

Patient survey 1st January - 31st December 2025- NHS Highland wide

			2024	2023
How efficient did you find the booking process?				
Excellent	1217	88.8%	87.1%	90.9%
Good	130			
Average	19			
Poor	5			
How do you rate the information you were posted prior to your appointment?				
Excellent	1145	83.7%	82.0%	85.4%
Good	199			
Average	14			
Poor	10			
How would you rate the friendliness of staff?				
Excellent	1323	96.7%	96.5%	96.9%
Good	37			
Average	8			
Poor	-			
How would you rate the knowledge of our staff?				
Excellent	1342	97.5%	96.7%	97.7%
Good	32			
Average	1			
Poor	2			
Did you find our staff easy to identify?				
Yes	1289	97.4%	95.8%	97.6%
No	34			
Was the pain level what you expected during your procedure?				
Better than I anticipated	781	92.2%	93.0%	91.1%
What I expected	444			
Worse than I anticipated	103			
<i>Note - this includes 'better than I expected' and 'what I expected'</i>				
How did you find the care you received in the unit before discharge?				
Excellent	1271	95.3%	95.9%	96.8%
Good	56			
Average	4			
Poor	3			
Do you feel staff treated you with dignity e.g. as an individual?				
Yes	1329	99.8%	99.6%	99.8%
No	3			
Do you feel staff listened to you and respected your wishes?				
Yes	1324	99.6%	99.0%	99.6%
No	5			
Would you recommend this endoscopy unit to friends or family?				
Yes	1310	99.3%	99.0%	99.2%
No	9			

Patient survey 1st January - 31st December 2025 - Belford Hospital

		2024	2023
How efficient did you find the booking process?			
Excellent	12	75.0%	50.0%
Good	3		100.0%
Average	1		
Poor	-		
How do you rate the information you were posted prior to your appointment?			
Excellent	11	68.8%	64.3%
Good	5		88.9%
Average	-		
Poor	-		
How would you rate the friendliness of staff?			
Excellent	15	93.8%	85.7%
Good	1		100.0%
Average	-		
Poor	-		
How would you rate the knowledge of our staff?			
Excellent	15	93.8%	78.6%
Good	1		100.0%
Average	-		
Poor	-		
Did you find our staff easy to identify?			
Yes	15	100.0%	92.3%
No	-		100.0%
Was the pain level what you expected during your procedure?			
Better than I anticipated	5	81.3%	64.3%
What I expected	8		85.7%
Worse than I anticipated	3		
<i>Note - this includes 'better than I expected' and 'what I expected'</i>			
How did you find the care you received in the unit before discharge?			
Excellent	16	100.0%	78.6%
Good	-		100.0%
Average	-		
Poor	-		
Do you feel staff treated you with dignity e.g. as an individual?			
Yes	16	100.0%	100.0%
No	-		
Do you feel staff listened to you and respected your wishes?			
Yes	16	100.0%	100.0%
No	-		
Would you recommend this endoscopy unit to friends or family?			
Yes	15	93.8%	85.7%
No	1		100.0%

Patient survey 1st January - 31st December 2025 - Catihness General Hospital

			2024	2023
How efficient did you find the booking process?				
Excellent	40	93.0%	50.0%	81.3%
Good	2			
Average	1			
Poor	-			
How do you rate the information you were posted prior to your appointment?				
Excellent	34	81.0%	50.0%	76.7%
Good	5			
Average	2			
Poor	1			
How would you rate the friendliness of staff?				
Excellent	41	95.3%	50.0%	93.3%
Good	2			
Average	-			
Poor	-			
How would you rate the knowledge of our staff?				
Excellent	40	93.0%	50.0%	93.8%
Good	3			
Average	-			
Poor	-			
Did you find our staff easy to identify?				
Yes	43	100.0%	50.0%	96.9%
No	-			
Was the pain level what you expected during your procedure?				
Better than I anticipated	30	93.0%	50.0%	84.6%
What I expected	10			
Worse than I anticipated	3			
<i>Note - this includes 'better than I expected' and 'what I expected'</i>				
How did you find the care you received in the unit before discharge?				
Excellent	40	93.0%	50.0%	90.6%
Good	3			
Average	-			
Poor	-			
Do you feel staff treated you with dignity e.g. as an individual?				
Yes	43	100.0%	50.0%	100.0%
No	-			
Do you feel staff listened to you and respected your wishes?				
Yes	41	97.6%	50.0%	96.9%
No	1			
Would you recommend this endoscopy unit to friends or family?				
Yes	41	97.6%	50.0%	92.3%
No	1			

Patient survey 1st January - 31st December 2025 - Lorn & Isles Hospital

			2024	2023
How efficient did you find the booking process?				
Excellent	45	76.3%	86.0%	84.0%
Good	11			
Average	2			
Poor	1			
How do you rate the information you were posted prior to your appointment?				
Excellent	41	70.7%	76.7%	80.0%
Good	15			
Average	1			
Poor	1			
How would you rate the friendliness of staff?				
Excellent	57	96.6%	97.6%	94.0%
Good	1			
Average	1			
Poor	-			
How would you rate the knowledge of our staff?				
Excellent	57	96.6%	95.3%	94.0%
Good	2			
Average	-			
Poor	-			
Did you find our staff easy to identify?				
Yes	58	98.3%	95.3%	98.0%
No	1			
Was the pain level what you expected during your procedure?				
Better than I anticipated	28	96.6%	86.0%	100.0%
What I expected	29			
Worse than I anticipated	2			
<i>Note - this includes 'better than I expected' and 'what I expected'</i>				
How did you find the care you received in the unit before discharge?				
Excellent	54	91.5%	93.0%	96.0%
Good	4			
Average	1			
Poor	-			
Do you feel staff treated you with dignity e.g. as an individual?				
Yes	58	98.3%	100.0%	100.0%
No	1			
Do you feel staff listened to you and respected your wishes?				
Yes	59	100.0%	100.0%	98.0%
No	-			
Would you recommend this endoscopy unit to friends or family?				
Yes	59	100.0%	100.0%	100.0%
No	-			

Patient survey 1st January - 31st December 2025 - Raigmore Hospital

		2024	2023
How efficient did you find the booking process?			
Excellent	1107	89.4%	88.0%
Good	112		91.7%
Average	15		
Poor	4		
How do you rate the information you were posted prior to your appointment?			
Excellent	1047	84.6%	82.8%
Good	171		85.9%
Average	11		
Poor	8		
How would you rate the friendliness of staff?			
Excellent	1197	96.9%	96.7%
Good	31		96.6%
Average	7		
Poor	-		
How would you rate the knowledge of our staff?			
Excellent	1215	97.7%	97.1%
Good	26		98.0%
Average	1		
Poor	2		
Did you find our staff easy to identify?			
Yes	1159	97.3%	96.0%
No	32		97.6%
Was the pain level what you expected during your procedure?			
Better than I anticipated	709	92.1%	94.2%
What I expected	391		90.6%
Worse than I anticipated	94		
<i>Note - this includes 'better than I expected' and 'what I expected'</i>			
How did you find the care you received in the unit before discharge?			
Excellent	1145	95.4%	96.5%
Good	49		97.0%
Average	3		
Poor	3		
Do you feel staff treated you with dignity e.g. as an individual?			
Yes	1196	99.8%	99.7%
No	2		99.8%
Do you feel staff listened to you and respected your wishes?			
Yes	1193	99.7%	99.1%
No	4		99.8%
Would you recommend this endoscopy unit to friends or family?			
Yes	1179	99.4%	99.4%
No	7		99.5%