

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Oct-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.	%	%	%
Oct-18	42	92.9	7.1	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	My wife and I have both had cancer. The staff have been so helpful and friendly. It makes a big difference. A big thank you to all the staff.	None.	Male	Over 65	White British	
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The feel good factor the staff impart whilst undergoing treatment, and professionalism.	More motoring magazines?	Male	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All the care, attention & concern at all times was exemplary.		Male	Over 65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	They are all the most wonderful people in the world! They care so much & they are so kind. They far exceed my expectations every time I go.	If people are likely to need extra attention & get blood, for example, try and schedule early appointments to allow return home via cancer care car who always runs out of driving time!				
6	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The treatment by the consultant oncologist, staff & doctors has been exceptional, professional, considerate & helpful in every way and a credit to the NHS.	The current service is exceptional. The service is superb & staff are well mannered & professional.	Female	Over 65	White British	
7	Acute Oncology	Extremely Likely	After feeling so ill, I was very satisfied with my treatment	Nothing comes to mind. I have always had exceptional care.	Female	Over 65	White British	

	Service (NDDH Outpatients)		which was very effective.					
8	Seamoor Unit (Daycases)	Extremely Likely	The care and the willingness of staff to explain everything thoroughly in a light, spacious and airy environment.		Female	Over 65	White British	
9	Seamoor Unit (Daycases)	Extremely Likely	Kind, caring manner of all staff. Nothing too much trouble. Efficient work. Also, leaving time for personal contact and reassurance.		Female	56-65	White British	
10	Seamoor Unit (Daycases)	Extremely Likely	I do not think the questions above are relevant. I am not recommending a hotel or the like. However, the chemo unit and staff are excellent. They are most caring and always give of their best. Very well run and they put their patients at ease.			Over 65	White British	
11	Seamoor Unit (Daycases)	Extremely Likely	The staff are very caring & extremely helpful. The atmosphere is very calming.		Female	Over 65	White British	
12	Seamoor Unit (Daycases)	Extremely Likely	Happy with treatment from [name withheld].					
13	Seamoor Unit (Daycases)	Extremely Likely	Everyone has been very friendly and helpful. Staff approachable and nothing is too much trouble! Great patient care and family care.		Female	Over 65	White British	
14	Seamoor Unit (Daycases)	Extremely Likely		It would be great to continue being able to have transfusions in the Seamoor Unit rather than having to go to Torrington. Staff are great at Seamoor. x	Female	56-65	White British	
15	Seamoor Unit (Daycases)	Extremely Likely	Very good service, reception and from doctor. We have two small children and doctor made	None. Great service.	Male	26-35		

			very easy, helpful service. Thank you.					
16	Seamoor Unit (Daycases)	Extremely Likely	Very pleasant surroundings. Everyone very caring and helpful. Excellent care.		Female	Over 65	White British	
17	Seamoor Unit (Daycases)	Extremely Likely	Nurses very kind and caring. Nothing too much trouble. A lovely unit.		Female	Over 65	White British	
18	Seamoor Unit (Daycases)	Extremely Likely	Excellent care and treatment. Well informed. Friendly, helpful staff.		Male	46-55	White British	
19	Seamoor Unit (Daycases)	Extremely Likely		Good service. Good staff.	Female	56-65	White British	
20	Seamoor Unit (Daycases)	Extremely Likely	Firstly, the Seamoor Unit is a lovely space - bright and airy. I almost looked forward to coming here. But, principally, I have nothing but praise for all the people who have looked after me. Hopefully, I won't see them again when I finish my twelfth treatment in two weeks' time - but I will miss them.	Not really.	Male	Over 65	White British	
21	Seamoor Unit (Daycases)	Extremely Likely	After experience of quite a few hospitals over the last 80 plus years, I have been spoilt by Seamoor. A1 plus.		Male	Over 65	White British	
22	Seamoor Unit (Daycases)	Extremely Likely	Every member of staff here - nurses & receptionists - has been unfailingly helpful, kind, caring and, perhaps most of all, both vigilant & knowledgeable. There have been prescription mistakes by junior doctors which the staff spotted immediately. Their patience,	Nothing!		Over 65	White British	

			even under pressure, is second to none.					
23	Seamoor Unit (Daycases)	Extremely Likely	Excellent treatment & care.	Let these awaiting [illegible] why there may be hold ups.	Male	Over 65	White British	
24	Seamoor Unit (Daycases)	Extremely Likely	Everybody helpful and kind and I like the fact that you are kept informed of what is happening all the time.		Female	Over 65	White British	
25	Seamoor Unit (Daycases)	Extremely Likely	Always a smile as one arrives. Nurses efficient and cheerful at smiling right through the session. Good directions in medication. A hugely caring atmosphere which makes such a difference to the worried newcomer and old timer alike. Thank you team.		Male	Over 65	White British	
26	Seamoor Unit (Daycases)	Extremely Likely	Extremely good service and support from all staff. A consultant [name withheld] today who really listened, is honest in her explanations & a wonderful support.	Keep up this v. good work with kindness & compassion continued.	Male	Over 65	White British	
27	Seamoor Unit (Daycases)	Extremely Likely	The staff, at all levels, are unfailingly kind and concerned only to do their best for patients. When the gastroenterology department failed repeatedly to put its own plan into practice, it was a receptionist who used her initiative to get things moving. Then, once supposedly sorted, the plan almost made a catastrophic mistake - the gastro dept. doctor prescribed 1000mg of a product when the	No.	Female	Over 65	White British	

			instruction stated 200mg!! It was the sharp eyes of the nurses which spotted this and had the dose rectified!					
28	Seamoor Unit (Daycases)	Likely	I know how much more settled and less chaotic this unit is from the main hospital.	No.	Female	56-65	White British	
29	Seamoor Unit (Daycases)	Likely	Because there is no other choice when you have a life-threatening illness. I write this same story on every trip made to Seamoor. As usual, an inordinately long wait - only 3.5hrs rather than the usual 5hrs!! In the dozen visits made, once a very pleasant young nurse kept us informed as to the delay & offered a welcome cup of tea & sandwich. Usually, and today is no exception, no idea as to why & how long the wait will be. Told not to leave in case our name was called!! 2.5hrs later, still here.	Pharmacy - it needs to be looked into as to why the whole hospital is [illegible] to them. Staff - keep patients informed & updated, it makes such a difference.				
30	Seamoor Unit (Daycases)	Likely	Because we need the service. Otherwise, it would be a lower mark. We have had to wait 4.5 hours for pharmacy. Whilst we appreciate their problems & the expense of the drug, this is not the first time. We frequently wait for these extended times & strongly feel this system needs improving.	Once the bloods results have come into the department, the Dr can ask for the chemo to be made up prior to the consultation to avoid the long delays.	Male			
31	Seamoor Unit (Daycases)	Unlikely	Unfortunately every time I have come for my treatment it has been late - ranging from 30mins	More staff. Not to make people who aren't having chemo feel like second-hand citizens. I'm	Female	46-55	White British	

			(acceptable) to 2.5hrs late! When I was attending Exeter this never happened (over 3yrs)!	very sorry to have to say this.				
32	Seamoor Unit (Daycases)	Extremely Unlikely	I will always be grateful for the kindness & care shown by the Seamoor nurses. However, all my appointments are always delayed by 1-3hrs. Inconsistency of information given by each nurse made my experience hard to decide on decisions. No proper out-of-hour support - very hard to get through to doctors.	Phone patients if you know there is a delay. Have a contact nurse for each patient so information is consistent.	Female	46-55	White British	
33	Seamoor Unit (Daycases)	Extremely Unlikely	The delay from appt time to receiving treatment - used to take two hrs from start to finish in Exeter.	Better organisation and more nurses on [illegible] day.		46-55	White British	
34	Seamoor Unit (Daycases)	Not entered	Having travelled to Exeter for the last 3.5 years & being seen promptly & being out within 2 hours, I struggle to understand why there is always such a delay at NDDH. I am always here for a minimum of 3 hours for the same treatment. The staff are equally as lovely but it is just frustrating.	More organisation making sure medication has arrived from pharmacy.	Female	56-65	White British	
35	Seamoor Unit (Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
36	Seamoor Unit (Outpatients)	Extremely Likely	In the waiting room you have placed the chairs back-back. I feel they should all be facing the reception clerk. (Sat looking at people facing you).					
37	Seamoor Unit	Extremely Likely	The care and attention to the	The Seamoor Unit is excellent.		Over 65	White British	

	(Outpatients)		patient is excellent. They are so kind even though very busy. Nothing is too much trouble.					
38	Seamoor Unit (Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish
39	Seamoor Unit (Outpatients)	Extremely Likely	Everyone is always so helpful and the treatment we receive is excellent.		Male	46-55	White British	
40	Seamoor Unit (Outpatients)	Extremely Likely	I have no complaints about my experience.	Provide more parking or a 'park & ride!	Male	Over 65	White British	
41	Seamoor Unit (Outpatients)	Extremely Likely	I have been treated with respect and dignity.		Male	Over 65	White British	
42	Seamoor Unit (Outpatients)	Extremely Likely			Male	Over 65	White British	
43	Seamoor Unit (Outpatients)	Likely			Female	Over 65	White British	