

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Jan-19

*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.	%	%	%
Jan-19	19	94.7	5.3	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 response is due to the care and attention and friendliness of all the staff. I have also found the surroundings of the Seamoor Unit very pleasant and made the whole experience a pleasant one.		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2	Acute Oncology Service (NDDH Outpatients)	Extremely Likely			Female	Over 65	White British	Do not publish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	For me, I have been shown nothing but the best and most caring treatment possible - from GP through to specialist.	Not as yet.	Male	Over 65	White British	
4	Acute Oncology Service (NDDH Outpatients)	Extremely Likely	The staff are all extremely helpful. Nothing is too much trouble for them.		Male	Over 65	White British	
5	Acute Oncology Service (NDDH Outpatients)	Likely	Comfortable environment. Friendly, knowledgeable staff. Good care taken of patients.		Male	46-55	White British	
6	Seamoor Unit (Daycases)	Extremely Likely	All the staff were always very kind to my mum.		Female	Over 65	White British	
7	Seamoor Unit (Daycases)	Extremely Likely	A sense of calm around the ward, even though it is full of hustle & bustle.		Female	Over 65	White British	
8	Seamoor Unit (Daycases)	Extremely Likely	Overall, staff were brilliant.	Staff member said she would report my arrival to reception	Male	56-65	White British	

				staff, but I don't think she did as I arrived 20 minutes early but other staff were unaware I was here 30 minutes later.				
9	Seamoor Unit (Daycases)	Extremely Likely	Friendly, cheerfully competent staff. Generous cups of tea!! Relaxed atmosphere.			Over 65	White British	
10	Seamoor Unit (Daycases)	Extremely Likely	Staff very efficient & caring. Facilities excellent & well organised.	No.	Male	Over 65	White British	
11	Seamoor Unit (Daycases)	Extremely Likely	Professional, caring, informative, a pleasure to be here.	No.	Male	Over 65	White British	
12	Seamoor Unit (Daycases)	Extremely Likely	Extremely friendly, professional staff. Lovely, relaxing atmosphere.		Male	Over 65	White British	
13	Seamoor Unit (Daycases)	Extremely Likely	Everybody has been kind and helpful.		Male	Over 65	White British	
14	Seamoor Unit (Daycases)	Extremely Likely	All the staff are very friendly and willing to do all to make the treatment as 'good' as possible. Although always very busy, they give each patient as much time as possible and the system runs very efficiently. This makes me (a very nervous patient) willing to come rather than dread every visit.		Female	Over 65	White British	
15	Seamoor Unit (Daycases)	Extremely Likely	The nurses. The care.	No.	Male	Over 65	White British	
16	Seamoor Unit (Daycases)	Extremely Likely	All staff wonderful. Thank you.					
17	Seamoor Unit (Daycases)	Extremely Likely	Everyone is so nice & friendly.		Female	46-55	White British	
18	Seamoor Unit (Daycases)	Extremely Likely	Excellent staff & treatment. Very welcoming & relaxing during treatment.	None.	Female	26-35	White British	

19	Seamoor Unit (Daycases)	Not entered		Carry on as you are now. Everyone is very good and very kind. Many thanks to all of you.	Male	Over 65	White British	
20	Seamoor Unit (NDDH Outpatients)	Unlikely	My appointment was for 1pm and I was seen at 2.15pm.	Employ more staff.	Female	Over 65	White British	