

Patient survey 1st January - 31st December 2024- NHS Highland wide

How efficient did you find the booking process?		2024	2023
Excellent	640	87.1%	90.9%
Good	79		
Average	8		
Poor	8		
How do you rate the information you were posted prior to your appointment?			
Excellent	600	82.0%	85.4%
Good	112		
Average	11		
Poor	9		
How would you rate the friendliness of staff?			
Excellent	709	96.5%	96.9%
Good	20		
Average	4		
Poor	2		
How would you rate the knowledge of our staff?			
Excellent	712	96.7%	97.7%
Good	20		
Average	4		
Poor	-		
Did you find our staff easy to identify?			
Yes	686	95.8%	97.6%
No	30		
Was the pain level what you expected during your procedure? *			
Better than I anticipated	424	93.0%	91.1%
What I expected	240		
Worse than I anticipated	50		
How did you find the care you received in the unit before discharge?			
Excellent	694	95.9%	96.8%
Good	24		
Average	2		
Poor	4		
Do you feel staff treated you with dignity e.g. as an individual?			
Yes	717	99.6%	99.8%
No	3		
Do you feel staff listened to you and respected your wishes?			
Yes	713	99.0%	99.6%
No	7		
Would you recommend this endoscopy unit to friends or family?			
Yes	707	99.0%	99.2%
No	7		

* This percentage includes 'better than I expected' and 'what I expected'.