

Friends & Family Audit September 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
September	70	9				

Extremely Likely 88.60%
 Likely 11.40%
 Neither Likely/or unlikely
 Unlikely
 Extremely Unlikely
 Don't know

The staff were all extremely welcoming & friendly and really helped put me at ease. The procedure was also very professional and I felt in such safe hands. The team friendly & reassuring. Had an explanation of what I had straight away which put my mind at rest. Overall a fantastic experience.

Good care & Support, Clear information/explanations

I am an anxious patient and the staff made every attempt to make me feel comfortable. I panic over blood tests, so that the fact I've completed an endoscopy is amazing for me. Thank you Girls & Dr Jude.

Friendly and informative staff. Clear explanations of procedure.

Very comforting and kept me calm, when I was feeling very anxious.

Quick and efficient all round. Out and finished no problems. Very good.

Every member of staff is extremely friendly and helpful. Everything about procedure is fully explained. No waiting. Thank you Everybody!

Very well organised from the beginning till the examination all the way through. Very friendly and kind team of people.

Although I couldn't go through with it, Marie the receptionist was fantastic at looking after me.

While it was extremely uncomfortable, it was quick and I could go home on my own without feeling drowsy. Very friendly staff.

Procedure -consent/explanation very good. Reassurance when in panic at start -excellent. Full explanation of results -reports sending to GP & copy for patient.

Very friendly and helpful, was 20 minutes late though.