

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Oct-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.	%	%	%
Oct-19	61	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	All staff so far have been really helpful & very good to me in what is a scary time.		
2	Acute Oncology Service	Extremely Likely	Friendly & efficient staff.		
3	Acute Oncology Service	Extremely Likely	Between Seamoor Unit & my own GP they were able to recommend the treatment I needed.	No - their service & caring is excellent, maybe they deserve a pay rise.	
4	Acute Oncology Service	Extremely Likely	Extremely friendly and helpful - made a stressful time easier.		
5	Acute Oncology Service	Extremely Likely	I was treated with great respect & kindness on every visit.	No.	
6	Acute Oncology Service	Extremely Likely	They were informative, empathetic & proactive. Even followed up.	No.	
7	Acute Oncology Service	Extremely Likely	They were excellent! Fast, professional, thorough and kind.		
8	Acute Oncology Service	Extremely Likely	I have been receiving treatment from the Oncology Unit (Seamoor) for over two years, have been supported physically, emotionally & truthfully & involved with decisions with full explanations.	I haven't come across any doubtful areas or indeed where improvements can be made. I can't think of any other than keep up the good work and many thanks from me, my family and friends.	
9	Acute Oncology Service	Extremely Likely	I personally have received prompt treatment etc. from all concerned. The nursing staff and doctors have been very kind and reassuring.		
10	Acute Oncology	Extremely Likely	Every member of staff we have seen has treated us with empathy, respect and professionalism. Have answered		

	Service		our many questions with patience's and knowledge which has given us confidence to proceed with the recommended treatments believing all your staff know how to help us, thank you.		
11	Acute Oncology Service	Extremely Likely	Quick, efficient, friendly care and service. Nothing too much of a bother. Made to feel welcome and I felt safe and in good hands. People were expecting me.	Not on the acute side.	
12	Acute Oncology Service	Extremely Likely	Was good on the ward and looked after very well by all the staff.		
13	Acute Oncology Service	Extremely Likely	Quick, sensitive, good surroundings, pleasant staff.	More facilities, as very well used.	
14	Acute Oncology Service	Extremely Likely	Everyone you see or speak to are so friendly and helpful.		
15	Acute Oncology Service	Likely	I felt I was well looked after but came away without a forward plan that was needed. Had to get it elsewhere.	A second meeting with the doctor during the day would have helped me explain what I needed when I was discharged, this did involve blood thinners.	
16	Acute Oncology Service	Likely	Very professional and friendly nursing staff in chemo. Extremely helpful phone support. Unfortunate that the PICC line machine is broken - needs replacing! Often have long waiting time before seen.	Replace broken PICC line machine. Waiting times - it is hard to turn up for an appointment and wait an hour before being seen.	
17	Acute Oncology Service	Likely	I was well looked after.	A bit more explaining in plain language, not medical terms.	
1	Seamoor Unit (Daycases)	Extremely Likely	All the nurses are amazing & make you feel very relaxed.	No.	
2	Seamoor Unit (Daycases)	Extremely Likely	All the staff are very friendly and helpful and the unit provides a nice environment for the patients.		
3	Seamoor Unit (Daycases)	Extremely Likely			
4	Seamoor Unit (Daycases)	Extremely Likely	Always spot on and friendly.		
5	Seamoor Unit (Daycases)	Extremely Likely	All the staff on the ward do a great job & their hard work has enabled me to lead a normal life for the last 3		

			years.		
6	Seamoor Unit (Daycases)	Extremely Likely	Cheerful surroundings and great staff.		
7	Seamoor Unit (Daycases)	Extremely Likely			
8	Seamoor Unit (Daycases)	Extremely Likely	Friendly staff, very helpful and friendly. Made to feel comfortable.		
9	Seamoor Unit (Daycases)	Extremely Likely	Friendly, caring staff, nothing too much trouble.		
10	Seamoor Unit (Daycases)	Extremely Likely	The whole atmosphere is bright, hopeful and efficient. The nurses are so matter of fact, knowledgeable, humorous and kind. It's a wonderful experience, which is quite unexpected. Thank you for the box of goodies.	No.	
11	Seamoor Unit (Daycases)	Extremely Likely	Excellent care, friendly, knowledgeable team.		
12	Seamoor Unit (Daycases)	Extremely Likely	It is like being on a private ward. The facilities are great, it is quiet and light (due to the design of the room) and the staff are lovely.		
13	Seamoor Unit (Daycases)	Extremely Likely	Professional, friendly.		
14	Seamoor Unit (Daycases)	Extremely Likely	Great staff & team, especially [name withheld], she deserves a raise in pay.		
15	Seamoor Unit (Daycases)	Extremely Likely	Staff are always professional, cheerful and caring. Have been receiving treatment for 4.5yrs now and have seen great changes for the better.	Staff can be stretched when just one or two are away. Perhaps better cover can be sorted when this happens.	
16	Seamoor Unit (Daycases)	Extremely Likely	Great care and understanding.	None.	
17	Seamoor Unit (Daycases)	Extremely Likely	Staff are friendly and considerate.		
18	Seamoor Unit (Daycases)	Extremely Likely	Very good staff. Very good with patients.	Carry on as you all are.	
19	Seamoor Unit (Daycases)	Extremely Likely	Because they are very good and they are very [illegible] and they are very professional.	No.	
20	Seamoor Unit (Daycases)	Extremely Likely	Was made to feel very comfortable and staff very attentive.	No.	
21	Seamoor Unit	Extremely Likely	Pleasant surroundings, friendly staff - puts you at ease.		

	(Daycases)				
22	Seamoor Unit (Daycases)	Extremely Likely	Super - efficient, pleasant, competent.	None at all.	
23	Seamoor Unit (Daycases)	Extremely Likely	Amazing staff - put you at ease & always up for a laugh.		
24	Seamoor Unit (Daycases)	Extremely Likely	Can't fault.	No.	
25	Seamoor Unit (Daycases)	Extremely Likely	Staff knowledgeable and human.		
26	Seamoor Unit (Daycases)	Extremely Likely	Very friendly staff. The staff are all very welcoming!		
27	Seamoor Unit (Daycases)	Extremely Likely	The staff are all extremely helpful and friendly. The unit is light and airy. So lovely to be able to relax in the comfy chairs whilst having treatment.	There are days when the staff are rushed off their feet. One or two more qualified chemo nurses would be of benefit to the unit.	
28	Seamoor Unit (Daycases)	Extremely Likely	Everybody is so friendly and welcoming. They make you feel so calm and relaxed.	No.	
29	Seamoor Unit (Daycases)	Extremely Likely	Outstanding care to my husband and always here to help me get through it and answer all our questions in a happy, friendly, caring way. Could not ask for more. All staff are amazing.	No. It is very good. A1.	
30	Seamoor Unit (Daycases)	Extremely Likely	Best treatment & attitude ever. No complaints whatsoever.	None that I can see!	
31	Seamoor Unit (Daycases)	Extremely Likely	I have been looked after well during treatment. Plenty of tea and biscuits too! Nurses explained the treatment I was having. Environment very clean and bright.		
32	Seamoor Unit (Daycases)	Extremely Likely	Very friendly ward.		
33	Seamoor Unit (Daycases)	Extremely Likely	The staff are lovely & friendly and make the whole experience a nice one and I've had the same nurse both treatments and it's very reassuring to see a familiar, smiling face. Love [name withheld].		
34	Seamoor Unit (Daycases)	Extremely Likely	Very friendly, professional staff. Nothing was too much problem to them.		
35	Seamoor Unit (Daycases)	Extremely Likely	Lovely, bright, clean ward with excellent staff - always cheerful.		
36	Seamoor Unit	Extremely Likely	Very friendly and relaxed atmosphere. Nurses and HCAs		

	(Daycases)		are very cheery which really helps with being in this situation.		
37	Seamoor Unit (Daycases)	Extremely Likely	Staff always warm and friendly, helping patients and family feel more at ease during what could be a very stressful experience.		
38	Seamoor Unit (Daycases)	Extremely Likely	Everything is geared up for the job in hand. The staff are efficient and friendly.		
39	Seamoor Unit (Daycases)	Extremely Likely	Very friendly and helpful. Thank you.		
40	Seamoor Unit (Daycases)	Extremely Likely	Very attentive staff explained everything. Looked after me well.		
41	Seamoor Unit (Daycases)	Extremely Likely	Staff always cheerful & friendly. It makes you feel more than just a patient.	No.	
42	Seamoor Unit (Daycases)	Extremely Likely	All staff polite and attentive and happy to answer any questions asked.	Initial visit so, at this moment in time, no suggestions.	
43	Seamoor Unit (Daycases)	Likely	Very clean and staff friendly & approachable. Excellent job, thank you.		
1	Seamoor Unit (NDDH Outpatients)	Extremely Likely	Very efficient & caring.	No.	