The survey had **120** responses.

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

* Yes - **120** *(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 - **84** *(70.0%)*.
* Good - **10** *(8.3%)*.
* Neither good nor poor - **18** *(15.0%)*.
* Poor - **4** *(3.3%)*.
* Very poor - **3** *(2.5%)*.
* Don’t know - **1** *(0.8%)*.
* 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 - **69** *(57.5%)*.
* Lkely - **26** *(21.7%)*.
* Neither likely nor unlikely - **9** *(7.5%)*.
* Unlikely - **7** *(5.8%)*.
* Extremely unlikely - **6** *(5.0%)*.
* Don’t know - **3** *(2.5%)*.
* 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:

* The team where very friendly, efficient. Kept me informed throughout the procedure Well done (3)
* It's not that I wouldn't recommend you, i use the nhs so I would say go to the Dr's, i couldn't advice some1 to just use you it's way out of my league. (1)
* Based on my experience I would recommend to friends and family (1)
* If this procedure is needed I was completely satisfied with the consultation and would recommend them (1)
* Have the nicest consultant. Been amazing with me especially as I have a fear of men (2)
* Prompt Call exactly on time. The luxury and freedom not to find a parking space was very good thanks (3)
* Friendly, I felt listened to and cared for. Thank you :) (1)
* Very friendly (2)
* Very professional and efficient service (1)
* I have been discusted with the service and care I have received. From your consultants to your receptionists. I had a backdown on the phone and the receptionist really didn't care. I told her that my mental health has been effected from the bad news I have received. I was hysterically crying and she did not try to calm me down or ask if I was ok. I should have been told to see my GP for extra support but your staff don't care. Mu consultant wanted to put me on medication before getting my results. His manor was also the same, I was petrified knowing I had another appointment booked with him. I had to research my self to find out what was wrong with me and then ask him questions. It seemed like he just wanted to get me off the phone as fast as possible while leaving me to worry. The information from the start was confusing and I had to ring back to complain about him and how he made me feel. Once I did this, he then changed and spent more time on the phone with me. It's ridiculous and bad news should not happen over the phone. I have had a mental break down over your practice and your staff.. I have asked to get transferred to Leeds. I will also be writing a formal complaint. (1)
* The support, information and treatment was caring and professional. The treatment was difficult but the consultant and team did their upmost to make me feel comfortable and supported. Clear, concise information delivered in a professional, caring manner by all of the team. Thank you! (1)
* Always a pleasure to speak with the gastro doctor always got time to talk (1)
* Excellent and efficient service and communication. Patient ,attention and advice regarding my treatment. (2)
* Having my procedure tomorrow (1)
* Very efficient consultation contact with the consultant. (1)
* Over the phone consultations don’t work in my opinion. No physical checks and too easy to prescribe medication , without a physical examination. Not really happy (2)
* I am a patient who has been losing significant amounts of weight over the last few months. Without been able to either visually see me or examine me the consultant I spoke to determined that because I’d been found to not have bowel cancer his suggestion was for me to speak to a dietician. He became irritated when I told him that my diet was good, one of my 24hr carers told him the same thing but he wasn’t interested. I had been a wheelchair racer for many years and know how to eat to best fuel my body. In fact he actually went further than that and told us he was going round in circles. In other words I’m right you’re wrong don’t know you, never met you, arn’t examining you but I know you better than you and don’t want to listen to what you’ve got to say. He didn’t care to hear that my bowel didn’t work correctly and that I’d been diagnosed with semi paralysis of the bowel or that I hadn’t had anyone explain those test results from 2017 which is hardly inpatient. I empty my bowels with catheters. He didn’t even care to hear that I get blockages in my bowel and have been hospitalised for such in the past. He actually said ‘we are talking about weight loss’ He wasn’t interested a jot! He was arrogant, rude, patronising and belittling and he left me the patient with a sense of no hope whatsoever. He should be sacked from his job. However I can promise you he will be held accountable for his actions when the reason for my weight loss is discovered. All I hope is that one day when he really needs the help of a doctor he doesn’t meet someone like himself because if he does he could die without answers. This appointment was a total waste of my time. (2)
* I found the issue i had to not be easy to talk about over the phone. And i struggled to understand the consultant as i could not see his face. I was left without further instruction as to what was happening. And the prescription the consultant said was to be followed has not been submitted to my doctors so i am still waiting for it. (1)
* We were still waiting for my biopsy results from 23 December last year ,they arrived at LGI on 26 th January,and my appointment with yourselves was the day after so Dr Kumar couldn’t really sort my problems out ,meanwhile he is referring me for two scans. I will now get my biopsy results this Friday from my own GP (1)
* My appointment was cancelled a few days before. Therefore did not get to speak to the doctor after I had booked time off from work. (1)
* very friendly and informative staff, made to feel relaxed and comfortable (1)
* Great experience many thanks (1)
* The Consultant to time to explain the reason for the call, asked how I was and what the next steps might be depending on the blood test results. (1)
* The Grange offers the best service I have ever had .The staff are very caring and helpful .The consultants are excellent very caring ,talk you through what will happen on you appointment. Wish I could use the Grange fo all my medical issues . (2)
* I had a call on Friday 24th Feb . Consultant said he would book me in for some tests but still haven't received any appointment details (1)
* Professional consultation (1)
* The service was efficient. (2)
* Very friendly (1)
* Great service in quick time (1)
* From the telephone consultation in December to the letters received which were clear despite having a lot of information in them it was very smooth. The day of my endoscopy went smoothly too, the people going through forms with me were nice & friendly along with the nurses in the room when the procedure was taking place. (1)
* It was through a hospital appointment so not really relevant (1)
* I whould have say to my family should have go tha because really nice nurses and doctors they take care of you really well and I appreciate it. Thanks (1)
* Consultant rang at correct time. He was friendly, polite and courteous. (1)
* Didn't do anything for me as I am under a gastro at pinderfields. However after 9 months of waiting for pinderfields I'm having to pay privately now as I'm at a loss and so I'll and in constant pain (1)
* I was disappointed by the response I had. I feel that the doctor is not taking the pain and irregular bowel movements seriously. I did not get an answer and was told that the crohns test would be repeated and that they would inform doctor to request this. The doctor has heard nothing, thus delaying a diagnosis even longer. I feel that there does not seem to be any urgency with this despite being in extreme pain daily and not being able to go anywhere without a nearby toilet. (2)
* Very efficient (1)
* No problems with the appointment (1)
* The team there were amazing and very comforting throughout the whole process, they made me laugh and were in general great people. I couldn’t have had a better experience (1)
* Happy to recommend but prefer face to face rather than phone calls. (1)
* Good service (1)
* Very efficient and friendly staff and service (1)
* The service was just right and adequate (1)
* Good professional but human / caring conversation was relaxed from the start.and having already had a colonoscopy I thought it was as above a warm experience under the circumstance which is what is wanted when faced with the possabilities (1)
* Not had any treatment yet (1)
* Efficient warm and friendly caller put me at ease straight away (2)
* Its been going on for nearly a year and its no better (1)
* I was well looked after, and felt calm and not frightened at all brilliant care (1)
* I would highly recommend this service as it was very efficient and professional from the first appointment to my procedure and the follow-up consultations, which were all done without delay . All staff was very helpful. (1)
* All the staff I have spoken to are extremely friendly/helpful. The consultant explained everything during the telephone consultation & didnt discharge me just yet in case i have any further concerns. (1)
* I didn’t meet with a consultant face to face and I’ve yet to receive my appointment for a colonoscopy. (1)
* I have recommrend my friends and have told my family how good you are. The doctors are very honest and the nurses are very attentive. I have no complaints with the grange. Thanks for your care . (1)
* I was satisfied with the explanation of my diagnosis (1)
* The service is excellent ,Dr Kapur is exceptional ,he listens ,explains everything. I would always recommend the Grange ,great service .Wish all the NHS services were the same. (2)
* I would certainly recommend I found it very easy to talk to the doctor that I spoke to I felt that I could tell him everything and ask him questions which he answered fully. I felt more at ease when I came off the phone. (1)
* Friendly and helpful service (1)
* Very good consultation (1)
* Was treated with great respect (1)
* Efficent service (1)
* The doctor rang me to speak to me at the said appointment time, i was just getting into my parents car at the time, he offered to ring me back at a better time, i asked him of this would put a black mark against me. He reassured me it wouldn't and we ended the conversation with either him ringing me later or sending me a new appointment out, then I recieved this questionarre which I can't fully answer till we've spoken properly. XxX (1)
* The doctor patiently make me explain my issue and told me the next steps (1)
* The doctor was very helpful and took his time to listen to any concerns I have. (1)
* The staff at the Grange doctors are fantastic, Doctor Agawall and miss Rebecca Hopkins who delt with me before and on my appointment we're both so helpful. Thank you (1)
* This is the 2nd telephone appointment I've had for a problem I've had over 12 months. I am still no closer to getting help with my symptoms and both times I was made to feel like I was being over dramatic and as if the consultant couldn't wait to get me off the phone. Very rushed and unsympathetic. (1)
* If it was necessary would recommend staff very friendly felt very at ease. (1)
* Hassle free appointment. No waiting . Friendly ,efficient staff . (1)
* Everyone was friendly and professional. (1)
* Because firstly I hope that they wouldn't need y. ( What a stupid question) (1)
* I had a good discussion with the doctor and agreed next steps he even called back having reflected on our conversation with some further steps for me to do. I haven't yet received my follow up appointment (1)
* Very friendly, professional office staff ,Drs and Nursing staff thankyou all (1)
* Everything was very professionally done & my comfort was important to the staff looking after me. (1)
* Because the way I was treated in every way was excellent from coming through the door. (1)
* The nurses on the day of procedure were fantastic: kind and explanative. However the colonoscopy felt rushed (Christmas Eve) and the operator said he could not see up at the top has he stated he didn’t think my bowel prep had worked properly although I felt it had! and I may have to have it done again! My pain is top of abdo under my rib cage! I feel no further on. The consultant phoned to say he would put me on Amitriptyline- not sure just giving pain relief is the answer! (1)
* I feel the doctor didn't listen to me and my concerns. It was a telephone appointment and I'd been put in the IBS box due to stomach distension when if he'd let me send him photos he would clearly see my distension is nothing like an IBS belly, it starts from my navel and comes out almost vertically, not from the bra line, neither do I react to food like a person with IBS. He dismissed the 2 times in my urgency to send him the pictures as I feel his opinion woukd have changed. My change in bowel habit I think is due to stress due to the changes in my body, clothes not fitting around my waist, the discomfort and circles im going around in. (1)
* So caring, but I would like to know why the consultant keeps sending me for ultrasounds and blood tests when I seem to be ok now. Tthe only thing that is found is anaemia which I have had for a long time. Because I am not given a proper blood form I am not being received favourably at Pinderfields Phlebotomy Dept. (1)
* Only thing is I would like to c someone face to face in sread of telephone (1)
* The call invited me for an invasive procedure. I was not aware this was going to happen . I was surprised and shocked. I had no time to consider this offer. I was left shocked and worried about the outcome. (1)

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

* on - **34** *(28.3%)*.
* off - **0** *(0.0%)*.