

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - May-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.	%	%	%
May-19	16	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 treatment from caring staff.		
2	Acute Oncology Service	Extremely Likely	The attitude of all the staff was so positive. They all helped or tried their best to help.	No. I was only in for one problem, although 2 visits were necessary. All that could be done, was done.	
3	Acute Oncology Service	Extremely Likely	Very friendly, supportive staff who are willing to spend time to explain processes and/or medication choices. Follow-up phone call after a visit to A&E at the weekend - not expected but good to know they keep track of you.		
4	Acute Oncology Service	Extremely Likely	The nurses were very helpful. Gave me plenty of advice & called me back after a couple of days to check I was ok.		
5	Acute Oncology Service	Extremely Likely	Dedication, efficiency of doctors, nurses and ancillary staff.	Increase in doctors and nurses to reduce existing overwork, stress and the current reduction in consultation time.	
6	Acute Oncology Service	Extremely Likely	Excellent care with good humour - great for morale!		
7	Acute Oncology Service	Extremely Likely			
8	Acute Oncology Service	Extremely Likely	ALL the treatment I have received over the last 12 months has always been exceptionally good. Staff have always been friendly, kind, considerate and approachable no matter how busy they are. Help is always there when I need it.	Make it possible for all GPs, community nurses, hospitals, including A&E to gain access to patients notes via computer?	
9	Acute Oncology	Extremely Likely	I have received the utmost care & support by the brilliant nurses & doctors. They all do a wonderful	Could not fault anything. I can't praise the service enough.	

	Service		job in a very stressful/upsetting time.		
10	Acute Oncology Service	Likely			
11	Acute Oncology Service	Likely	Extreme care & listen to you.	No.	
12	Seamoor Unit (Daycases)	Extremely Likely	Friendly, cheerful staff, lovely environment. Everyone is busy but they ensure all patients are cared for appropriate. Plenty of cups of tea & coffee on offer. It can be a long day sitting around for results and treatment is so very comfortable there.	If you're waiting for blood test results to come back before chemo treatment, it would be good if they could inform patients as soon as results get back, as sometimes you're unaware of what's going on for ages.	
13	Seamoor Unit (Daycases)	Extremely Likely	All the staff are lovely! So friendly & welcoming. Nice and airy room, doesn't feel like a hospital.		
14	Seamoor Unit (Daycases)	Extremely Likely	The response I have been given, especially first time, has been wonderful in every way, can't fault it at all. I thank the staff in every way. Thank you.		
15	Seamoor Unit (Daycases)	Extremely Likely	A fantastic service. The staff were friendly, professional and caring. The unit was spotless, very well equipped. Well done National Health Service. Thank God we live in England!!	No - everything was first class.	
16	Seamoor Unit (Daycases)	Likely	This is my first treatment here. Things are done slightly different here from where I have been having treatment. Everyone has explained everything that's being done to put my mind at ease.	No improvement at this time.	