

Seamoor Unit - 'Friends and Family Test' - Aug-16 to Sep-16

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 'Would recommend' score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-16	4	100.0	0.0	0.0
Sep-16	10	100.0	0.0	0.0

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	Aug	Extremely likely	I have a suggestion to have a bell in reception that people ring leaving after their last treatment and my children are raising money to donate this to the unit! Any questions please call [omitted] to find out how fundraising is going.	Overleaf! Amazing service!	Female	26-35	White British	
2	Aug	Extremely likely	Impressed by the dedication, professionalism & efficiency of staff at every level.		Male	over 65	White British	
3	Aug	Extremely likely	Pleasant, timely, effective.		Male	over 65	White British	
4	Aug	Extremely likely			Female	over 65	White British	
1	Sep	Extremely likely	Fantastic staff, they really are the best and the unit is bright and comfortable. But the staff are just the best, they are so welcoming.	None. You can't improve this unit.	Female	46-55	White British	
2	Sep	Extremely likely	Friendly, helpful staff in pleasant setting.		Female	26-35	White British	
3	Sep	Extremely likely	Everyone very kind and efficient. No problems whatsoever.		Female	over 65	White British	
4	Sep	Extremely likely	The unit is very bright,		Female	56-65	White British	

			clean and modern and the staff are wonderful, very friendly and caring.				
5	Sep	Extremely likely	Excellent staff, friendly professional treatment, pleasant surroundings. Cannot imagine any better arrangement for my treatment.		Male	over 65	White British
6	Sep	Extremely likely	All staff so caring and attentive. Nothing too much trouble and really well informed - impressive.		Male	over 65	White British
7	Sep	Extremely likely	The staff are so kind & caring. There is a peaceful but happy atmosphere in the ward.	Stop the threat of closing the hospital - we can't do without you.	Male	over 65	White British
8	Sep	Extremely likely	Everyone helpful & friendly. Nice atmosphere in bright & airy conditions.		Female	over 65	White British
9	Sep	Extremely likely	Very caring and professional service from start to finish. Staff at all levels really excellent and charming.		Male	over 65	White British
10	Sep	Extremely likely	Everyone is always so friendly and accommodating.		Female	36-45	White British