

## Seamoor Unit - Friends and Family Test - Jun-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.	%	%	%
Jun-17	22	100.0	0.0	0.0

## Qualitative feedback

	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	Extremely Likely	Extremely considerate & caring staff. I look forward to treatment.	I can't fault the treatment.	Male	Over 65	White British	
2	Extremely Likely	Kind and efficient staff - always friendly.	Keep it up!	Female	Over 65	White British	
3	Extremely Likely	Always an air of calm. Nurses highly professional in their approach but at the same time sensitive and caring.	None. Service already excellent. Don't change it!	Male	Over 65	White British	
4	Extremely Likely	Kindness of all of the staff.		Female	Over 65	White British	
5	Extremely Likely	Clean. Friendly staff. On the other hand I would not wish cancer on friends.		Male	Over 65	White British	
6	Extremely Likely	Fantastic and good nursing. Cannot fault this unit.	Don't need to be improved 100/100 for this service.	Male	Over 65	White British	
7	Extremely Likely	Everyone looks after you & nothing is too much trouble.		Female	Over 65	White British	
8	Extremely Likely	All staff - very kind and informative.		Female	46-55	White British	
9	Extremely Likely	All staff very kind, friendly, efficient, professional. One feels very reassured in the Seamoor Unit.		Male	Over 65	White British	
10	Extremely Likely	Wonderful treatment. Excellent expertise of staff. Friendliness & kindness expressed by all staff across all grades.		Female	Over 65	White British	
11	Extremely Likely	If you need treatment, this is the place. Very friendly staff. Tea/coffee on hand. Perfect.	None.	Female	Over 65	White British	
12	Extremely Likely	Exceptional staff. Lovely atmosphere. Spotlessly clean. Friendly and calm atmosphere.		Female	36-45	White British	

13	Extremely Likely	Really good - look after well.					
14	Extremely Likely	Staff very friendly. Lovely atmosphere. Pleasant surroundings.		Female	56-65	White British	
15	Extremely Likely	Because staff are very helpful and efficient.	Service is wonderful. Staff are very helpful.	Male	Over 65	White British	
16	Extremely Likely	Bright. Clean. Friendly. Quiet. Well organised. Comfortable.		Male	Over 65	White British	
17	Extremely Likely	Reassuring, friendly & professional. Lovely unit.			46-55	White British	
18	Extremely Likely	The staff are amazing.	Keep patients informed if running late.	Male	56-65	White British	
19	Extremely Likely	Courteous, serious staff. Comfortable setting.	No.	Female	56-65	White British	
20	Extremely Likely	The staff are extremely friendly and helpful. It makes a bad situation so much better.		Female	56-65	White British	
21	Extremely Likely	Fantastic facilities. Excellent staff who good at what they do. Always friendly.		Male	Over 65	White British	
22	Likely	Very kind nurses - extremely overworked! Too many admin. staff.	To many chiefs not enough Indians!	Female	Over 65	White British	
23	<i>Not entered</i>	Twice now my appointment times have been inaccurate & blunders made. The first time I was called in only to be told that I was given the wrong dates. The second time was 1.5hr late but staff thought I was already in.	Get more staff. Accuracy. Appointments at stated time & day. Staff are lovely but the system is lacking!	Female	36-45	White British	
24	<i>Not entered</i>	It is difficult to tick any of the boxes as the question is irrelevant. There is no choice.	By looking into the way in which appt. times are arranged. Patients needing treatments that take a long time need an early appt..	Male	Over 65	White British	