

Chemotherapy & Day Treatment Unit - 'Friends and Family Test' - Jan-15 to Mar-15

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance issued in Oct-14.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-15	21	100.0	0.0	0.0
Feb-15	9	100.0	0.0	0.0
Mar-15	No data	No data	No data	No data

Qualitative Feedback

	Month	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jan	Extremely likely	Very well organised, working as a team (very good care).		Male	56-65	White British	No tick
2	Jan	Extremely likely	The whole team from consultant right down to the tea lady are super. Always smiling face awaits you. All give you all reassurance and have time.	No. Keep going as you all are.	Female	over 65	White British	No tick
3	Jan	Extremely likely	The staff very polite, caring and helpful.		Female	over 65	White British	No tick
4	Jan	Extremely likely			Male	over 65	White British	No tick
5	Jan	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	Jan	Extremely likely	Myself and my wife have received first class treatment from all the staff on Chemo unit, who even though overworked are caring. We are so lucky to be in Devon. Working conditions are poor in cramped rooms but this never stops first class treatment. Well done all xxx.	Moving to the new unit.	Male	over 65	White British	No tick
7	Jan	Extremely likely	Help is available when	Just fine as it is.	Male	over 65	White British	No tick

			required!					
8	Jan	Extremely likely	Very friendly, helpful and knowledgeable staff.	More staff?	Male	over 65	Other ethnic group	No tick
9	Jan	Extremely likely	The staff have always been friendly and most helpful and made a difficult time more comfortable.	The new premises and facilities will be a big improvement for patients and staff.	Male	56-65	White British	No tick
10	Jan	Extremely likely	Although a very busy unit, the staff are always very pleasant, helpful and approachable. The light meals - teas + coffees etc. are very much appreciated.		Female	over 65	White British	No tick
11	Jan	Extremely likely	The staff are excellent accommodating and friendly. Really important when having treatment.		Female	36-45	White British	No tick
12	Jan	Extremely likely	The staff of Chemotherapy Day unit are friendly and make you feel relaxed. Keep up the good work!		Female	46-55	White British	No tick
13	Jan	Extremely likely	This is the only Chemo unit in North Devon. I feel I have had excellent treatment, in spite of the old facilities.	Move to new unit.	Male	over 65	White British	No tick
14	Jan	Extremely likely	All the staff are extremely nice and very helpful.					No tick
15	Jan	Extremely likely	The staff were all very kind and understanding.		Male	56-65	White British	No tick
16	Jan	Extremely likely	All members of staff are always so helpful and always cheerful and happy in their work, you could not ask for a		Female	over 65	White British	No tick

			nicer group of people.					
17	Jan	Extremely likely	All staff very kind, helpful and friendly.	No.	Female	over 65	White British	No tick
18	Jan	Extremely likely	Very friendly, knowledgeable staff.		Female		White British	No tick
19	Jan	Extremely likely	Because I think if I have been coming for years and no problems.		Female	over 65	White British	No tick
20	Jan	Extremely likely	Extremely efficient and considerate treatment.		Male	over 65	White British	No tick
21	Jan	Likely	Nothing wrong with it, though waiting time are incalculable, it's the same everywhere, and things will surely be even better when the new unit opens in March.	No I'm not qualified to make suggestions on NHS/hospital services.	Male	56-65	White British	No tick
1	Feb	Extremely likely	Kindness, care and cheerfulness.	Carry on.	Female	over 65	White British	No tick
2	Feb	Extremely likely	Cheerful, happy, willing to go the extra mile.		Male	over 65	White British	No tick
3	Feb	Extremely likely	The staff on the ward are so friendly and professional, explained any questions asked which is reassuring when having cancer. I also know of some friends who have received care and treatment on the same ward who agree.		Female	56-65	White British	No tick
4	Feb	Extremely likely	Staff are really friendly and make the experience comforting.	Waiting for treatment to start could be shorter.	Female	26-35	White British	No tick
5	Feb	Extremely likely			Female	over 65	White British	No tick
6	Feb	Extremely likely	Well cared for.		Male	56-65	White British	No tick

7	Feb	Extremely likely	As the staff are all so friendly and sweet.	Time, although it is not the fault of the staff the time for things to happen seems to take a long time.	Male	26-35	White British	No tick
8	Feb	Likely	Friendly caring staff.		Male	over 65	White British	No tick
9	Feb	Likely	Friendly and interested staff. Plus ginger nuts and a cuppa were ok!		Male	56-65	Other ethnic group	No tick