

Seamoor Unit - 'Friends and Family Test' - Aug-15 to Sep-15

We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Quantitative Results

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

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.	%	%	%
Aug-15	1	100.0	0.0	0.0
Sep-15	8	100.0	0.0	0.0

Qualitative Feedback - Aug-15

	'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	Extremely likely	You get very good treatment and the staff are polite and helpful.		Male	over 65	White British	No tick

Qualitative Feedback - Sep-15

	'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	Extremely likely	The staff on the Seamoor Unit have been amazing. We love G. - never fails to lighten the day. All in all excellent care. They have made a horrible experience into something completely bearable. Will actually miss the staff!		Male	26-35	White British	No tick
2	Extremely likely	Everyone is so friendly, it is not like being in hospital.		Female	over 65	White British	No tick
3	Extremely likely	Expertise and compassion of staff.		Male	over 65	White British	No tick
4	Extremely likely	All the staff are kind & caring but possibly there should be more of them & weekend working.	As stated.	Female	over 65	White British	No tick

5	Extremely likely	New, bright colours, light, gardens. Attentive, helpful & friendly staff.	Expand pharmacy to reduce really long waiting time for drugs at times.	Female	56-65	White British	No tick
6	Extremely likely	Lovely staff, beautiful facilities - just what you need to compensate for having to have chemo.		Female	56-65	White British	No tick
7	Extremely likely	Friendly, knowledgeable staff.	More nurses.	Female	36-45	White British	No tick
8	Extremely likely	Nice, friendly staff but not liking having to wait for the medication to be delivered to the ward each time. It makes the day a long one.		Female	over 65	White British	No tick