

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Dec-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.       | %               | %                   | %   |
| Dec-18 | 24        | 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                 | My dear wife [name withheld] was a patient receiving chemo (& immuno) for 12 months, but sadly did not benefit. | None. Your dept., oncologists and the supported nursing staff are a credit to the NHS, showing care & courtesy along with professional and caring to needy cancer patients. |        | Over 65 | White British |   |
| 2 | Acute Oncology Service (NDDH Outpatients) | Extremely Likely                 | Open and friendly people.   | Keep doing what you doing.  | Male   | Over 65 | White British |   |
| 3 | Acute Oncology Service (NDDH Outpatients) | Extremely Likely                 | Excellent service with a smile from every single member of staff!! Brilliant.                                   |   | Female | Over 65 | White British |   |
| 4 | Acute Oncology Service (NDDH Outpatients) | Extremely Likely                 | Very caring.  | Drug dispensing needs improvement.  | Male   | 56-65   | White British |   |
| 5 | Acute Oncology Service (NDDH Outpatients) | Extremely Likely                 | Caring, helpful friendly staff at all levels.   | I have had a good service when treated at the unit.   | Male   | 56-65   | White British |   |
| 6 | Acute Oncology Service (NDDH Outpatients) | Extremely Likely                 | Excellent care.   | The out-of-hours telephone no. was not answered, automated switch board no help! We had to ring a ward to get a response.   | Female | Over 65 | White British |   |
| 7 | Acute Oncology Service (NDDH              | Extremely Likely                 | I will soon be on my 3rd chemo. I have always received great care and attention, making the                     |   | Male   | Over 65 | White British |   |

|    |                         |                  |   |  |        |         |               |  |
|----|-------------------------|------------------|---|--|--------|---------|---------------|--|
|    | Outpatients)            |                  | treatment more relaxed and friendly. Thank you all.   |  |        |         |               |  |
| 8  | Seamoor Unit (Daycases) | Extremely Likely | For all the kind, loving care given and a massive thank you for the chemo box containing all those comforting, carefully thought out items that bring sunshine in on the dark days and keep us fighting back.                               |  | Female | Over 65 | White British |  |
| 9  | Seamoor Unit (Daycases) | Extremely Likely | Some really great staff working here, particularly [name withheld] who is very efficient, helpful and kind. A credit to the Seamoor Unit.   |  |        |         |               |  |
| 10 | Seamoor Unit (Daycases) | Extremely Likely | The unfailing care & attention of all the nurses, the fact that they remember each patient & their problems. Oh and their never-ending cheerfulness. One of the calmest places in the various hospitals I have been in over the last 16yrs. | None at all!   | Female | Over 65 | White British |  |
| 11 | Seamoor Unit (Daycases) | Extremely Likely | Asked to be in by 8.30am and seen & hooked up straightaway. Better than waiting nearly 2 hours. [Illegible] good to be seen so quickly!   |  | Female | Over 65 | White British |  |
| 12 | Seamoor Unit (Daycases) | Extremely Likely | Nice, friendly environment. Lovely and clean and the nurses are all a good time. My stay was pleasant.  | None.  |        | Over 65 | White British |  |
| 13 | Seamoor Unit (Daycases) | Extremely Likely | All the staff are so friendly, relaxing, full of knowledge. The unit is bright, warming. Any questions are always answered in plain terms and as often as   | Don't change anything, it works fine. Ask the staff if they require anything they think could help them. | Female | 46-55   | White British |  |

|    |                         |                  |  |  |        |         |                    |  |
|----|-------------------------|------------------|--|--|--------|---------|--------------------|--|
|    |                         |                  | you need.  |  |        |         |                    |  |
| 14 | Seamoor Unit (Daycases) | Extremely Likely | The nurses are so loving and they care so much! Always ask if you are ok.  |  |        |         |                    |  |
| 15 | Seamoor Unit (Daycases) | Extremely Likely | The nurses are so caring. They look after you so well. I would recommend anybody to come here if they have to.   | I don't see they can.  | Female | Over 65 | White British      |  |
| 16 | Seamoor Unit (Daycases) | Extremely Likely | Seen very quickly for all visits. All questions answered and made to feel relevant.  | Not at the moment.   | Female | Over 65 |                    |  |
| 17 | Seamoor Unit (Daycases) | Extremely Likely | All staff helpful & caring. Very friendly unit.  |  | Female | Over 65 | White British      |  |
| 18 | Seamoor Unit (Daycases) | Extremely Likely | All the staff are very kind and helpful.   |  | Female | Over 65 | White British      |  |
| 19 | Seamoor Unit (Daycases) | Extremely Likely |  |  | Female | Over 65 | White British      |  |
| 20 | Seamoor Unit (Daycases) | Extremely Likely | The staff are alert, polite, enthusiastic. In general, nurses & doctors are knowledgeable and up to date. The ancillary staff are also very effective. | Expand the pharmacy to give it enough capacity to speed up dispensing times. |        |         | Other ethnic group |  |
| 21 | Seamoor Unit (Daycases) | Extremely Likely | Everybody is very knowledgeable & friendly.  |  | Female | 46-55   | White British      |  |
| 22 | Seamoor Unit (Daycases) | Extremely Likely | Pleasant surroundings, made perfect by such a lovely, friendly, helpful and reassuring staff.  |  | Female | 56-65   | White British      |  |
| 23 | Seamoor Unit (Daycases) | Extremely Likely | Extremely pleasant staff.  |  | Female | Over 65 | White British      |  |
| 24 | Seamoor Unit (Daycases) | Extremely Likely | In the Seamoor Unit we find friendliness, kindness, understanding, total proficiency, total dedication from all the staff.                             | More nurses.   |        | Over 65 | White British      |  |