

Seamoor Unit - Friends and Family Test - Jul-17 to Aug-17

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.	%	%	%
Jul-17	7	100.0	0.0	0.0
Aug-17	1	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 you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Jul-17	Extremely Likely	Very good treatment. Very good staff.	No.	Female	Over 65	White British	
2	Jul-17	Extremely Likely	I find the staff very friendly and although they are busy they are never too busy to listen to you. They are also very efficient.	Just keep doing your jobs as well as you do. Thank goodness for the wonderful nurses.	Female	Over 65	White British	
3	Jul-17	Extremely Likely	Excellent staff & service.	No.	Male	Over 65	White British	
4	Jul-17	Extremely Likely	Light, comfortable room. Professional & friendly staff.			56-65	White British	
5	Jul-17	Extremely Likely	Care & attention & kindness 100%. Put you at ease for your appointment.		Female	Over 65	White British	
6	Jul-17	Extremely Likely	Yes but I hope they never need treatment! Nice staff.					
7	Jul-17	Extremely Likely	Lovely bunch of ladies. Caring, understanding and very supportive. Clean and tidy. Pay rise required.	N/A.	Male	46-55	White British	
8	Jul-17	<i>Not entered</i>	Frustration about the amount of waiting time. Waiting to be fitted with cannula - only two other patients but yet waiting for 3/4hr so far & left with a hot patch on hand, awaiting treatment. I get home nearly the same time as when I used to go to Exeter, Cherrybrook. Very frustrating. General	Quicker patient response waiting time by using one infusion nurse, not waiting for one person to do one part and then another to do another part and so on and a long waiting time in between, even at quiet times.	Female	36-45	White British	

			service seems very slow. No urgency and looking around definitely a lack of nurses.					
1	Aug-17	Extremely Likely	Staff are excellent. Well done to [name withheld] on her first time doing the treatment with no problems.		Male	Over 65	White British	