

# The Friends and Family Test

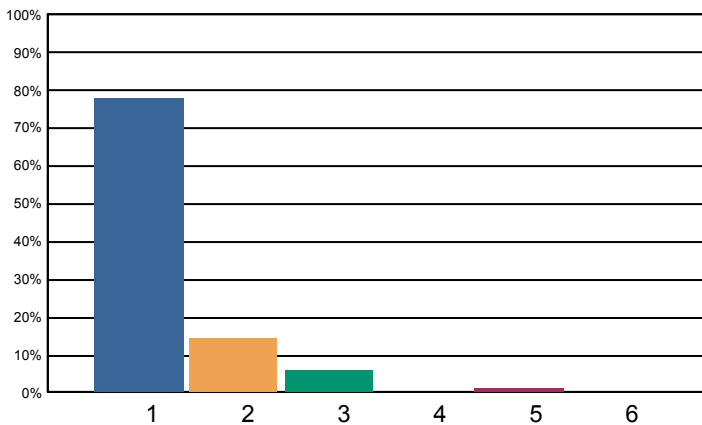
## Service Report: Oct 2019

Service  
**MDGH**

Recommended  
**92.65%**

Not Recommended  
**1.47%**

### Overall Scores



Response Option	Responses	Percentage
1 - Extremely Likely	53	77.94%
2 - Likely	10	14.71%
3 - Neither Likely nor Unlikely	4	5.88%
4 - Unlikely	0	0.00%
5 - Extremely Unlikely	1	1.47%
6 - Don't Know	0	0.00%

### Last 3 Comments

The speed with which I was seen and the great care I received.

**1**

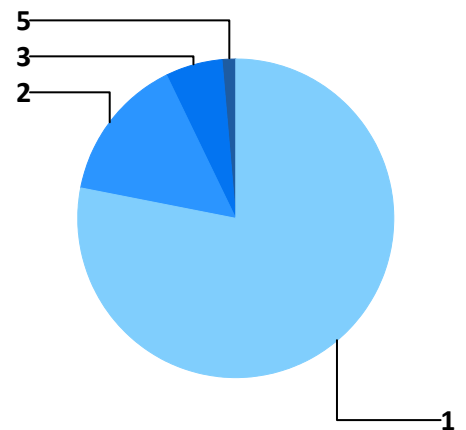
Condition explained clearly. Only negative was amount of time I waited for an appointment.

**1**

Compassion

**2**

### Responses



Total Responses

**68**

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#### All Comments

Very understanding dr.. Efficient staff. Clean waiting room.

1

My appointment was handled very professionally. I was kept informed of delays and the doctor who saw me was interested in my problems and told me the outcome of her examination of my throat, which was good news.

1

Staff lovely and was in and out

1

Reception was efficient as ever and the Clinician/ Nurse with whom I went through the pre operative requirements (I think her name was Kate? I should remember because I have seen her before), was most pleasant and professional. Full Marks.

1

Receptionist are friendly and helpful. Saw consultant fairly quickly.

1

Staff Attitude

1

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Nothing much - slight delay in being called in - 15 mins - which was acceptable.

1

Care Received

1

Care Received

1

Staff were very good, friendly and helpful even though the clinic was Running late

1

Communication

1

Communication

1

Staff Attitude

1

Department: FFT - Outpatients

01-Oct-2019 to 31-Oct-2019

Location / Service / Ward: RJN > ENT > MDGH

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## Service Report: Oct 2019

1. Already replied Quick and caring.

1

Care Received

1

Staff Attitude

1

Excellent care

1

Staff Attitude

1

Care Received

1

Where this from

1

Department: FFT - Outpatients

01-Oct-2019 to 31-Oct-2019

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## Service Report: Oct 2019

Care Received	1
Communication	1
All of the staff were very friendly and welcoming and helpful	1
Staff Attitude	1
Staff Attitude	1
I thought the consultant and the nurse helpful and caring the only problem for me was having to wait so long to get an appointment	1
Compassion	1

Department: FFT - Outpatients

01-Oct-2019 to 31-Oct-2019

Location / Service / Ward: RJN > ENT > MDGH

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### Service Report: Oct 2019

Stop 1	1
The lady consultant was really good,	1
The speed with which I was seen and the great care I received.	1
Condition explained clearly. Only negative was amount of time I waited for an appointment.	1
Compassion	2
The process with signing in and the time keeping was great. The process got explained very well to me so I know what is happening and what I need to have done	2
Staff Attitude	2

Department: FFT - Outpatients

01-Oct-2019 to 31-Oct-2019

Location / Service / Ward: RJN > ENT > MDGH

## The Friends and Family Test

### Service Report: Oct 2019

Staff very pleasant and waiting time not too long - a definite improvement

2

Staff Attitude

2

Communication

2

Staff Attitude

2

RJN|ENT|MDGH