

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Nov-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.	%	%	%
Nov-18	4	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	Helpful information, friendly staff.					
2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	All the staff are extremely kind and helpful at all times.	Maybe try to reduce waiting time.	Female	Over 65	White British	
3	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I rang the Acute Oncology Service at 8am and was told to come in immediately. I had blood tests and was given fluids, then two units of blood. I was monitored and reassured throughout the whole day until I was well enough to go home. Grateful thanks. xx		Female	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	I have been very well looked after by friendly, professional staff. Despite the treatment, I look forward to my visits.	Not really.	Male	Over 65	White British	