

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Sep-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.	%	%	%
Sep-19	23	91.3	0.0	8.7

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	I would extremely recommend the service as I have been treated so very well.	No, everything is great the way it is.	
2	Acute Oncology Service	Extremely Likely	Good service provided.		
3	Acute Oncology Service	Extremely Likely	Fantastic, caring staff at all levels. Good communication between depts.		
4	Acute Oncology Service	Extremely Likely	Very helpful and extremely quick at getting me in for an appointment.		
5	Acute Oncology Service	Neither Likely nor Unlikely	The care from the team in the Seamoor Unit has been & can be recommended. However, I would not recommend anyone to attend N.D.D.H. if they have a cancer diagnosis as I do not have faith that they (the clinicians) have necessary skills to provide the best quality care.		
6	Acute Oncology Service	Neither Likely nor Unlikely	After having breast cancer in 2016 I had back pain and was called in urgently for an MRI on a Friday afternoon. I was told I had to go in, so I went on my own and someone from oncology promised they would meet me as I was extremely distressed as I was going to MAU which is where my mum passed away earlier this year. This lady also completely scared me with our telephone chat and she did not come to meet me.	To begin, the doctors I saw over the 3 hours I was there did say I shouldn't have been called in like that. The lady on the phone also said that I need to have an MRI in case my cancer has returned in my back and I'll need booking in for radiotherapy in Exeter ASAP! It was disgraceful as I was all alone and really scared. People at the end of a phone need to learn about compassion and how to speak to patients as this took me a long time to recover and I'm a very strong person. [Patient name and contact details withheld].	
7	Seamoor Unit	Extremely Likely	Kind. Well informed, kept me well informed too. Setting	None. Just a big thank you.	

	(Daycases)		excellent. Thank you. xx		
8	Seamoor Unit (Daycases)	Extremely Likely	Warm, competent staff, admission time respected.		
9	Seamoor Unit (Daycases)	Extremely Likely	All staff so professional, helpful and friendly.		
10	Seamoor Unit (Daycases)	Extremely Likely	Efficient and caring staff.		
11	Seamoor Unit (Daycases)	Extremely Likely			
12	Seamoor Unit (Daycases)	Extremely Likely	Excellent attention from staff members, and the ward is welcoming and comfortable.	No.	
13	Seamoor Unit (Daycases)	Extremely Likely	All the staff here have been excellent.		
14	Seamoor Unit (Daycases)	Extremely Likely	All the staff are very caring & friendly. The unit is a lovely, light & airy space.		
15	Seamoor Unit (Daycases)	Extremely Likely	Very friendly, helpful staff. Give confidence and reassurance. Always cheerful, work tirelessly.		
16	Seamoor Unit (Daycases)	Extremely Likely	No matter who I've encountered today all had a smile on their face. Extra special mention to the Seamoor Unit. Thank you for making it a less scary experience.		
17	Seamoor Unit (Daycases)	Extremely Likely	Have given me the best of care. Always friendly and helpful. Excellent!!	Waiting times for drugs to arrive from pharmacy really could be improved.	
18	Seamoor Unit (Daycases)	Extremely Likely	Nurses are patient. Short staffed but still go out their way to make you feel comfy.	Less tape!	
19	Seamoor Unit (Daycases)	Extremely Likely	Amazing staff.		
20	Seamoor Unit (Daycases)	Extremely Likely	Really friendly & helpful staff. Nice surroundings.		
21	Seamoor Unit (Daycases)	Extremely Likely	All very lovely & very helpful.	No.	
22	Seamoor Unit (Daycases)	Likely	Have been very satisfied with the service received and competence shown.		
23	Seamoor Unit (NDDH Outpatients)	Extremely Likely	Just a lovely supportive team. Such a hard place to need to come but the nurses and other staff make it bearable.		