

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Apr-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.	%	%	%
Apr-19	34	97.1	2.9	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	Staff and service is excellent.		
2	Acute Oncology Service	Extremely Likely	I have good treatment & great aftercare & excellent staff in Exeter & Barnstaple.	Better car parking: mostly in Exeter: Thank you!	
3	Acute Oncology Service	Extremely Likely	Fantastic treatment from all the staff in the unit.		
4	Acute Oncology Service	Extremely Likely	Local, 24-hour service. To travel to Exeter when you are unwell would be difficult.	Provide a list of 'gold standard' websites of information re: the treatment & drugs you are receiving.	
5	Acute Oncology Service	Extremely Likely	I am confident in the staff and the advice and treatment they give.	Keep up the good work!	
6	Acute Oncology Service	Extremely Likely	Very supportive team. Willingness to take time to explain all aspects of the care and outcome.	Provide 7-day support cover.	
7	Acute Oncology Service	Extremely Likely	Wonderful team co-ordination with other departments when needed. Very reassuring.		
8	Acute Oncology Service	Extremely Likely	As I had one situation overnight that the ward sister very calmly took care of the next day. You cannot always be perfect but you can respond properly.	Only if the 'bank' situation of staffing can be overcome from the normal staffing, which I understand is difficult.	
9	Acute Oncology Service	Extremely Likely			
10	Acute Oncology Service	Extremely Likely	Overwhelmed by the care and patience by all the staff at the Seamoor Unit.	The sandwiches could do with improving.	

11	Acute Oncology Service	Extremely Likely	Staff are very pleasant, nothing is too much trouble. Seamoor Unit is a very pleasant place.		
12	Acute Oncology Service	Extremely Likely	I was looked after by [name withheld] extremely well. All the staff are wonderful.	None at all.	
13	Acute Oncology Service	Extremely Likely	Never feel rushed. Very friendly staff.	Letter following appointment with consultant doesn't arrive for a month. Would be nice to get it sooner.	
14	Acute Oncology Service	Extremely Likely	Friendly, helpful staff on the end of the telephone, listened to me, didn't make me feel I'd wasted their time, made follow-up phone calls to me to check I was ok.		
15	Acute Oncology Service	Likely			
16	Acute Oncology Service	Extremely Unlikely	Terrible service. We were sent away & told to go to A&E as no one could see her. We were always under the impression the Seamoor Unit would look after patients. Not in this case. Delay meant delay to diagnosis, treatment resulting in death!!! Pre-tests were not sufficient in ensuring the correct decision was made in giving treatment.	The treatment our mum received put her body under extreme pressure as she already had low levels and has not been thoroughly checked before being given treatment that resulted in death.	
17	Seamoor Unit (Daycases)	Extremely Likely	Smashing team!		
18	Seamoor Unit (Daycases)	Extremely Likely	Friendly atmosphere. Friendly staff. Very attentive.	More useful things in the goody box such as new sports car, iPad and pair of round the world cruise tickets please. Lol, hahaha.	
19	Seamoor Unit (Daycases)	Extremely Likely	Excellent treatment and very good care. You were helped to feel comfortable and relaxed in the situation. Thank you.	None.	
20	Seamoor Unit (Daycases)	Extremely Likely	Everybody work very hard & are wonderful to the patients, full marks.		
21	Seamoor Unit (Daycases)	Extremely Likely	Kind & friendly staff. Very efficient systems. Lovely building.	No.	
22	Seamoor Unit (Daycases)	Extremely Likely	The care given by all the staff of the unit is exemplary. I can't thank them enough.		

23	Seamoor Unit (Daycases)	Extremely Likely	The staff are very caring and excellent in what they do.		
24	Seamoor Unit (Daycases)	Extremely Likely	The unit is immaculate, the staff go 'above and beyond'. When I come to the unit until I leave a few hours later, the experience is good except for the reason I came in the first place (cancer).	To be honest, I see no reason for changing anything other than taking on more staff to relieve the pressure.	
25	Seamoor Unit (Daycases)	Extremely Likely	Treatment was efficient, warm & friendly and always put both my wife & I at ease.		
26	Seamoor Unit (Daycases)	Extremely Likely	Everyone is very kind and caring. Made me feel at ease and comfortable.		
27	Seamoor Unit (Daycases)	Extremely Likely	The staff are very friendly and reassuring, it can be a nerve-racking time and they are just fab!		
28	Seamoor Unit (Daycases)	Extremely Likely	The staff are all so lovely, even under the amount of pressure they have.		
29	Seamoor Unit (Daycases)	Extremely Likely	The facilities are great and all the oncology team are brilliant.		
30	Seamoor Unit (Daycases)	Extremely Likely	Caring & friendly staff.		
31	Seamoor Unit (Daycases)	Extremely Likely	Excellent service always. Thank you.		
32	Seamoor Unit (Daycases)	Extremely Likely			
33	Seamoor Unit (Daycases)	Extremely Likely	Very good treatment. Friendly staff. Lovely atmosphere. Good building - clean & bright.		
34	Seamoor Unit (Daycases)	Extremely Likely	Friendly & relaxed atmosphere, caring and efficient staff.		
35	Seamoor Unit (Daycases)	Not entered	The whole team are always very friendly, kind & helpful.		