

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Jun-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.	%	%	%
Jun-18	19	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	Excellent care and communication and facilities.	Waiting time and parking.	Male	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Specialist clinical nurses [names withheld] were honest & caring, especially as they were delivering bad news. This naturally would be expected but not everyone could carry this out as they did, not only to me but to my wife also.		Male	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Good, prompt treatment.		Male	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone at the unit is very friendly and approachable, yet professional.	I have experienced long waits for treatment to begin, last time 1hr. This definitely needs to be investigated to see how the system can be improved.	Male	56-65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely				Over 65	White British	Do not publish
6	Acute Oncology Service (NDDH Outpatients)	Likely	I do appreciate the care & skill of the staff but I was thrown when I came for my first chemotherapy session only to find it couldn't go ahead as (1)	Please don't 'lose' patient files!	Female	Over 65	White British	

			my file had been mislaid (2) there was no signed prescription for my drugs. This was quite devastating.					
7	Seamoor Unit (Daycases)	Extremely Likely	Staff are very friendly and caring. The unit is light and well laid out. You're made to feel welcome and reassured.		Female	56-65	White British	
8	Seamoor Unit (Daycases)	Extremely Likely	The staff are lovely.		Female	56-65	White British	
9	Seamoor Unit (Daycases)	Extremely Likely	Everybody so helpful.			Over 65	White British	
10	Seamoor Unit (Daycases)	Extremely Likely	Considering the pressure nurses are under, the treatment here is excellent. Everybody in the Seamoor Unit is kind, considerate, friendly & helpful. All make my stay here as pleasurable as possible. [Name withheld].	Better pay for nurses/all staff. More nurses.	Male	Over 65	White British	
11	Seamoor Unit (Daycases)	Extremely Likely	I had full care & treatment here and both staff & carers were very good. But they could do with more support.	Yes. Staff are not always to full capacity and this does not help them, as the department is always full.	Female	Over 65	White British	
12	Seamoor Unit (Daycases)	Extremely Likely	All nurses pleasant & helpful & the unit light & airy.					
13	Seamoor Unit (Daycases)	Extremely Likely	A very professional & caring team of nurses. The ward is light & airy.		Male	Over 65	White British	
14	Seamoor Unit (Daycases)	Extremely Likely	The staff are most helpful and if you have to have treatment the Seamoor Unit is wonderful.		Female	Over 65	White British	
15	Seamoor Unit (Daycases)	Extremely Likely	This is an amazing place, the staff are amazing. We are treated with respect.		Female	Over 65	White British	
16	Seamoor Unit (Daycases)	Extremely Likely	Nice & friendly environment, staff very curious & helpful.	Car parking improvement.	Male	Over 65	White British	

17	Seamoor Unit (Daycases)	Extremely Likely	Wonderful, kind & helpful staff.	The staff are wonderful. Everything is fine.	Female	Over 65	White British	
18	Seamoor Unit (Daycases)	Extremely Likely	Well looked after by nice staff in pleasant surroundings.		Male	Over 65	White British	
19	Seamoor Unit (Daycases)	Likely	Very pleased.		Female	Over 65	White British	