

Patient Satisfaction Survey

Comments 2018

What is the Unit doing particularly well:

- Absolutely everything, lovely staff, so clean, efficient. Very relaxing (nearly!!)
- Good friendly environment, made me feel very relaxed
- Everything
- Make you feel very comfortable and relaxed and explain everything very clearly
- Making patient feel very relaxed. Excellent nursing by all.
- Friendly & good care
- Bedside manners, information and individual skills of the staff & consultant/surgeon were excellent
- A regular long term endoscopist is beneficial - most welcome
- Kept very clean
- Comfortable procedure. Kind caring nurses. Prompt appointment.
- Keeping you informed, being looked after
- Everything, all very good
- Very kind caring staff (& informative)
- Friendly and calm
- Staff all friendly
- Everyone on the unit shows great empathy with their patients and are so calm so one feels confident during their stay.
- Making people feel relaxed and at ease
- Everything – Excellent
- Wonderful friendly staff
- Everything was very good
- Making sure patient relaxed and informed
- Consultation with patient is excellent
- Most Kind and considerate
- Informative
- Everything
- Friendly staff
- Attitudes of nurses was great - always smiling and I was treated as a friend

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- Very helpful and informative staff
- Everything (x5)
- Very efficient and caring staff members
- All of it
- The staff are very friendly and welcoming and explain everything very well
- Clean, respectful, helpful and kind. Could not do anything better
- Taking appropriate time to explain everything and take care of patients
- The way they treat and communicate with patients is excellent
- Everyone was welcoming and pleasant, made to feel relaxed and kept well informed of events
- Yes, very efficient service, cannot fault it
- Reassurance is great
- I was fortunate to be seen first, but the speed I was seen was fantastic. All staff are attentive and put me at ease
- Made me feel very relaxed
- Staff very friendly and reassuring
- Good Patient attention at all times
- Being Informative
- 10/10 on all areas of service
- I think the unit works well. The staff are very helpful and friendly
- Excellent communication with all staff, good explanation of what to expect, excellent aftercare
- Wonderful care from start to finish
- Everything good. Made to feel comfortable and relaxed
- Everyone was very pleasant and took time to ensure you were put at ease
- They make good coffee
- Information of the procedure
- Very well looked after, staff are very friendly and nice
- 10 out of 10
- Reassurance is given at all stages of the process
- Calm team, very good communication
- Keeping patients calm
- From the booking in right through to the procedure everything was first class
- Made to feel comfortable at all times
- The staff helpful and considerate
- Talking to and preparing patients
- Friendly service

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