

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Sep-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.	%	%	%
Sep-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	Patient request for anonymised comments not to be made public
1	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everything was just right.			Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	When you are going through something not particularly pleasant, to have kind & friendly staff and a good environment is so good. Thank you.	No suggestions.	Female	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I received friendly, personal and prompt assistance & very quickly was given recommendation and [illegible] advice from a qualified person with the [illegible] to refer to appropriate oncologist as required.	None at this point in time.	Female	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I have always had excellent treatment from the Seamoor Unit. Although they are short-staffed, they work tirelessly to maintain an excellent service.	More staff needed so the existing staff are not stretched to the limit, which must be exhausting for them. How they stay cheerful is beyond belief.		56-65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Because of the prompt, friendly and efficient service you give.	No.	Female	Over 65	White British	
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I find the unit very friendly. The staff do all they can to help you.	On the odd occasion, I have had to wait quite a while. You just need an update given to you.	Female	Over 65	White British	

7	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Friendly and helpful.			Over 65	White British	
8	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Staff all very professional and helpful. Good to know helpful advice is always available. Very much appreciated [name withheld]'s follow-up phone calls.					
9	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	First class service in every way.	Keep up the good work.		Over 65	White British	
10	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	Everyone is so warm and friendly and very helpful at all times.	None.	Male	Over 65	White British	
11	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The whole team are superb and strengthen patient & family. They are very special people.	No.				
12	Acute Oncology Service (NDDH Outpatients)	Likely	The level of care and support I have received.	Obviously! An increased level of finance to provide more acute beds and a radiotherapy service.	Female	Over 65	White British	
13	Seamoor Unit (Daycases)	Extremely Likely	The staff are excellent. They are caring and helpful at all times. Having been extremely anxious about my treatment, I was put at ease the moment I came to the unit. Just want to say thank you.		Male	56-65	White British	
14	Seamoor Unit (Daycases)	Extremely Likely	Kind, helpful, cheerful & efficient care / service.		Female	Over 65	White British	
15	Seamoor Unit (Daycases)	Extremely Likely	Wonderful treatment. Delightful surroundings.		Male	Over 65	White British	

			Empathetic staff. Nothing to fear. Cared for from start to finish. Very much appreciated. Thank you.					
16	Seamoor Unit (Daycases)	Extremely Likely	All the staff are lovely and put patients at ease - even the very nervous ones! Unit is brightly decorated and extremely clean. Tea lady makes lovely milky coffee.	Perhaps provide some technical help to register with NHS guest internet.	Female	Over 65	White British	
17	Seamoor Unit (Daycases)	Extremely Likely	The staff are amazing, can't fault anyone. We were here with dad - he was treated so well. Mum and I were also treated lovely. Thank you.		Male	Over 65	White British	
18	Seamoor Unit (Daycases)	Extremely Likely	Calm surroundings. Peaceful & quite. Efficient and friendly staff.		Male	Over 65	White British	
19	Seamoor Unit (Daycases)	Extremely Likely	Informed fully at all times of treatment given. SACT card system worked very well kept in touch with us at home to ensure all was well. Excellent service.		Male	Over 65	White British	