The survey had **89** responses.

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

* Yes - **89** *(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 - **51** *(57.3%)*.
* Good - **25** *(28.1%)*.
* Neither good nor poor - **4** *(4.5%)*.
* Poor - **6** *(6.7%)*.
* Very poor - **3** *(3.4%)*.
* 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 - **39** *(43.8%)*.
* Lkely - **32** *(36.0%)*.
* Neither likely nor unlikely - **6** *(6.7%)*.
* Unlikely - **6** *(6.7%)*.
* Extremely unlikely - **5** *(5.6%)*.
* Don’t know - **1** *(1.1%)*.
* 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:

* I found the procedure to be far more uncomfortable than I recall a previous one being and would only recommend it being undertaken with sedation. Staff were very pleasant and professional (1)
* Efficient service (1)
* The gastroenterologist was excellent. Asked me several questions and was helpful in answering my own. The big problem is with the GP. No communication from GP with myself or the gastro unit. This has slowed down any progress. You might like to ask the GP practice why they are so badly ran. (1)
* The gastroenterologist that is managing my case didnt know about what I was asking to test for and my medical background. They had put me through for an Intrinsic Factor test failing to check my notes that I had already had two previously. I then went on to mention that I had tested positive for parietal cell autoantibodies and the gastroenterologist said they didn't know what this was which was very frustrating. If they put me through for IF tests then parietal cells are what make Intrinsic Factor and if autoantibodies are present for parietal cell autoantibodies then in time they will not have the ability to produce the intrinsic factor. I have heavily researched the issues I am trying to find the cause of therefore requested a stomach ph test when I was put forward for an endoscopy. At this point the gastroenterologist said they would review my results and consider it after the endoscope (even though I know it can be carried out at the same time as the test). When i got a call about my results they were reluctant to put me forward for the one test I had requested. They said they would like ME to send them scientific papers I had read on why I am requesting for the test. And about the parietal cell autoantibodies. I asked you do specialise in the stomach dont you to which they replied quickly yes and listed off other organs they specialise in. They also gave the option of rereffering me on to someone else to which I replied that I am not sitting waiting in another queue again. To be honest I would happily be referred to someone more experienced if I knew i wasnt waiting in another queue to be seen again. This person is very rude and inexperienced asking me to email them reasons to support why I feel a certain test is required. Plus their priority of putting the patient first is very low. When my endoscopy results were discussed they wanted to cut me off and end the conversation and not discuss any further options or possible outcomes. Very poor service. (1)
* On time appointment, friendly doctor. A good experience. (1)
* Professional service, thorough in explaining everything (1)
* I found the whole process highly unprofessional. The procedure is very painful and uncomfortable, there was little to no support for this during the procedure other than being made to feel like an inconvenience. At one point the tube was removed from the gas and air to stop me from using this to aid the pain. Doctor completing the procedure did not communicate clearly and became easily frustrated when it was not fully understood what he wanted. His response was to continue to force and cause pain rather than to try and support to ease the situation. It was a traumatic experience from start to finish. Would not recommend for anyone. (1)
* No help advice given didn’t seem interested sorry but just my opinion (1)
* All the staff were very pleasant and helpful and had were very good on my follow ups (2)
* I would recommend the service if there was a very urgent requirement. The long drive to almost 'South Yorkshire' was a bit disconcerting, especially from the Western end of the 'Mid Yorks Hospitals' catchment area. The car parking is limited, however free, which is a plus. The staff were very friendly and almost angelic in reassurance, especially when you are having a 1/2" tube shoved through your throat to the other end of your upper torso! (1)
* The team were absolutely great, made.me feel at ease during the procedure. They explained everything before during and after the process. The phone call follow up were on time, and everything was explained to me including next steps. Thank you team. (1)
* Took ages for this referral. Had my op by then. (1)
* N/a (1)
* The consultant's time was wasted as the pre-op booking clerk rang me and advised that they don't sedate patients at the grange and would be referred back to the hospital. I then had a letter to say the consultant was going to do a telephone follow up appointment but it also stated that i should ensure that tests had been done. I telephoned the grange as i had no tests which they were aware of but the person I spoke to said it was the preceedure they had to go through. Dr Kapil Kapur rang me and when I explained what had transpired, he said it was ridiculous and they do sedate, he said he would speak to them. I am now in limbo as I don't know what's happening. (1)
* I did not receive the help I was referred for. (1)
* Very efficient and caring (1)
* The specialist was very informative and clear with my diagnosis. He then offered me different support and ways forward. (1)
* The consultant was very kind and clear with what he told me ,but I would genuinely prefer to see any kind of medical staff face to face . (1)
* I don't have any friends. Any family should go to the doctor first (1)
* I found it friendly and informative (1)
* All.my appointments to discuss results and next steps have been phone appointments, would have liked at.least 1 to.be face to face with the consultant (1)
* Phone call poor rushed doctor not really interested (1)
* The experience has always been positive. The consultant calls always very near the allocated time and the explanation of what the situation is and what should be done is clear and easy to follow. I feel that my needs are being properly attended to. (1)
* DIGNOSIS OVER THE PHONE I WOULD NOT RECOMMEND (1)
* Because it is easier than trying to talk or see our own doctors (2)
* I only wanted a small consultation ,to ask a couple of questions,first call he told me abruptly you will having this ,once I could understand what he said ,second call he seemed fed up to the back teeth that he had to have this call ,which made me feel rotten (2)
* Friendly, informative conversation giving reassurance. (2)
* Would recommend because they were very sensitive to how I was feeling and explained everything in fine detail and put me at easy with everything. (1)
* Professional & friendly staff. Fully explained the procedure before & explained outcome results. Aftercare was great. The follow up phone appointment from the consultant, again, thouroughly explained everything in a friendly, helpful & professional manner. (1)
* I was reffered for a barium meal as i have dysfunctional swallowing. as a retired GP i know this would not show up on an endoscopy but only on a radiological examination with contrast media. Why would they offer an endoscopy? (1)
* The specialist is fab and very caring. He has been more than helpful. He has referred to me to a general surgeon which unfortunately is taking a lot longer than anticipated. (2)
* I have had telephone consultation with the consultant. He was nice, explained and asked questions regarding my issues.He seemed good the way he spoke. Until I will be in a situations where I actually see him in person or gets treatment, then I I’ll be able to fully recommend you..Thank you.. (1)
* The GI doctor I saw was dismissive and not willing to provide adequate services for diagnosis.. discharged me back to my gp which doesn’t help when the gp referred me in the first place for extra input. (1)
* The nurse was so reassuring and explained the procedure, had a telephone consultation last Friday and said I would be prescribed 2 medication, not heard anything about medication, not sure if the prescription will be sent to my doctors (1)
* So far I have had good communication and lovely staff (2)
* The gastroenterologist was very professional, helpful with advice and treated me with respect (1)
* Very polite pleasant and efficient (1)
* The service I have experienced has been great and the staff I’ve dealt with have been lovely. (1)
* Everyone who works in this department have been amazing and very helpful. The reception staff listen to your call and help direct you to the right place. The consultant is very supportive and understanding about my on going problems. He is trying very hard to help get me the right care and treatment I need. (1)
* Excellent service professional caring & efficient. Have had telephone with consultant before operation for cameras both ways & the care pre op calls with nurse & during & after & the follow up aoot with consultant. All staff made you at ease & explained what would happen & during day of op. (1)
* Very patient, gentle and supportive nurses and consultant. (1)
* He was very professional and polite, he was very informative and gave me some good advice (1)
* I should very much have preferred a face-to-face (as it were) consultation rather than having it done over the 'phone. (1)
* Was told worse symptoms following a gastroscopy was just a coincidence / never been seen face to face / don't feel i have been told anything definite / appointments feel quite 'dismissive'. (1)
* K (1)
* The doctor I spoke with was clear and friendly. I have been notified of appointments promptly and they have always happened on time. The team were incredibly efficient and supportive when I had my procedure. (1)
* As I have only had a phone consultation organised by my GP. I am having a procedure there next week. Perhaps I can comment then. Thank you to the lady who I've had a conversation with regarding my appointment. She had a lovely comforting telephone manner and an assurance that everything I need will be in the post. (1)

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

* on - **34** *(38.2%)*.
* off - **0** *(0.0%)*.