

## Patient survey 1st January - 31st December 2023 - NHS Highland wide

### How efficient did you find the booking process?

Excellent	914	90.9%
Good	71	
Average	14	
Poor	6	

### How do you rate the information you were posted prior to your appointment?

Excellent	848	85.4%
Good	116	
Average	24	
Poor	5	

### How would you rate the friendliness of staff?

Excellent	963	96.9%
Average	27	
Good	4	
Poor	-	

### How would you rate the knowledge of 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	

### Was the pain level what you expected 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 received in the unit before discharge?

Excellent	903	96.8%
Good	22	
Average	7	
Poor	1	

### Do you feel staff treated you with dignity e.g. as an individual?

Yes	928	99.8%
No	2	

### Do you feel staff listened to you and respected your wishes?

Yes	925	99.6%
No	4	

### Would you recommend this endoscopy 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 process?

Excellent	9	100.0%
Good	-	
Average	-	
Poor	-	

### How do you rate the information you were posted prior to your appointment?

Excellent	8	88.9%
Good	1	
Average	-	
Poor	-	

### How would you rate the friendliness of staff?

Excellent	9	100.0%
Average	-	
Good	-	
Poor	-	

### How would you rate the knowledge of our staff?

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 during your procedure?

Better than I anticipated	3	85.7%	<i>Note - this includes 'better than I expected' and 'what I expected'</i>
What I expected	3		
Worse than I anticipated	1		

### How did you find the care you received in the 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 respected your wishes?

Yes	9	100.0%
No	-	

### Would you recommend this endoscopy unit to friends or family?

Yes	7	100.0%
No	-	

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

**How efficient did you find the booking process?**

Excellent	26	81.3%
Good	5	
Average	1	
Poor	-	

**How do you rate the information you were posted prior to your appointment?**

Excellent	23	76.7%
Good	7	
Average	-	
Poor	-	

**How would you rate the friendliness of staff?**

Excellent	30	93.8%
Average	2	
Good	-	
Poor	-	

**How would you rate the knowledge of our staff?**

Excellent	30	93.8%
Good	1	
Average	1	
Poor	-	

**Did you find our staff easy to identify?**

Yes	31	96.9%
No	1	

**Was the pain level what you expected during your procedure?**

Better than I anticipated	6	84.6%	<i>Note - this includes 'better than I expected' and 'what I expected'</i>
What I expected	5		
Worse than I anticipated	2		

**How did you find the care you received in the unit before discharge?**

Excellent	29	90.6%
Good	2	
Average	1	
Poor	-	

**Do you feel staff treated you with dignity e.g. as an individual?**

Yes	32	100.0%
No	-	

**Do you feel staff listened to you and respected your wishes?**

Yes	31	96.9%
No	1	

**Would you recommend this endoscopy unit to friends or family?**

Yes	12	92.3%
No	1	

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

### How efficient did you find the booking process?

Excellent	42	84.0%
Good	7	
Average	1	
Poor	-	

### How do you rate the information you were posted prior to your appointment?

Excellent	40	80.0%
Good	9	
Average	1	
Poor	-	

### How would you rate the friendliness of staff?

Excellent	47	94.0%
Average	3	
Good	-	
Poor	-	

### How would you rate the knowledge of our staff?

Excellent	47	94.0%
Good	3	
Average	-	
Poor	-	

### Did you find our staff easy to identify?

Yes	49	98.0%
No	1	

### Was the pain level what you expected during your procedure?

Better than I anticipated	12	100.0%	<i>Note - this includes 'better than I expected' and 'what I expected'</i>
What I expected	11		
Worse than I anticipated	-		

### How did you find the care you received in the unit before discharge?

Excellent	48	96.0%
Good	1	
Average	1	
Poor	-	

### Do you feel staff treated you with dignity e.g. as an individual?

Yes	50	100.0%
No	-	

### Do you feel staff listened to you and respected your wishes?

Yes	49	98.0%
No	1	

### Would you recommend this endoscopy unit to friends or family?

Yes	23	100.0%
No	-	

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

### How efficient did you find the booking process?

Excellent	836	91.7%
Good	58	
Average	12	
Poor	6	

### How do you rate the information you were posted prior to your appointment?

Excellent	774	85.9%
Good	99	
Average	23	
Poor	5	

### How would you rate the friendliness of staff?

Excellent	874	96.6%
Average	27	
Good	4	
Poor	-	

### How would you rate the knowledge of our staff?

Excellent	843	98.0%
Good	12	
Average	5	
Poor	-	

### Did you find our staff easy to identify?

Yes	812	97.6%
No	20	

### Was the pain level what you expected during your procedure?

Better than I anticipated	121	90.6%	<i>Note - this includes 'better than I expected' and 'what I expected'</i>
What I expected	71		
Worse than I anticipated	20		

### How did you find the care you received in the unit before discharge?

Excellent	811	97.0%
Good	19	
Average	5	
Poor	1	

### Do you feel staff treated you with dignity e.g. as an individual?

Yes	831	99.8%
No	2	

### Do you feel staff listened to you and respected your wishes?

Yes	830	99.8%
No	2	

### Would you recommend this endoscopy unit to friends or family?

Yes	208	99.5%
No	1	