

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Jul-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.	%	%	%
Jul-19	18	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	Wonderful staff, so kind, helpful and professional.	None.	
2	Acute Oncology Service	Extremely Likely	Have phoned many times for help. They were very helpful and always phoned me to make sure I was ok.		
3	Acute Oncology Service	Extremely Likely	The treatment & care could not have been better.		
4	Acute Oncology Service	Extremely Likely	Hopefully, I don't have to recommend anyone, but if I were to I would highlight the following key points: staff very friendly and attentive; patients are aware of treatment side effects; how's back up, very good.	It would be useful if people waiting in the waiting area were advised when there are delays as some people are very anxious.	
5	Acute Oncology Service	Extremely Likely	Easily accessible to help & gave good advice.		
6	Acute Oncology Service	Extremely Likely	My experience of the Seamoor and others have been increasingly important.	The Seamoor team have responded to the needs [illegible] nurse specialists for my treatment - meds only. Great so [illegible].	
7	Acute Oncology Service	Extremely Likely	I have received nothing but care & support during my visits to the Seamoor Unit. Follow-ups by phone have been most helpful.	I don't think so, it is a very well-run unit. Thank you. I think that the title friends & family is wrong as when someone is ill they do not want to travel far if a convenient unit is near!!	
8	Acute Oncology Service	Extremely Likely	I do not know of any way you can improve your service. We are made to feel at ease at a difficult time.	Carry on as you are, you cannot improve your care.	
9	Acute Oncology Service	Extremely Likely	The staff are fantastic, lovely, warm and caring. Always professional and reassuring.	No complaints. Perfectly happy with the quality of treatment so far.	

10	Acute Oncology Service	Likely			Do not publish
11	Seamoor Unit (Daycases)	Extremely Likely	Staff very pleasant, caring & efficient.	No - staff are perfect.	
12	Seamoor Unit (Daycases)	Extremely Likely	[Name withheld] efficient as always. Very quick, friendly & professional. [Name withheld] organised future appointments quickly. Lunch & lunch lady good. Always impressed with [name withheld]. Acute oncology nurses always great, [name withheld] friendly & professional as always too.	Pharmacy could be more time efficient sending up meds. (i.e. ready at appointment time in Seamoor).	
13	Seamoor Unit (Daycases)	Extremely Likely	The wonderful care from all the staff is exceptional. The unit is comfortable and not at all like a hospital ward. Great addition to N.D.D.H.	Food is awful!	
14	Seamoor Unit (Daycases)	Extremely Likely	Such a warm, friendly atmosphere in the unit. All questions answered fully. Friendly & professional. What could be a very traumatic experience made so much less alarming. Thank you all.		
15	Seamoor Unit (Daycases)	Extremely Likely	It was the staff that made the experience so pleasant. They were so helpful, kind & professional. The unit is bright & cheerful, which all help make this difficult experience more pleasurable.	None whatsoever.	
16	Seamoor Unit (Daycases)	Extremely Likely	Very efficient care and lovely staff. Calm atmosphere, not intimidating or scary.		
17	Seamoor Unit (Daycases)	Likely			Do not publish
18	Seamoor Unit (NDDH Outpatients)	Extremely Likely	All the staff on the ward are friendly & very helpful. They all work great as a team which means a top service for me - thank you!		