

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Aug-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.	%	%	%
Aug-18	10	90.0	10.0	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	Patient request for anonymised comments not to be made public
1	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Because of the wonderful treatment I have received each time I have been there and also the phone calls to my home to check on how I was affected by the treatment.	No.	Male	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone has been fantastic and very considerate. Also, very swift.		Male	56-65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	As [age omitted], I was shocked when I was diagnosed with malignant cancer of the breast. The kindness and sympathy I received made it all more bearable - it was excellent.	I can't think of any improvements. To me, no improvements are needed!	Female	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone is so helpful.		Female	Over 65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Every person I have met in the Seamoor Unit have been wonderful, kind & caring. I couldn't have had better treatment anywhere in the world.	I wouldn't change a thing!	Female	Over 65	White British	
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone involved in the service has been wonderful.		Male	56-65	White British	

7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Wonderful, caring and friendly service from everyone. I was fortunate to find the dream team on my doorstep.	Almost the only problem I experienced on a regular basis was delays with pharmacy. There must be a better way.	Male	Over 65	White British	
8	Seamoor Unit (Daycases)	Extremely Likely	The staff are wonderful.	Beef sandwiches are not good for cancer patients.	Male	56-65	White British	
9	Seamoor Unit (Daycases)	Extremely Likely	The staff! All amazing, friendly. Made a bad day better. Thank you!			46-55	White British	
10	Seamoor Unit (Daycases)	Unlikely	Had to wait 50mins before being called for appointment & when got to ward only one person actually on a drip & only 6 of us there in the end. Nurse was learning but asked which tubes & order to take blood into. Finally on my infusion after 2 hours. What should take 1.5 to 2hrs took 4 hours! You expect this sometimes & if busy but only 6 of us on the ward. Need to get people in & get them catheterised & treatment started quicker.	Get people in & on drips quicker. If busy can understand but frustrating when takes 4 hours for a 90-120mins appointment when very quiet.	Male	36-45	White British	