

Seamoor Unit - 'Friends and Family Test' - Oct-16 to Dec-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.	%	%	%
Oct-16	3	100.0	0.0	0.0
Nov-16	7	100.0	0.0	0.0

Dec-16	1	100.0	0.0	0.0
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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	Oct	Extremely Likely	Compassionate nursing, friendly environment.	Keep it going!	Female	Over 65	White British	
2	Oct	Extremely Likely	Everyone is very kind & efficient and puts you at ease.			56-65	White British	
3	Oct	Extremely Likely	Excellent care.		Female	56-65	White British	
1	Nov	Extremely Likely	Excellent staff. Excellent setting/environment.		Female	46-55	White British	
2	Nov	Extremely Likely	The respect I get and the help if needed is excellent.		Female	Over 65	White British	
3	Nov	Extremely Likely	We always get treated with respect and a lovely smile.			Over 65	White British	
4	Nov	Extremely Likely	Excellent hygiene. Incredible staff. Continuous supply of food & drink. Instantly put at ease with very professional staff.		Female	36-45	White British	
5	Nov	Extremely Likely	Because I always receive the best care & treatment at this hospital by all the staff.		Female	56-65	White British	
6	Nov	Extremely Likely	Very friendly & helpful staff.		Female	Over 65	White British	
7	Nov	Extremely Likely	Friendly & efficient staff. Fresh modern ward.		Female	Over 65	White British	
1	Dec	Likely		No. It is clean, modern and well ordered. Although appointments are always late.	Female	Over 65	White British	