

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Aug-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.	%	%	%
Aug-19	21	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	Although usually very busy, staff have time for everyone.		
2	Acute Oncology Service	Extremely Likely	All your staff are courteous, friendly and professional.	The booking system for clinical appointments and chemo treatment was a bit haphazard, but I am told a new booking system is being implemented.	
3	Acute Oncology Service	Extremely Likely	Treatment was given by thoughtful and caring staff. Hospital was very efficient with appointments.		
4	Acute Oncology Service	Extremely Likely	Exceptional care given. The team are all incredible, they are professional, helpful, have a can do attitude, caring, understanding of difficult situations, they all go that extra mile to help.	We can't fault them. [Name withheld], the oncology centre reception, is a great frontline welcome to the service and sets the scene.	
5	Acute Oncology Service	Extremely Likely	Wonderful nurses & care given was excellent.	Sometimes there are very long waits.	
6	Acute Oncology Service	Extremely Likely	Because of the information given when in contact.	No. Fine as it is.	
7	Acute Oncology Service	Extremely Likely	Fantastic care throughout from all staff and wonderful support from CUP.	N/A.	
8	Acute Oncology Service	Extremely Likely	After seeing the consultant. I was given lots of literature and more importantly a card with the direct phone number to 3 specialist nurses.		
9	Acute Oncology Service	Extremely Likely	Quick access to the member of staff who could answer my question immediately, and later that day a member of staff contacted me to check all was well. Excellent.		
10	Acute Oncology	Extremely Likely			

	Service				
11	Acute Oncology Service	Extremely Likely	The oncology dept. has improved tremendously over the past 10 years. The staff are always polite and very professional.	As it stands at the moment, I think the dept. is excellent as it is. If anything changes over the course of time I'm sure I will inform you.	
12	Acute Oncology Service	Extremely Likely	Excellent treatment and care. Can't speak highly enough.	No. I think it is great!	
13	Acute Oncology Service	Extremely Likely	Professional and friendly staff.	No.	
14	Acute Oncology Service	Extremely Likely	Attention given and 1st class treatment.		
15	Acute Oncology Service	Extremely Likely	We found the staff friendly and overall excellent.		
16	Acute Oncology Service	Extremely Likely			
17	Acute Oncology Service	Extremely Likely	Fantastic, caring staff.	No.	
18	Acute Oncology Service	Extremely Likely	Because all the staff on the Oncology Unit are very genuine, caring people. There is nothing they won't put themselves out to do for anyone.	The experience I've had with the Oncology Service up to now, I can't really see much room for improvement.	
19	Acute Oncology Service	Extremely Likely	Humanity and empathy.		
20	Acute Oncology Service	Extremely Likely	All aspects of my care. Consultants, assistance, chemotherapy, back up, communication & so on. Main reason - high level of care. Thank you.		
21	Acute Oncology Service	Extremely Likely	Wonderful service, nothing is too much trouble, all the staff are kind and caring. The whole department is calm - a real port in a storm and always at hand by phone if needed - nothing to fault at all.	Perhaps a Facebook page just for patients at this hospital? I am part of a larger group but it's countrywide - it would be nice to interact with local patients.	