

Friends and Family Test - Seamoor Unit (daycases and outpatients) - May-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.	%	%	%
May-18	17	94.1	5.9	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	Wonderful care from all the staff & the tea ladies.		Female	46-55	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Expert and caring attention at all times.		Female	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Excellent care from all the staff & team.	Waiting times can be rather too long.	Female	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Very good treatment.	No.		Over 65		
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Prompt, efficient care which alleviated my situation quickly.	Make sure that everybody is aware of the yellow alert card. (As a carer / wife, needs also to be made aware!)	Male	Over 65	White British	
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Friendly, caring treatment.	Reduce some long waiting periods.	Male	Over 65	White British	
7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Excellent service, well looked after during & after treatment. Wonderful medical care.		Female	Over 65	White British	
8	Acute Oncology	Extremely Likely	The facilities are excellent, the staff are friendly caring and	It's good the way it is.	Male	Over 65	White British	

	Service (NDDH Outpatients)		really look after you, make you feel at home. The place has a brilliant atmosphere.					
9	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	My experience was of a highly professional, caring nursing team who did everything possible to treat me and I left feeling very positive.	In comparison to another oncology service, NDDH is far superior and I only wish I could be treated locally.	Female	36-45	White British	
10	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The staff! From top to bottom, all charming & kind.	None.		Over 65	White British	
11	Acute Oncology Service (NDDH Outpatients)	Likely	Nurse was very kind and helpful.		Female	56-65	White British	
12	Acute Oncology Service (NDDH Outpatients)	Unlikely	Lack of response to phone calls / phone calls not returned.		Female	46-55		
13	Haematology (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
14	Haematology (NDDH Outpatients)	Extremely Likely			Male	56-65	White British	Do not publish
15	Seamoor Unit (Daycases)	Extremely Likely			Male	56-65	White British	Do not publish
16	Seamoor Unit (Daycases)	Extremely Likely	The high level of care and consideration given to me today. All staff were thoughtful and kind.	Increase the staffing ratios.	Female	56-65	White British	
17	Seamoor Unit (Daycases)	Extremely Likely	Great open airy space. Clean, tidy, comfortable. Great, friendly, efficient staff.		Female	46-55	White British	