

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Apr-18

*How likely are you to recommend our ward/service 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.	%	%	%
Apr-18	10	100.0	0.0	0.0

## Qualitative feedback

	Service	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	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone is so kind & helpful, nothing is too much trouble. So, in other words, you are well looked after.	Sorry - can't help you there.	Female	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All the staff are lovely, kind and very professional.		Male	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Excellent, prompt care after chemotherapy.			Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All staff who dealt with my situation were efficient, skilful and kind. They ensured I received appropriate treatment and follow through. Without their intervention, necessary treatment could have been severely delayed.	I have been treated for cancer over the last six years and am still here, so thank you! From my experience the Acute Oncology Service is excellent as is the Radiotherapy Dept. at Exeter. I do have wider concerns with the pressures the NHS is under and how this is affecting delays in CT scan appointments at Barnstaple. The treatment and support I have received from [name withheld] has been exemplary.	Female	56-65		
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Very warm and friendly staff working in a very welcoming building. A very uplifting experience.		Female	Over 65	White British	

6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I have received excellent care whilst having my chemotherapy & aftercare when I was unwell.		Female	Over 65	White British	
7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone I met was so kind, friendly and helpful.		Female	Over 65	White British	
8	Acute Oncology Service (NDDH Outpatients)	Likely	Care and understanding given by staff.	Making sure blood transfusions can be done at Seamoor Unit at same time as treatment when needed rather than going to Holsworthy.		56-65	White British	
9	Acute Oncology Service (NDDH Outpatients)	Likely	Wonderful staff.	More of them! And better pay.	Female	46-55	White British	
10	Oncology (NDDH Outpatients)	Likely	Quick, informative and friendly service.		Female	46-55	White British	