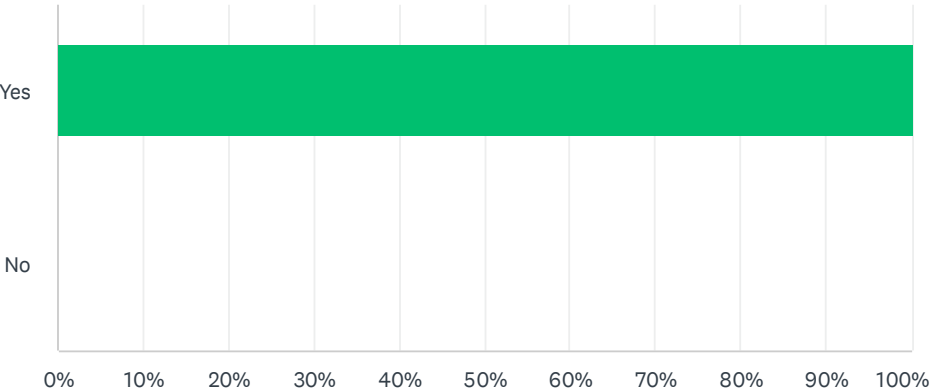


Q1 Referral - Do you feel you were referred by your GP to us for the correct procedure/s?

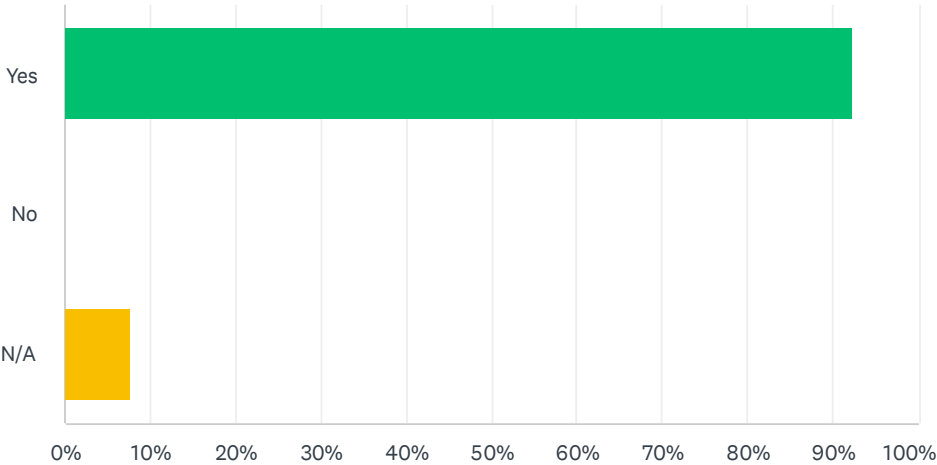
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q2 Nurse Consultation/Prep Kit - If you attended this appointment prior to procedure, did you feel that there was sufficient communication?

Answered: 26 Skipped: 0

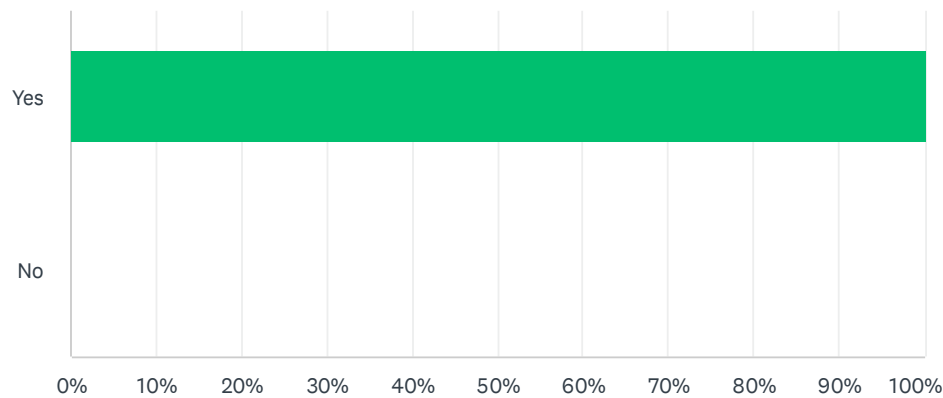


ANSWER CHOICES		RESPONSES	
Yes		92.31%	24
No		0.00%	0
N/A		7.69%	2
TOTAL			26

#	N/A	DATE
1	Endoscopy only	5/27/2025 12:52 PM
2	Excellent Communication!	5/13/2025 1:15 PM

Q3 Admission - were you given the opportunity to ask questions, or discuss any concerns you may have had?

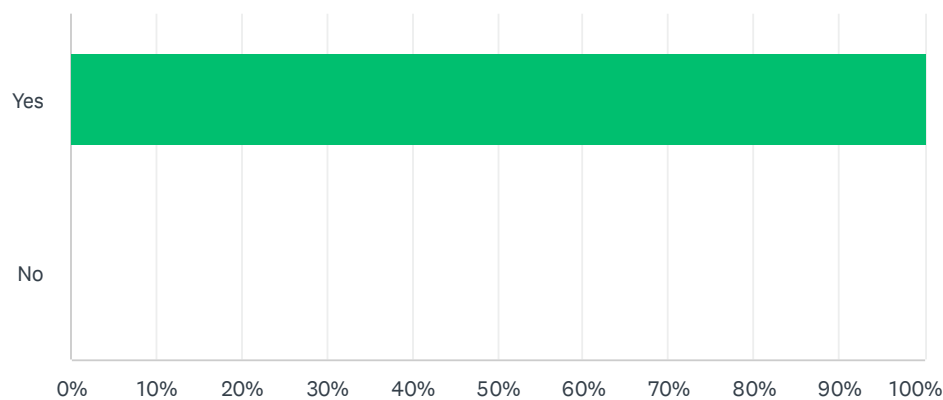
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q4 Pre-procedure - Were you seen by the Doctor and Anaesthetist in a room, separate to the procedure room that was private and you could ask questions?

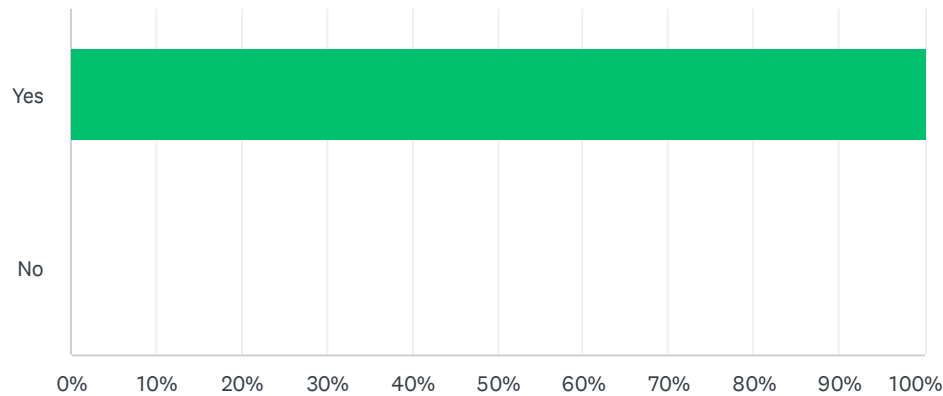
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q5 Do you feel you understood what was going to happen next?

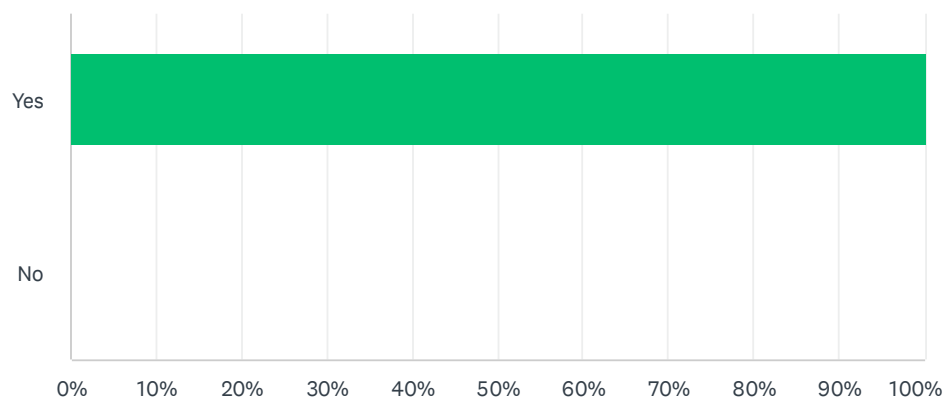
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q6 Procedure- On entering the procedure room, were you instructed on what to do and asked your details, including what procedure you were having?

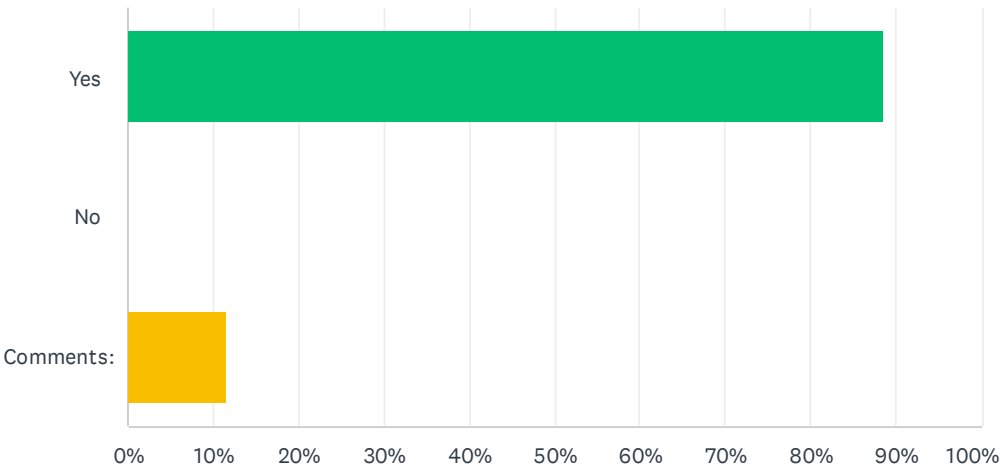
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q7 Recovery - On waking after your procedure, were you spoken to by the Gastroenterologist, and did you feel that you were informed adequately about the results of your procedure?

Answered: 26 Skipped: 0

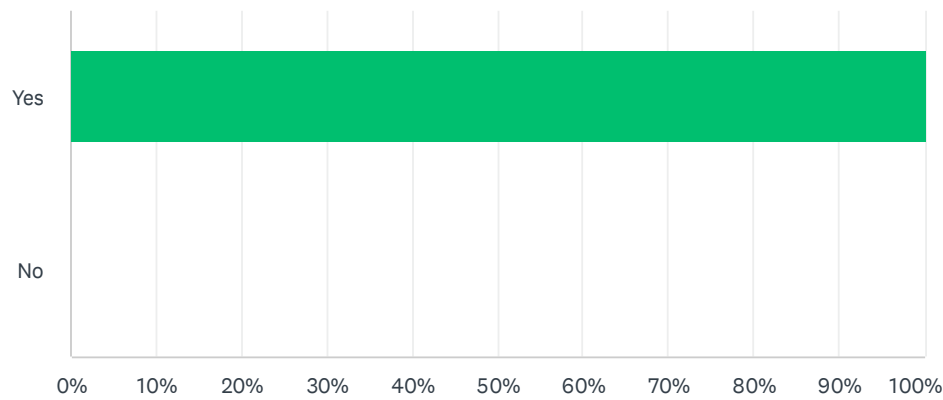


ANSWER CHOICES	RESPONSES	
Yes	88.46%	23
No	0.00%	0
Comments:	11.54%	3
TOTAL		26

#	COMMENTS:	DATE
1	Still groggy, reassurance that written report would be provided	5/27/2025 1:41 PM
2	Always very clear and informative	5/19/2025 10:13 AM
3	Very well explained in a way I fully understood.	5/15/2025 10:27 AM

Q8 Were you given an opportunity to ask questions, if needed, about your procedure?

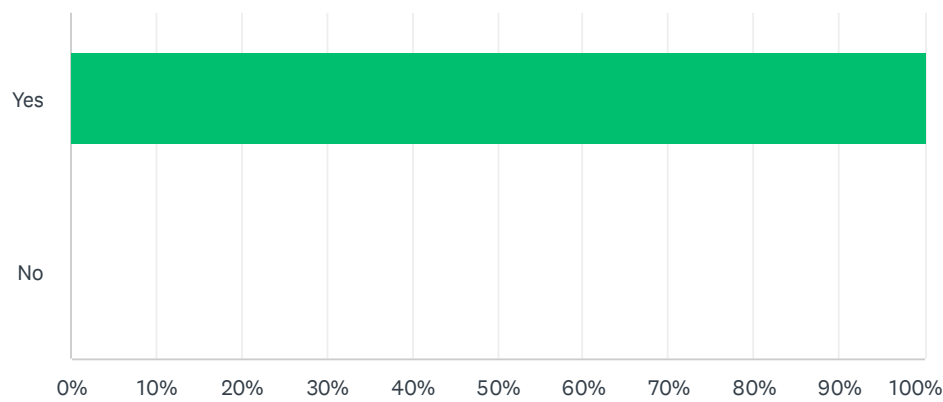
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q9 Do you feel your privacy was respected when you were informed about your procedure?

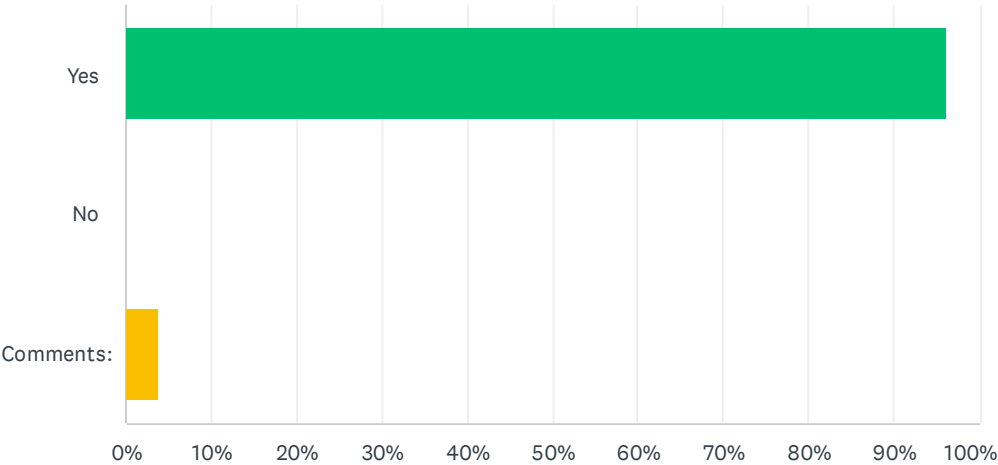
Answered: 26 Skipped: 0



ANSWER CHOICES	RESPONSES	
Yes	100.00%	26
No	0.00%	0
TOTAL		26

Q10 Discharge - Did you feel that you know and understood the outcome of your procedure?

Answered: 26 Skipped: 0

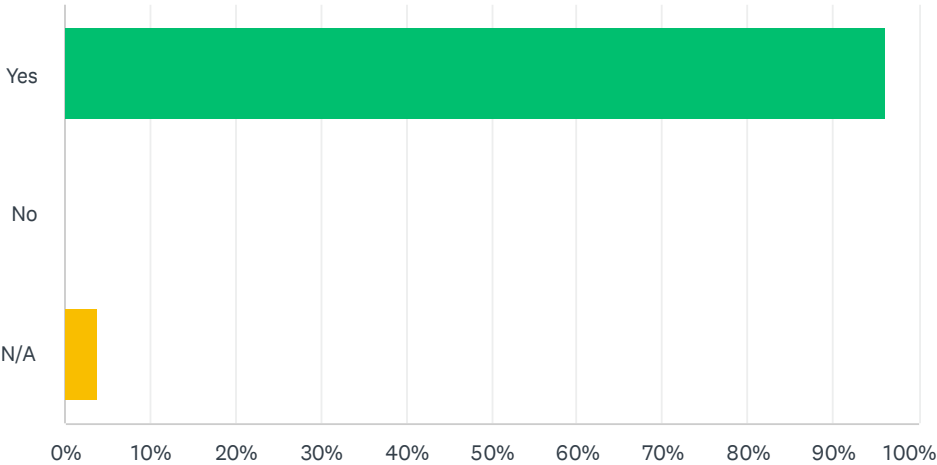


ANSWER CHOICES		RESPONSES
Yes		96.15%25
No		0.00%0
Comments:		3.85%1
TOTAL		26

#	COMMENTS:	DATE
1	I Rely on Fact that written report provided so I can read ater	5/27/2025 1:41 PM

Q11 Were you informed to see your GP for your pathology results (if applicable)?

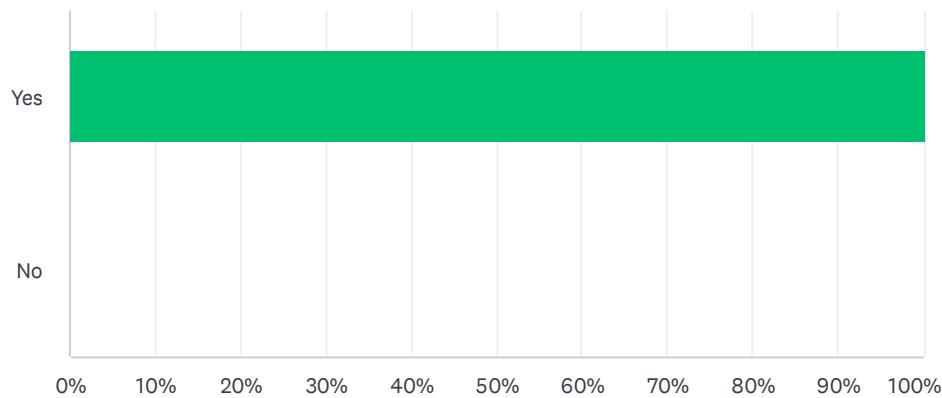
Answered: 26 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		96.15%	25
No		0.00%	0
N/A		3.85%	1
TOTAL			26

Q12 Staff Communication - Did you observe good communication between the staff throughout your visit?

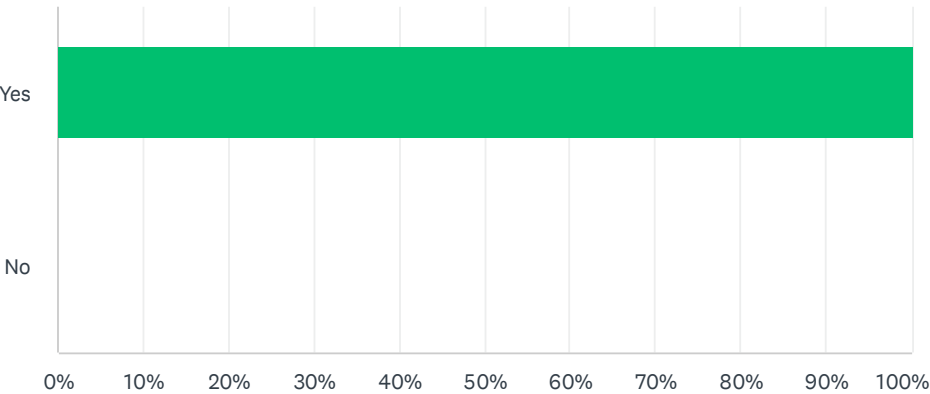
Answered: 26 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		100.00%	26
No		0.00%	0
TOTAL			26

Q13 Overall - were you satisfied with the level of communication you received?

Answered: 26 Skipped: 0



ANSWER CHOICES		RESPONSES	
Yes		100.00%	26
No		0.00%	0
TOTAL			26

Q14 Would you like to provide any other feedback or comments?

Answered: 18 Skipped: 8

#	RESPONSES	DATE
1	No	5/27/2025 1:41 PM
2	Everyone was very happy and helpful. I thank everyone for their help, advice and for being so friendly and supportive	5/27/2025 12:52 PM
3	I would like to express my sincere thanks to all the team for your kind and caring attitude and expertise in providing this medical procedure so efficiently today	5/27/2025 10:47 AM
4	The staff and specialists were absolutely amazing showing professionalism and dedication with kindness and respect. Highly recommend Southside Endoscopy Centre.	5/27/2025 8:43 AM
5	All staff were professional, courteous and calming in their approach.	5/20/2025 9:16 AM
6	Staff were excellent at all levels	5/20/2025 9:07 AM
7	Amazing team, great service and high level of care! Thank you so much to all of you!	5/19/2025 11:31 AM
8	I always feel looked after to a high level in all areas and am made to feel secure when I am trying to hide my anxiety Thank you to everyone for your amazing care	5/19/2025 10:13 AM
9	I was treated in a very professional and friendly manner at all stages of my procedure. Thank you.	5/15/2025 10:27 AM
10	Thank you southside Endoscopy for the excellent service	5/15/2025 7:49 AM
11	Terrific attention to detail friendly and caring attitude from all staff.	5/14/2025 10:17 AM
12	I arrived and office wasn't yet open, so some sort of seating outside would have been good	5/14/2025 8:16 AM
13	Everything was efficiently managed and timely. The staff were all kind and helpful and took care of me, which was much appreciated.. Thank you.	5/13/2025 1:15 PM
14	Staff were very warm and friendly. Thank you very much.	5/12/2025 1:45 PM
15	Amazing communication. Felt heard and respected during the procedure along with before and after	5/8/2025 2:25 PM
16	Wish the serum was easier to drink. Great service and no stress thank you.	5/8/2025 11:48 AM
17	Everyone in the team were friendly and willing to answer any questions. They made the experience pleasant and stress free.	5/8/2025 10:58 AM
18	Excellent staff and very friendly	5/8/2025 8:37 AM