosocopy is not a pleasant examination but with nice service and staff it went very well. Thank you .  
 Clear communication, Felt supported at most difficult part of the procedure  
 Very clear instructions to follow, excellent and organised.  
 I felt safe and well cared for.