

**Friends & Family Audit September 2023**

| Month       | Extremely Likely | Likely | Neither Likely /Unlikely | Unlikely | Extremely Unlikely | Don't Know |
|-------------|------------------|--------|--------------------------|----------|--------------------|------------|
| Septembeter | 76               | 1      |                          |          |                    |            |

Extremely Likely                    98.70%  
 Likely                                    1.30%  
 Neither Likely/or unlikely  
 Unlikely  
 Extremely Unlikely  
 Don't know

You are all amazing, once I walked in the receptionist was calming and Caring. Everyone in the room where I had the endoscopy were just fantastic, I was nervous and they kept me calm and reassured me. Kind staff with lots of interactions and explanations. Welcoming staff, friendly environment, feeling safe & supported. Very helpful and compassionate staff. Admin staff also extremely patient with appointments, Vicky & Karen -Thank you. Reassuring team, explained the procedure clearly. Information about what was happening and following the procedure. Helpful

I feel like the service was well and supportive, as well as a very friendly environment. I would like to recommend this service as my top5.