The survey had **16** responses.

### Have you recently had a telephone, video or face to face consultation with one of our gastroenterology consultants?

* Yes - **16** *(100.0%)*.
* No - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### If the answer to the previous question was 'no' please do not continue completing this form. This form is for patients of the gastroenterology service only

### Overall, how was your experience of our service?

* Very good - **10** *(62.5%)*.
* Good - **4** *(25.0%)*.
* Neither good nor poor - **2** *(12.5%)*.
* Poor - **0** *(0.0%)*.
* Very poor - **0** *(0.0%)*.
* Don’t know - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### How likely are you to recommend our gastroenterology service to friends and family if they needed similar care or treatment?

* Extremely likely - **11** *(68.8%)*.
* Lkely - **3** *(18.8%)*.
* Neither likely nor unlikely - **1** *(6.3%)*.
* Unlikely - **1** *(6.3%)*.
* Extremely unlikely - **0** *(0.0%)*.
* Don’t know - **0** *(0.0%)*.
* No response - **0** *(0.0%)*.

### Please tell us why you would /would not recommend us to your Friends and Family.

This is a free-text question, so analysis cannot be performed.

The following free-text responses were declared:

* All the staff who have been involved from start to finish were lovely, really friendly and when I had my procedure they were all reassuring and helped me feel comfortable (1)
* Important service (1)
* A telephone consultation does not allow me the opportunity to stress that I firmly believe that I have a problem which, as has been proven, is not going away. (1)
* I was referred to you by my gp. So I didn't choose this service. However, my experience with you before covid was excellent, and the telephone consultations have been satisfactory. I would therefore not hesitate to recommend. (1)
* I feel very lucky and privileged to be able to access gastroenterology services via my local GP surgery. I have Coeliac Disease and also other ongoing gastro issues (indigestion, abdominal cramps etc) that have no obvious cause so require reviews/assistance with this. To be able to do so locally is great. I used to attend appointments/procedures at Pinderfields/Pontefract hospitals so being able to access them via The Grange is so much more convenient and I have been able to obtain appointments more quickly too. The aftercare/advice given via Dr Agrawal in person and over the phone has been brilliant and I have felt very supported and cared about at time when I know NHS staff are working harder than ever. Please pass on a huge thank you to all the gastroenterology team: the clerical staff, consultants and those involved in assisting with procedures in the endoscopy suite. They are amazing and I would happily recommend their services to friends/family. (1)
* Good communication (1)
* I felt like all the depositions was having to be taken by myself (1)
* Dr Kapur is very friendly but efficient and makes me feel at ease (1)
* Friendly service (1)

### Tick this box if you have provided comments and would not like them to be published

* on - **3** *(18.8%)*.
* off - **0** *(0.0%)*.