

Seamoor Unit - 'Friends and Family Test' - Feb-16 to May-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.	%	%	%
Feb-16	24	100.0	0.0	0.0
Mar-16	5	100.0	0.0	0.0

Apr-16	33	97.0	0.0	3.0
May-16	8	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	Feb	Extremely likely	The nurses are always attentive, kind, considerate and informative. I was always at ease with everything and they also made friends and family welcome. I can't praise the whole set up enough. Thank you all.		Female	over 65	White British	No tick
2	Feb	Extremely likely	You give a very supportive and friendly experience in what could be otherwise a very difficult time.	Maybe a better choice of food - hospital lunches perhaps as well as sandwiches - your chicken pie!!	Male	over 65	White British	No tick
3	Feb	Extremely likely	Treatment is careful & efficiently applied. Nursing staff first class in competence & compassion.		Male	over 65	White British	No tick
4	Feb	Extremely likely	Wonderful team.	Couldn't be any better.	Female	over 65	White British	No tick
5	Feb	Extremely likely	Very kind & helpful.		Male	over 65	White British	No tick

6	Feb	Extremely likely	Kind, caring, even phone me at home, could not wish for a better unit or staff.	Sometimes they are very short of qualified nurses and seem to be rushed but always give 100%.		over 65	White British	No tick
7	Feb	Extremely likely	Efficient & friendly staff & service.					No tick
8	Feb	Extremely likely	A highly professional, clean, caring unit that has all aspects of the patients interests to heart. We wouldn't want our relative to have had her treatment in any other hospital. Thank you all staff on Seamoor wing. x P.S. We always speak highly of the Seamoor to all our friends & associates.	A minor point, let patients know on arrival if there are any delays & how long behind they are running.	Female	over 65	Black / African / Caribbean / Black British	No tick
9	Feb	Extremely likely	Care and treatment very good.					No tick
10	Feb	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
11	Feb	Extremely likely	The nurses are so kind and helpful.		Female	over 65		No tick
12	Feb	Extremely likely	Excellent service from all team members - very friendly and professional. A great, uplifting atmosphere.		Female	over 65	White British	No tick
13	Feb	Extremely likely	Friendly, efficient, professional staff.	Speedier delivery of drugs to the unit.	Male	over 65	White British	No tick

14	Feb	Extremely likely	Kind, friendly & cheerful nurses.	No.				No tick
15	Feb	Extremely likely	All the staff on this unit, from the doctors, nurses and tea lady & cleaners are so caring and committed to their jobs.	No.	Male	46-55	White British	No tick
16	Feb	Extremely likely	Care and professionalism of all the staff.	Yes - waiting times because of low staffing? Sometimes have waited 2.5 hours from appointment time.	Male	over 65	White British	No tick
17	Feb	Extremely likely	Very helpful staff & know what they are doing and how to do it.	Easier access for 'pats' with walking difficulties & less distance from entrance etc. car park.	Male	over 65	White British	No tick
18	Feb	Extremely likely	You are all lovely.	Okay.	Male	over 65	White British	No tick
19	Feb	Extremely likely	Intelligent and caring nurses, kind but not fussy. Spot on in every way.	More sliding wheelie stools, some for patients.		over 65	White British	No tick
20	Feb	Extremely likely	Caring + cheerful staff.		Female	over 65	White British	No tick
21	Feb	Extremely likely	The staff are brilliant and friendly, making people feel totally at ease.		Female	36-45	White British	No tick
22	Feb	Extremely likely	Staff are very friendly & efficient. Very comfortable room. Everyone was very helpful.	Runs very efficiently!	Female	56-65	White British	No tick
23	Feb	Extremely likely	Very pleasant surroundings, staff excellent!		Female	56-65	White British	No tick
24	Feb	Likely	The unit is bright, clean, relaxed and friendly, for	Delays in treatment are too common - waiting for	Female	46-55	White British	No tick

			the most part I feel my sister gets wonderful treatment.	meds or activity are frustrating.				
1	Mar	Extremely likely	Very good service, everyone so good and they take good care.		Female	56-65	Asian / Asian British	No tick
2	Mar	Extremely likely	Attend regularly. Staff always helpful, courteous & caring. My husband has also attended the unit and always received exceptional care.					No tick
3	Mar	Extremely likely	Very friendly, knowledgeable staff.		Female	36-45	White British	No tick
4	Mar	Extremely likely	Friendly, helpful.		Female	46-55	White British	No tick
5	Mar	Extremely likely	First class service, carried out with care and a smile.		Male	56-65	White British	No tick
1	Apr	Extremely likely	Have received & are still receiving very good care from all staff.		Female	over 65	White British	No tick
2	Apr	Extremely likely	Friendly, caring staff. Cannot fault anything, all staff have a smile on their face. Nice and relaxing atmosphere.	Perfect - no improvements needed in my opinion.		56-65	White British	No tick
3	Apr	Extremely likely	Very friendly and caring.	No.	Female	56-65	White British	No tick
4	Apr	Extremely likely			Male	over 65	White British	No tick
5	Apr	Extremely likely	Good, patient, efficient, sympathetic care!	None. Excellent care.		over 65	White British	No tick
6	Apr	Extremely likely	Everyone is great.		Male	56-65	White British	No tick
7	Apr	Extremely likely			Female	over 65	White British	No tick
8	Apr	Extremely likely	The treatment I had @ the Seamoor unit was great. All	Only problem I had was late delivery of the	Male	over 65	White British	No tick

			the staff are always helpful.	chemo drug.				
9	Apr	Extremely likely	Having received treatment at the Marsden and Royal Surrey, the treatment is on par here and the nice bright surroundings of Seamoor Unit certainly help when undergoing painful and stressful treatment.	Communication between departments could be better, more electronic communication which can be checked & accessed quickly.	Female	36-45	White British	No tick
10	Apr	Extremely likely	The unit is smashing, so are the staff.		Female	over 65	White British	No tick
11	Apr	Extremely likely	Everyone here is so lovely and make it easy to have your treatment.		Female	56-65	White British	No tick
12	Apr	Extremely likely	The staff here are so friendly. They are normally quick & efficient unless they are suffering from reduced numbers on duty. I am really pleased with the attention I have received!	No.	Male	over 65	White British	No tick
13	Apr	Extremely likely	Everyone is polite, cheerful & obviously knows their job. Explanations were given for all the procedures carried out.			over 65	White British	No tick
14	Apr	Extremely likely	All staff are professional, friendly and supportive. The environment is conducive to give the best possible feeling for patients. The atmosphere	Ensure medication arrives in time for treatment.	Male	56-65	White British	No tick

			is informal yet professional.					
15	Apr	Extremely likely	No problems and good treatment.					No tick
16	Apr	Extremely likely	The staff! Cheerful and supportive and understanding.	Better sandwiches at lunchtime, the bread is awful.	Male	over 65	White British	No tick
17	Apr	Extremely likely	Treatment is carried out with skill and professionalism by nurses who create an atmosphere of calm and personal friendliness to each patient.	Coat hangers please.		over 65	White British	No tick
18	Apr	Extremely likely	Everybody helpful, supportive and professional.		Male	over 65	White British	No tick
19	Apr	Extremely likely	Good information - professional approach and overall thoughtful / respectful attitude from ward staff.		Male	56-65	White British	No tick
20	Apr	Extremely likely	I have found that the experience of having cancer treatment has been made much easier because of the lovely staff in the Seamoor Unit. I have always felt confident in the high standard of care I've received and the information I've been given.	No, can't think of anything. My experience has been very positive so thank you!	Female	46-55	White British	No tick
21	Apr	Extremely likely	Competent staff, kept fully	Open back door to	Female	56-65	White British	No tick

			informed. Bright & airy. Regular tea & biscuits.	garden so dog can sit in the garden during long day treatments.				
22	Apr	Extremely likely	Very friendly atmosphere and peaceful and relaxing.	No.	Male	over 65	White British	No tick
23	Apr	Extremely likely	My treatment in this unit has been second to none. Everyone kind, helpful and efficient. The unit is pleasant and the staff make sure there is no stress involved while here. I think very highly of the treatment received and the way I have been treated. All the staff are great!	Can't think of any obvious way you could improve.	Female	over 65	White British	No tick
24	Apr	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Apr	Extremely likely	Positive & friendly atmosphere! Wonderful staff.		Female	56-65	White British	No tick
26	Apr	Extremely likely	Efficient, dedicated, co-ordinated team.		Male	over 65	White British	No tick
27	Apr	Extremely likely	Pleasant, efficient staff, comfortable day unit.		Female	over 65	White British	No tick
28	Apr	Likely	After many visits, it always seems to be the time waiting to get the treatment started!		Male	over 65	White British	No tick
29	Apr	Likely			Female	over 65	White British	I DO NOT wish my anonymised

								comments to be made public
30	Apr	Likely			Male	over 65	White British	No tick
31	Apr	Likely			Male	56-65	White British	No tick
32	Apr	Likely	The staff are great.		Female	over 65	White British	No tick
33	Apr	Neither likely nor unlikely			Male	over 65	White British	No tick
1	May	Extremely likely	Lovely staff. Amazing layout of the chemo unit. Good choice of refreshments. Calm atmosphere and relaxing with the music in the background.					No tick
2	May	Extremely likely			Female	56-65	White British	No tick
3	May	Extremely likely	The care and consideration of the staff. Not the food!	Better food. The soup is great, the bread awful!	Male	over 65	White British	No tick
4	May	Extremely likely	Welcoming staff & happy atmosphere. Always light & airy but never cold environment.		Female	over 65	White British	No tick
5	May	Extremely likely	It's a nice light airy room and all the staff are nice and friendly. No complaints at all!		Female	36-45	White British	No tick
6	May	Extremely likely	Before I even arrived the staff treated me great, just on the phone alone. I already knew I didn't need to worry. Such an amazing team, every one of them, so cozy and comfortable. Very happy.		Female	26-35	White British	No tick

7	May	Extremely likely	Skill + dedication of staff.	Costa express or similar coffee machine in Seamoor Unit.	Male	56-65	White British	No tick
8	May	Extremely likely	Wonderful care & treatment. So, many thanks.		Female	over 65	White British	No tick