

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Mar-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.	%	%	%
Mar-19	21	95.2	0.0	4.8

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	Good service.		
2	Acute Oncology Service	Extremely Likely	Timely & appropriate advice with very good follow-up telephone calls.		
3	Acute Oncology Service	Extremely Likely	Problem resolved, reassured by staff. Medication given.		
4	Acute Oncology Service	Extremely Likely	Very kind, helpful, cheerful staff and bright, comfortable unit.		
5	Acute Oncology Service	Extremely Likely	I have felt extremely well looked after in all respects for the last 2.5 years.		
6	Acute Oncology Service	Extremely Likely	Prompt action taken, kindness and empathy. Wonderful care and [illegible]. We are very lucky to have you.	How can you improve except keep the funding right to continue to offer this exceptional service & support.	
7	Acute Oncology Service	Likely	Good when you get in to see someone.	Awful having to go to A&E when you are so ill after teatime. Should be someone on call all the time.	
8	Acute Oncology Service	Likely	The staff make what to me was 'quite scary' a lot better experience than I thought! Lovely, happy staff.	A card with instructions on when to take tablets. You are given so much information verbally that I have to, wife has to, write it down and do a checklist when we come here.	
9	Acute Oncology Service	Not entered	Only place to go locally.	No.	
10	Seamoor Unit (Daycases)	Extremely Likely	The whole experience when you start down this road is quite a shock but everyone on the unit is so	No, service is excellent.	

			kind, helpful and understanding it makes it so much easier from day 1. Thank you.		
11	Seamoor Unit (Daycases)	Extremely Likely	Very helpful and a nice team of staff.	No.	
12	Seamoor Unit (Daycases)	Extremely Likely	Reassurance, calm atmosphere, competent staff.		
13	Seamoor Unit (Daycases)	Extremely Likely	The staff are so kind, friendly & helpful, always smiling, wonderful.		
14	Seamoor Unit (Daycases)	Extremely Likely	A very friendly and compassionate team, always welcomed and nothing is a problem.		
15	Seamoor Unit (Daycases)	Extremely Likely	Very clean and [illegible]. Staff all very nice and friendly.		
16	Seamoor Unit (Daycases)	Extremely Likely	Staff are amazing! Thank you.	None.	
17	Seamoor Unit (Daycases)	Extremely Likely	The nursing staff are all caring, nothing is too much trouble and very professional. The cleanliness of the unit is second to none. Thank you to all the staff.	None.	
18	Seamoor Unit (Daycases)	Extremely Likely	Great team. Efficient & lighthearted. Perfect.	Next appointments need attention, but I think all is in hand.	
19	Seamoor Unit (Daycases)	Extremely Likely	I would like to express how helpful [name withheld] (clinical support worker) was - he helped me with directions. He was extremely polite and made sure I knew where I was going. Thank you [name withheld].		
20	Seamoor Unit (Daycases)	Extremely Likely	I have had pleasant, professional service at all times here. Thank you.	No, seems fine.	
21	Seamoor Unit (Daycases)	Likely	The place to be [illegible] the [illegible]. The staff are lovely.	No.	
22	Seamoor Unit (Daycases)	Neither Likely nor Unlikely	Pharmacy problems - waited 2hrs for chemo tablets.		