

Seamoor Unit - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	No data	No data	No data	No data
Apr-17	12	91.7	0.0	8.3

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	Apr-17	Extremely Likely	Relaxed atmosphere with an outlook of trees and greenness to aid a peaceful passage of time whilst receiving treatment. Staff very professional and friendly.	None necessary.	Male	Over 65	White British	
2	Apr-17	Extremely Likely	To AD. As I have said before, the staff at NDDH Seamoor Unit are professional and friendly. Their response time and ability to stabilise when treatment goes wrong is phenomenal. The reception area and unit are always well maintained and spotless. I have always received a warm welcome at the Seamoor Unit.	Keep doing what you are doing. I cannot flaw this ward.		Over 65	White British	
3	Apr-17	Extremely Likely	Professional and pleasant staff. Lovely modern unit. Smashing tea!		Male	56-65	White British	
4	Apr-17	Extremely Likely	A friendly, caring staff and a very relaxed atmosphere. The ward doesn't have the feel of the normal hospital ward and the layout & colour scheme is fantastic. Well done to everyone involved.		Male	Over 65	White British	
5	Apr-17	Extremely Likely	The midday sandwiches are		Female	Over 65	Mixed /	

			always fresh and very tasty as is the soup and especially the service with a smile.				Multiple ethnic groups	
6	Apr-17	Extremely Likely	Seamoor Unit is very clean & very friendly staff. Seamoor Unit is really excellent for the local patients' treatment.	Can a cold water machine be put in the treatment area so that patient can get cold water without going to the waiting area with [illegible] treatments on wheelie drip stands?	Male	Over 65	White British	
7	Apr-17	Extremely Likely	Fantastic nurses. Looked after very well.		Male	46-55	White British	
8	Apr-17	Extremely Likely						
9	Apr-17	Extremely Likely	As soon as I came in the ward the nurses was very friendly and made me feel comfortable and was also welcomed with a cup of tea.		Male	36-45	White British	
10	Apr-17	Extremely Likely	Friendly, pleasant staff and atmosphere. Lovely, sunny, airy space.			56-65	White British	
11	Apr-17	Likely	I have no reason to complain about the treatment received.	No.	Male	Over 65	White British	
12	Apr-17	Neither Likely nor Unlikely	Why would anyone want to attend a chemotherapy unit? It is a need only. This unit is clean and usually well run. Pharmacy efficiency is the main problem or success of the unit.	Management heavy. More nurses like J. needed. Speedy arrival of chemo would be good. Layout of unit poor - no privacy.	Female	46-55	White British	