

## Seamoor Unit - 'Friends and Family Test' - Dec-15 to Jan-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 score is 75%.**

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Dec-15	28	100.0	0.0	0.0
Jan-16	23	100.0	0.0	0.0

## Qualitative Feedback - Dec-15

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Everyone is very kind and considerate - professional.		Male	over 65	White British	No tick
2	Extremely likely	Very professionally run. Nothing is too much trouble.	Maintain good staffing levels.	Female	56-65	White British	No tick
3	Extremely likely	Friendly staff that treat me as a person not an inconvenience.		Male	46-55	White British	No tick
4	Extremely likely		This is a flagship unit for North Devon NHS.	Male	over 65	White British	No tick
5	Extremely likely	Staff are brilliant and the new unit very pleasant.	No.	Male	56-65	White British	No tick
6	Extremely likely	Pleasant, efficient and courteous staff.		Male	56-65	Other ethnic group	No tick
7	Extremely likely	On the one hand the care is totally professional and on the other very friendly and caring.	No.		over 65	White British	No tick
8	Extremely likely	Everybody is just amazing, they are so understanding and will do anything for you. Thank you.	No.	Female	36-45	White British	No tick
9	Extremely likely	Good care.	None.	Male	56-65	White British	No tick
10	Extremely likely	Attention could not be better. Care given the best possible Thank you to all the team.		Male	46-55	White British	No tick
11	Extremely likely	They look after my husband really well.	Have a coffee machine.	Female	over 65	White British	No tick
12	Extremely likely	There is always a very relaxed atmosphere, the staff are always	Sometimes communication between doctors, patient &	Female	over 65	White British	No tick

		good humoured, professional & work very hard under sometimes extreme circumstances.	nurses could be better.				
13	Extremely likely	Staff very friendly and efficient and marvellous facilities - bright airy and calm.		Female	56-65	White British	No tick
14	Extremely likely	All aspects of care were taken into account, physical, mental & emotional & everyone was friendly. But hope my friends & family never have the need of such treatment.	No. This new unit is so light & airy. I feel very happy & safe here.	Female	over 65	White British	No tick
15	Extremely likely	My reason is because always smiling staff and attention to patients' welfare and needs.		Female	26-35	White British	No tick
16	Extremely likely	The Seamoor team are first class and caring.	Just carry on doing a good job.	Male	over 65	White British	No tick
17	Extremely likely	Friendly & efficient staff in the unit.	Get the TV working.	Female	56-65	White British	No tick
18	Extremely likely	Excellent doctor who has time to discuss all aspects of treatment.	Set aside parking for appointments.	Male	over 65	White British	No tick
19	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
20	Extremely likely	Because of very good treatment and friendly staff.		Male	over 65	White British	No tick
21	Extremely likely	Quite frankly, if it wasn't for you I'd probably be pushing up the daisies!					No tick
22	Extremely likely	All the staff are so lovely, especially P.	Improve the wait time for drugs form pharmacy.	Female	46-55	White British	No tick
23	Extremely likely	Nurses friendly.	Changing of the bags quicker after the bleeping would reduce waiting times.	Female	over 65	White British	No tick

24	Extremely likely	Staff very pleasant, make you feel relaxed and the surroundings are comfortable. Food was lovely. Everything explained clearly and friendly.		Male	over 65	White British	No tick
25	Extremely likely	All nurses are always cheerful and very nice to have around while having Chemo.		Male	over 65	White British	No tick
26	Extremely likely	Staff are very friendly and informative. They attend to you well. The ward is really calm.	Please can you provide drinks for the relatives who sit with us and support us through our treatments.	Female	56-65	White British	No tick
27	Extremely likely	Excellent treatment all through my Chemo.					No tick
28	Likely	Hope my friends / family will never need such a recommendation!! However, the Chemo nurses are all wonderful.	Overall management? Often very long waits and not enough staff.	Female	56-65	White British	No tick

### **Qualitative Feedback - Jan-16**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Lovely, bright, clean environment. Friendly staff at front desk. However we have always had to wait over an hour to be seen by consultant - so why are so many patients booked in for the same	Nurse training on interest in a patient. Look at why patients have such a long wait to see consultant and stagger appointments more appropriately.	Female		White British	No tick

		time? It does seem like bad planning. Some nurses on the chemo unit could be a little more friendly & interested in their patients.					
2	Extremely likely	Efficient but very friendly, always ready to help and with a smile.	None at all.	Female	over 65	White British	No tick
3	Extremely likely	Lovely place with lovely, kind and helpful people.	No.	Male	over 65	White British	No tick
4	Extremely likely	The new unit is fantastic. It's bright + airy + feels relaxed whilst maintaining a clinical appearance. The staff are great - knowledgeable, supportive + very caring.		Female	56-65	White British	No tick
5	Extremely likely	Helpful, friendly staff who explain things well.	Costa coffee machine in waiting area.	Male	over 65	White British	No tick
6	Extremely likely	Very friendly staff.		Male	56-65	White British	No tick
7	Extremely likely	The system works very effectively and I see no reason for changes. A very well run ship.		Male	over 65	White British	No tick
8	Extremely likely	Staff very professional and friendly, good sense of humour, a pleasant environment to spend time and not a bad cup of tea and Hobnobs always a bonus.		Male	46-55	White British	No tick
9	Extremely likely	Very professional staff.		Male	over 65	Other ethnic group	No tick
10	Extremely likely	I have found the unit clean, tidy & comfy, the staff which are under pressure very pleasant and efficient.	Better magazines?	Female	46-55	White British	No tick
11	Extremely likely	Very pleased, felt at ease, for first	Very well run ward. Excellent	Female	over 65	White British	No tick

		time on ward, very clean and well-presented.	service. W.M. a star - very professional. Can't think of anything to improve.				
12	Extremely likely	Pleasant, friendly, caring and efficient staff. Nice atmosphere.	No.	Male	56-65	Other ethnic group	No tick
13	Extremely likely	Even though staff are kept busy they are so nice, kind & will keep checking on you. Lovely people.	Fix an aerial to the TV!	Female	46-55	White British	No tick
14	Extremely likely	Wonderful surroundings for a grim but life-saving treatment. Lovely kind + informative staff. Thanks.	More information earlier (before we reach this unit ) would be nice so we can prepare ourselves for the endless appointments + bloodletting!		46-55	White British	No tick
15	Extremely likely	Excellent facilities & very helpful staff. A pleasure to be in these new surroundings.	There is too much time wasted waiting for chemo arriving from pharmacy. This solved would be an excellent improvement.	Female	over 65	White British	No tick
16	Extremely likely	Staff are always cheerful and helpful even when busy and very polite.	Treatment always takes longer than needs to be because the beeps from the pump aren't responded to in an appropriate timeframe.	Female	46-55	White British	No tick
17	Extremely likely	Expertise and customer care of staff in unit. Staff excellent but over-worked.	Costa express or similar vending machine in Seamoor Unit.	Male	56-65	White British	No tick
18	Extremely likely						No tick
19	Extremely likely	A new, clean & modern facility. The staff are friendly & helpful. New to chemo treatment, I found the experience to be good & not what I thought.	Not at this time.	Male	over 65	White British	No tick
20	Extremely likely	The care and attention are second		Female	46-55	White British	No tick

		to none. The room is light, airy & quite jovial. The staff are full of helpful comments & supported me very well through all my treatments & listened when I just wanted to talk.					
21	Extremely likely	The treatment I have received in this unit has been 'second to none'. Everyone has been kind and attentive, have listened to any questions I have had and been happy to answer them. They have made a difficult time much easier to deal with.		Female	over 65	White British	No tick
22	Extremely likely	Everyone, from the doctors to the cleaners, work as a co-ordinated team for the care of the patients. Help and advice at every step of the way.		Male	over 65	White British	No tick
23	Likely	Very comfortable chairs that can be adjusted. Excellent staff - main reason. Timely refreshments. Pleasant environment.	Sometimes the response to equipment alarms could be more timely.	Female	over 65	White British	No tick