Patient survey 1st January - 31st December 2023 - NHS Highland wide How efficient did you find the booking process?

How efficient did you find the booking	g process?	
Excellent	914	90.9%
Good	71	
Average	14	
Poor	6	
How do you rate the information you	were posted prior to your appoir	ntment?
Excellent	848	85.4%
Good	116	031476
Average	24	
Poor	5	
How would you rate the friendliness of	of staff?	
Excellent	963	96.9%
Average	27	500.0
Good	4	
Poor	-	
1 001		
How would you rate the knowledge o	f our staff?	
Excellent	933	97.7%
Good	16	
Average	6	
Poor	-	
		
Did you find our staff easy to identify?	?	
Yes	906	97.6%
No	22	<u></u>
Was the pain level what you expected	l during your procedure?	
Better than I anticipated	143	91.1% Note - this includes 'better than I expected' and 'what I expected'
What I expected	91	
Worse than I anticipated	23	
How did you find the care you receive		
Excellent	903	96.8%
Good	22	
Average	7	
Poor	1	
Do you feel staff treated you with dig	nity e.g. as an individual?	
Yes	928	99.8%
No	2	
		
Do you feel staff listened to you and r	espected your wishes?	
Yes	925	99.6%
No	4	<u> </u>
Would you recommend this endoscop	y unit to friends or family?	
Yes	252	99.2%
No	2	
·		

Patient survey 1st January - 31st December 2023 - Belford Hospital

How efficient did you find the booking proce	ess?	
Excellent	9	100.0%
Good	-	
Average	-	
Poor	-	
How do you rate the information you were p		
Excellent	8	88.9%
Good	1	
Average	-	
Poor	-	
How would you rate the friendliness of staff	i)	
Excellent	9	100.0%
Average		10010/0
Good		
Poor		
1 001		
How would you rate the knowledge of our s	taff?	
Excellent	9	100.0%
Good	-	
Average	-	
Poor	-	
Did you find our staff easy to identify?		
Yes	8	100.0%
No	-	
Was the pain level what you expected durin Better than I anticipated	3	85.7% Note - this includes 'better than I expected' and 'what I expected'
What I expected	3	83.7% Note - this includes better than respected and what respected
What i expected Worse than I anticipated	1	
worse than ranticipated		
How did you find the care you received in th	e unit before discharge?	
Excellent	9	100.0%
Good		
Average		
Poor	-	
Do you feel staff treated you with dignity e.	g. as an individual?	
Yes	9	100.0%
No	-	
Do you feel staff listened to you and respect	ed your wishes?	
Yes	9	100.0%
No	<u>-</u>	
Would you recommend this endoscopy unit		
Yes	7	100.0%
No	<u>-</u>	

Patient survey 1st January - 31st December 2023 - Catihness General Hospital

Excellent	26	81.3%	
Good	5	61.376	
	1		
Average			
Poor	<u>-</u>		
How do you rate the information you			
Excellent	23	76.7%	
Good	7		
Average	<u> </u>		
Poor	<u>-</u>		
How would you rate the friendliness of	of staff?		
Excellent	30	93.8%	
Average	2		
Good	-		
Poor	-		
How would you rate the knowledge o	f our staff?		
Excellent	30	93.8%	
Good	1	33.070	
Average	1		
Poor			
1 001			
Did you find any staff again to identify	2		
Did you find our staff easy to identify	1		
	31	96.9%	
Yes		96.9%	
Yes No	31 1	96.9%	
Yes No Was the pain level what you expected	31 1 d during your procedure?		xnected
Yes No Was the pain level what you expected Better than I anticipated	31 1 d during your procedure?	96.9% 84.6% Note - this includes 'better than I expected' and 'what I ex	xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected	31 1 d during your procedure? 6 5		xpected ¹
Yes No Was the pain level what you expected Better than I anticipated What I expected	31 1 d during your procedure?		xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive	31 1 d during your procedure? 6 5 2 ed in the unit before discharge?	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent	31 1 1 d during your procedure? 6 5 2 2 ed in the unit before discharge?		xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ¹
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ⁱ
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ¹
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ⁱ
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ¹
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 - nity e.g. as an individual?	84.6% Note - this includes 'better than I expected' and 'what I expected and 'what I expected' and 'what I exp	xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 nity e.g. as an individual?	84.6% Note - this includes 'better than I expected' and 'what I expected and 'what I expected' and 'what I exp	xpected [,]
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and received	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 1 - nity e.g. as an individual? 32 - respected your wishes?	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and r Yes	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 nity e.g. as an individual? 32 respected your wishes? 31	84.6% Note - this includes 'better than I expected' and 'what I expected and 'what I expected' and 'what I exp	xpected [,]
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and r Yes	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 1 - nity e.g. as an individual? 32 - respected your wishes?	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected
Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and r Yes No	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 nity e.g. as an individual? 32 espected your wishes?	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ¹
Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and r Yes No Would you recommend this endoscop	31 1 d during your procedure? 6 5 2 ed in the unit before discharge? 29 2 1 nity e.g. as an individual? 32 espected your wishes?	84.6% Note - this includes 'better than I expected' and 'what I ex	xpected ¹

Patient survey 1st January - 31st December 2023 - Lorn & Isles Hospital

ess? 42	84.0%
posted prior to your appointr	
	80.0%
<u>-</u>	
f?	
47	94.0%
3	
-	
-	
staff?	
	94.0%
<u>-</u>	
49	98.0%
1	
	100.0% Note - this includes 'better than I expected' and 'what I expecte
	Total Institutes better than expected and what expected
he unit before discharge?	
48	96.0%
1	
<u> </u>	
<u> </u>	
a as an individual?	
50	100.0%
	100.070
-	
ted your wishes?	
	98.0%
ted your wishes?	98.0%
ted your wishes? 49 1	98.0%
ted your wishes?	98.0%
1	7 1 2 1 2 2 2 2 2 2 3 3

Patient survey 1st January - 31st December 2023 - Raigmore Hospital

Excellent	836	91.7%	
Good	58		
Average	12		
Poor	6		
How do you rate the information you	were posted prior to your appointme	nt?	
Excellent	774	85.9%	
Good	99		
Average	23		
Poor	5		
How would you rate the friendliness of	of staff?		
Excellent	874	96.6%	
Average	27		
Good	4		
Poor	-		
How would you rate the knowledge o	f our staff?		
Excellent	843	98.0%	
Good	12		
Average	5		
7.1. c. age			
Poor Did you find our staff easy to identify Yes	812	97.6%	
Poor Did you find our staff easy to identify Yes	?	97.6%	
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected	812		
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected	812	97.6% 90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated	812 20 I during your procedure? 121 71		ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected	812 20 I during your procedure?		ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated	812 20 Il during your procedure? 121 71 20		ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive	812 20 Il during your procedure? 121 71 20		ected' and 'what I expected
Poor Did you find our staff easy to identify	812 20 If during your procedure? 121 71 20 Ind in the unit before discharge?	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good	812 20 If during your procedure? 121 71 20 Ind in the unit before discharge?	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent	812 20 I during your procedure? 121 71 20 In the unit before discharge? 811 19	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor	812 20 d during your procedure? 121 71 20 d in the unit before discharge? 811 19 5	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig	812 20 d during your procedure? 121 71 20 d in the unit before discharge? 811 19 5	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average	812 20 d during your procedure? 121 71 20 d in the unit before discharge? 811 19 5 1	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No	812 20 d during your procedure? 121 71 20 d in the unit before discharge? 811 19 5 1 1 nity e.g. as an individual?	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No	812 20 d during your procedure? 121 71 20 d in the unit before discharge? 811 19 5 1 1 nity e.g. as an individual?	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes	812 20 d during your procedure? 121 71 20 d in the unit before discharge? 811 19 5 1 nity e.g. as an individual? 831 2 respected your wishes?	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and r Yes No	812 20 If during your procedure? 121 71 20 If in the unit before discharge? 811 19 5 1 Inity e.g. as an individual? 831 2 respected your wishes? 830 2	90.6% Note - this includes 'better than I exp	ected' and 'what I expected
Poor Did you find our staff easy to identify Yes No Was the pain level what you expected Better than I anticipated What I expected Worse than I anticipated How did you find the care you receive Excellent Good Average Poor Do you feel staff treated you with dig Yes No Do you feel staff listened to you and r Yes	812 20 If during your procedure? 121 71 20 If in the unit before discharge? 811 19 5 1 Inity e.g. as an individual? 831 2 respected your wishes? 830 2	90.6% Note - this includes 'better than I exp	ected' and 'what I expected