

### Seamoor Unit - 'Friends and Family Test' - Jun-16 to Jul-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.	%	%	%
Jun-16	7	100.0	0.0	0.0
Jul-16	4	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	Jun	Extremely likely	Because the Seamoor Unit, and all the staff are amazing!!! Happy and cheerful and reassuring.		Female	26-35	White British	
2	Jun	Extremely likely	Lovely, friendly staff. Very helpful. Clean and bright unit.		Female	46-55	White British	
3	Jun	Extremely likely	Friendly and caring team. Local with good access.		Female	56-65	White British	
4	Jun	Extremely likely	The team is very efficient and kind.		Female	56-65	White British	
5	Jun	Extremely likely	Friendly, helpful staff.	Keeping waiting times to minimum - especially when machines are bleeping!	Female	over 65	White British	
6	Jun	Extremely likely	Staff pleasant and new unit make the medication in the Seamoor Unit a pleasant experience.	None.	Male	over 65	White British	
7	Jun	Likely	Very satisfied with treatment & care.		Male	over 65	White British	
1	Jul	Extremely likely	Skill + dedication of staff.	Information on Oncology services at NDDH on NDDH website is very out of date. I appreciate that provision of this info is not responsibility of	Male	56-65	White British	

				Seamoor Unit but perhaps this could be taken up with hospital management.				
2	Jul	Extremely likely	Staff are very caring & efficient despite having to care for many patients. Every procedure is fully explained. All carried out with a smile!	Sometimes treatment can be delayed for various reasons. Informing patient early on would avoid anxiety because one doesn't know what is going on.	Female	over 65	White British	
3	Jul	Extremely likely	Best department in hospital – kind, considerate staff.	A coffee machine please.	Male	over 65	White British	
4	Jul	Likely			Female	over 65	White British	