

Seamoor Unit - 'Friends and Family Test' - Oct-15 to Nov-15

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 score is 75%.

	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Oct-15	11	100.0	0.0	0.0
Nov-15	2	50.0	50.0	0.0

Qualitative Feedback - Oct-15

	'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	Extremely likely	The ward was so lovely + clean, bright and airy with plenty of space + friendly staff. It was great to get a Saturday morning appointment as it meant I didn't have to arrange childcare.		Female	36-45	White British	No tick
2	Extremely likely	All staff are wonderful!		Female	36-45	White British	No tick
3	Extremely likely	I have for the last two weeks come on a Saturday morning. It was relaxed the treatments were given promptly, no waiting, more time for nurses to spend time with patients. Very professional (both C. & J.) Excellent care. Lovely atmosphere.	More staff - which would be both beneficial to patients & staff. Support groups or other treatments to aid healing and patient wellbeing - groups just to support each other - share experiences.	Female	46-55	White British	No tick
4	Extremely likely	The treatment and attention has been extremely efficient. The staff (both medical and admin.) have been friendly and their attention to detail first class.	The opportunity to interact with other patients.	Male	over 65	White British	No tick
5	Extremely likely	Very friendly and very polite, caring nurses.	Keep doing what you're doing.	Male	over 65	White British	No tick
6	Extremely likely	Extreme patience & kindness. Also, general calmness of the unit i.e. decor etc.		Female	over 65	White British	No tick
7	Extremely likely	Experienced staff!		Male	over 65	White British	No tick

8	Extremely likely	Allowed me to have my second transfusion within the timescale I needed in a quiet environment which was familiar and with staff I know, rather than being on a faceless ward.		Female	over 65	White British	No tick
9	Extremely likely	It is such a friendly unit. ALL staff are wonderful. The atmosphere is so clean and bright - not like hospital despite knowing that it is! And to be here on a Saturday is a bonus.	We were talking about complementary treatments today. Seems a brilliant idea!	Female	over 65	White British	No tick
10	Extremely likely	Nurses & staff very friendly and put you at ease.		Female	over 65	White British	No tick
11	Likely	The staff are very caring and always carry out their duties with a smile on their faces. The care I receive is first class at all times.		Male	56-65	White British	No tick

Qualitative Feedback - Nov-15

	'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	Extremely likely	Staff very friendly and helpful. Atmosphere very relaxing and kept me calm.		Male	56-65	White British	No tick
2	Unlikely	I have an elderly mother who has to catch a taxi and 2 buses to get to the unit. She often has her appt.	Ensure patients' meds are up to date. Do not make appointments that are	Female		White British	No tick

		changed at short notice and when she does arrive her medication is not ready. The consultant had not even signed the prescription even though the drug had been given the last month.	impossible to keep (2hr wait today for drugs).				
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