

Seamoor Unit - Friends and Family Test - May-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.	%	%	%
May-17	23	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	The staff are unfailingly cheerful and want only to help - which can be difficult when they are let down by the pharmacy! (Second visit - unit let down on each occasion). The atmosphere is only good and I feel they are very professional in the way they treat patients.		Female	Over 65	White British	
2	Extremely Likely	They have given us so much care and support.		Male	46-55	White British	
3	Extremely Likely	The staff were extremely pleasant, helpful, professional at all times.		Male	Over 65	White British	
4	Extremely Likely	Extremely efficient & caring. Well placed for North Devon. Thank goodness we have this facility which avoids travelling elsewhere.	Other than occasional staff shortage, this unit is very well run. Well done to the busy nurses who are always pleasant.	Male	Over 65	White British	
5	Extremely Likely	Because I am treated with respect. The nursing care is first class.	None.	Female	Over 65	White British	
6	Extremely Likely	Very friendly staff.		Female	56-65	White British	
7	Extremely Likely	Extremely helpful & friendly. Very efficient. Spotlessly clean.		Female	Over 65	White British	
8	Extremely Likely	Staff very helpful & considerate and always ready to answer queries.		Female	56-65	White British	
9	Extremely Likely	Staff in Seamoor extremely kind, compassionate & considerate.	Better communication between depts, e.g. Seamoor &	Male	Over 65	White British	

			pharmacy.				
10	Extremely Likely	Top class care.		Male	Over 65	White British	
11	Extremely Likely	Staff are very friendly & helpful. Nothing too much trouble for them. I would like to say thanks.	No - everything is perfect.	Male	Over 65	White British	
12	Extremely Likely	The staff are wonderful, professional, compassionate friendly.		Female	56-65	White British	
13	Extremely Likely	A friendly, caring team of health providers, who after the months of caring in supporting my sister have been compassionate and helpful. We left a much loved scarf, which was returned a week later in a package addressed to us. We particularly appreciate when those of us who are waiting for treatment are informed of any delays. This eases anxiety. We are aware that sometimes the unit is understaffed. We wish it wasn't for the benefit of patients and the working conditions of those who work here.		Female	56-65	White British	
14	Extremely Likely	I always receive a warm welcome from reception and nursing staff. They are professional, friendly and caring. The unit is always amazingly clean. When treatment goes badly wrong, response time is phenomenal.	Medication for treatment can arrive as much as an hour late.	Male	Over 65	White British	
15	Extremely Likely	Everyone very caring & efficient, even when busy.		Male	Over 65	White British	
16	Extremely Likely	I have nothing but respect for the staff. They are all kind, polite, and		Female	Over 65	White British	

		considerate to the patients. You are made to feel you have friends for life. Thank you all.					
17	Extremely Likely	Very helpful staff.	No.	Male	Over 65	White British	
18	Extremely Likely	Bright, airy facility and welcoming friendly staff. Always upbeat & cheerful.	Provide a trolley service later than 14.30.	Male	Over 65	White British	
19	Extremely Likely	How well I have been looked after. All the nurses and doctors are really nice. They can't do enough for you.	It seems to be nice as it is. Thank you.	Male	Over 65	White British	
20	Extremely Likely	Peaceful & relaxing, with greenery & trees outside windows.		Male	Over 65	White British	
21	Extremely Likely	Excellent care. Really lovely staff!!		Female	46-55	White British	
22	Extremely Likely	Pleasant environment and pleasant caring staff - always having a smiling face, happy to listen.		Male	56-65	Other ethnic group	
23	Extremely Likely	The staff are all very friendly and helpful. Also, put you at ease.		Female	56-65	White British	