

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Feb-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.	%	%	%
Feb-19	45	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?	Patient request for anonymised comments not to be made public
1	Acute Oncology Service	Extremely Likely	Excellent communications, great service, outstanding care.	Not at present.	
2	Acute Oncology Service	Extremely Likely	Because it is a brilliant service and all the staff are amazing.	Appointment booking system could be a bit more streamlined. Twice I have been given two sets of appointments on two different cards.	
3	Acute Oncology Service	Extremely Likely	The prompt and effective treatment I received from [name withheld] when I came in with a high temperature. I was made to feel comfortable and secure in the knowledge that I was going to be helped. Physically and psychologically, I was made to feel better. Yes, I needed a 6-day stay in hospital. Can't thank [name withheld] enough.		
4	Acute Oncology Service	Extremely Likely	The staff are amazing. They are caring and really look after the patients.	No.	
5	Acute Oncology Service	Extremely Likely	Very friendly staff, light & airy unit, nothing too much trouble.	None at this time.	
6	Acute Oncology Service	Extremely Likely	Been absolutely very good, caring experience.	They are doing their best.	
7	Acute Oncology Service	Extremely Likely	I feel very supported and well looked after. My husband is always welcome too.	Most stressful - ongoing parking problem needs to be resolved.	
8	Acute Oncology Service	Extremely Likely	Care & attitude from staff.		
9	Acute Oncology	Extremely Likely	Everyone in the Seamoor Unit are very kind and helpful.		

	Service				
10	Acute Oncology Service	Extremely Likely	All the staff are very caring.	It was difficult to speak to someone on the phone when complications arose (mouth ulcers etc.). Perhaps a dedicated nurse, or a special 'surgery' time.	
11	Acute Oncology Service	Extremely Likely	Always amazing & extremely thoughtful care & treatment given at a very difficult time!	None!	
12	Acute Oncology Service	Extremely Likely	I was treated in a professional manner on admittance & throughout my stay, with all staff being very kind.		
13	Acute Oncology Service	Extremely Likely	Excellent service by all staff. Very kind, helpful & always willing to listen to any concerns. They even give you a call back.		
14	Acute Oncology Service	Likely	The friendly approach & the staff. Overall impression is a caring one and that you have the opportunity for a 1:1 consultation explaining the treatment plan specifically designed for you.	Is it absolutely necessary to be shown the day care facility? I found this very depressing and thought patients should be offered the opportunity to have a screen if they wished. Also, ask if you wish to receive a chemo hero pack - an excellent idea but not everyone wants it to be highlighted, to be seen as a victim.	
15	Acute Oncology Service	Likely	The staff are lovely and friendly - nice unit.	Waiting times are crazy - admin can be a bit hit & miss too.	
16	Acute Oncology Service	Likely	Proximity to my home in Bideford (closer than Exeter). Staff very professional. Waiting time good.	Communication between unit and Exeter hosp. poor. Includes follow ups dates & times and arranging bloods prior to visits. Between both hospitals.	
17	Seamoor Unit (Daycases)	Extremely Likely	Great facility, excellent treatment by lovely staff!	Pharmacy delays can occasionally occur, which is slightly frustrating.	
18	Seamoor Unit (Daycases)	Extremely Likely	A friendly, light hearted environment full of efficient plumbers. Will recommend to trust a trader.com!!	All v. good.	
19	Seamoor Unit (Daycases)	Extremely Likely	Caring, friendly & polite, understanding.		
20	Seamoor Unit (Daycases)	Extremely Likely	Simply the most professional, caring, expert & loving team imaginable.	No fault of Seamoor Unit but pharmacy / meds delays need sorting!	
21	Seamoor Unit	Extremely Likely	Brilliant staff! Excellent treatment.		

	(Daycases)				
22	Seamoor Unit (Daycases)	Extremely Likely	Always as pleasant an experience as it can be. Lovely staff.		
23	Seamoor Unit (Daycases)	Extremely Likely	All staff are very friendly, helpful, caring, answer questions, put one at ease.	More non-meat sandwiches. Sandwiches with added salad, e.g. tomatoes. Cups should not be handed to patients, held by the handle, not with fingers holding them.	
24	Seamoor Unit (Daycases)	Extremely Likely	Excellent staff.		
25	Seamoor Unit (Daycases)	Extremely Likely	Coz you're all brilliant.		
26	Seamoor Unit (Daycases)	Extremely Likely			
27	Seamoor Unit (Daycases)	Extremely Likely	Friendly staff.	Drinks for the afternoon.	
28	Seamoor Unit (Daycases)	Extremely Likely	Had first class treatment since the start. This is my last visit (hopefully).		
29	Seamoor Unit (Daycases)	Extremely Likely	The staff are pleasant & friendly & seem happy to work in a light, modern building with a very nice atmosphere.	Improve car parking places. Improve waiting times for appointments (much better lately).	
30	Seamoor Unit (Daycases)	Extremely Likely	The staff are very attentive and kind.		
31	Seamoor Unit (Daycases)	Extremely Likely	Friendly [illegible].		
32	Seamoor Unit (Daycases)	Extremely Likely	Treatment is delivered in caring, warm, supportive way. This unit is a credit to the hospital.		
33	Seamoor Unit (Daycases)	Extremely Likely	This is the first time I have been to the day treatment unit. I found everyone so friendly which put me at ease. What a lovely place.		
34	Seamoor Unit (Daycases)	Extremely Likely	Very friendly staff - nothing is too much trouble.		
35	Seamoor Unit (Daycases)	Extremely Likely	Fabulous nurses!		
36	Seamoor Unit (Daycases)	Extremely Likely			
37	Seamoor Unit	Extremely Likely	Very friendly and helpful.		

	(Daycases)				
38	Seamoor Unit (Daycases)	Extremely Likely	All the staff in the Seamoor Unit are excellent. Very reassuring. The atmosphere is very calming. Thank you.		
39	Seamoor Unit (Daycases)	Extremely Likely	It's always friendly and efficient.		
40	Seamoor Unit (Daycases)	Extremely Likely	All the staff are excellent and helpful and caring. We are very lucky to have this building which is bright and colourful. Many thanks. Spotlessly clean and comfortable.	No.	
41	Seamoor Unit (Daycases)	Extremely Likely	Have always received very good treatment and care. All my questions & concerns always addressed.	Parking!	
42	Seamoor Unit (Daycases)	Extremely Likely	Excellent staff, good safety protocols. Hopefully will never need.		
43	Seamoor Unit (Daycases)	Extremely Likely	Because the staff are so kind and friendly and make you feel at ease.		
44	Seamoor Unit (Daycases)	Extremely Likely	The staff are friendly and most professional. I am lucky to have this unit so close to home.		
45	Seamoor Unit (Daycases)	Likely			