

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Nov-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.	%	%	%
Nov-19	6	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	They were all brilliant and put my fears to rest.	N/A.	
2	Acute Oncology Service	Extremely Likely	Care was exceptional.		
3	Acute Oncology Service	Extremely Likely	Friendliness, happy atmosphere everywhere you went. Nothing was too much trouble. Thank you.	Keep like it is, a great service for anyone who needs. Thank you.	
4	Acute Oncology Service	Extremely Likely	The immediate response when I rang this service was very helpful. Two return calls were made to check that I was recovering & feeling better - v. reassuring.		
5	Acute Oncology Service	Extremely Likely	Good listeners, showed empathy. Sound advice, well communicated. Progress followed up with phone calls until problem resolved.	Perfect!	
6	Acute Oncology Service	Not entered	Because I love you all.	Staff need more help.	
1	Seamoor Unit (Daycases)	Extremely Likely	The staff are friendly & welcoming.	No.	