

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Jul-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.	%	%	%
Jul-18	17	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	Very impressed, got the right advice. Lovely and friendly staff.	No.	Male	56-65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I like the fact that not only do you talk to them on the day your ill. They follow up the next day to make sure you doing ok.	No just keep up the good work. x	Female	46-55	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	From the start I was treated professionally, friendly & very caring by all the staff members, including the reception & tea / coffee team.	How can you improve on 'perfect'?		Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I have been well looked after.		Male	56-65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Very professional response, advice and support. Followed up 2 days later by telephone.		Female	Over 65	White British	
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Because I've been looked after and treated with care, respect, dignity...	It's all good!	Female	Over 65	White British	
7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Unbeatable care - first class plus.		Male	Over 65	White British	

8	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
9	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I cannot praise the hospital staff and my treatment enough. Thank you!!!!	My treatment is carried out in Bristol as I didn't want to change consultants. However, we moved here 2yrs ago. The problems with chemo have been sorted quickly and efficiently at Barnstaple. Suggestions - none.		56-65	White British	
10	Acute Oncology Service (NDDH Outpatients)	Extremely Likely		Keep up the good work - keep smiling.	Male	Over 65	White British	
11	Seamoor Unit (Daycases)	Extremely Likely	Nice atmosphere. Friendly, helpful staff.		Female	Over 65	White British	
12	Seamoor Unit (Daycases)	Extremely Likely	I have received excellent care whilst having 6 cyclers of chemo and can't thank staff enough.			Over 65	White British	
13	Seamoor Unit (Daycases)	Extremely Likely	Comfortable chair. Nice surroundings. [Illegible] professional & friendly.		Male	46-55	White British	
14	Seamoor Unit (Daycases)	Extremely Likely	I was admitted with a high temperature and looked after beautifully. Kept away from people as I could get infections and cared for politely and professionally by everyone. Many thanks.	No.		56-65	White British	
15	Seamoor Unit (Daycases)	Extremely Likely	The Seamoor Unit is an amazing facility when one is very vulnerable & concerned. The unit itself is calm & airy. The staff are fabulous. Thank you.	No.		Over 65	White British	

16	Seamoor Unit (Daycases)	Likely	Courteous and efficient staff.			Over 65	White British	
17	Seamoor Unit (NDDH Outpatients)	Extremely Likely	Dr [name withheld] was fabulous. Instantly trusted him with his no nonsense approach to future diagnosis. Overall, staff seemed very caring and friendly welcome. Feel very reassured & in safe hands.	N/A.	Female	56-65	White British	