

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Dec-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.	%	%	%
Dec-19	74	95.9	2.7	1.4

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	Bright, cheerful environment. Bright, cheerful nurses & receptionists. Feeling of safety in the hands of the nurses who are diligent in their handling of treatments and very caring.	Cannot think of any.	
2	Acute Oncology Service	Extremely Likely			Do not publish
3	Acute Oncology Service	Extremely Likely	An excellent service, very professional and helpful.	No.	
4	Acute Oncology Service	Extremely Likely	Very helpful staff and excellent care for me which is needed when you don't know what's up.		
1	Seamoor Unit (Daycases)	Extremely Likely	Very supportive staff.	Some higher chairs in waiting room.	
2	Seamoor Unit (Daycases)	Extremely Likely	Everybody is really friendly and kind.		
3	Seamoor Unit (Daycases)	Extremely Likely	Friendly staff. Efficient service. Calm surroundings. Relaxing environment.		
4	Seamoor Unit (Daycases)	Extremely Likely	Can't fault the staff on Seamoor, have received great care, nothing is too much trouble. Staff brought reassurance at an anxious time.		
5	Seamoor Unit (Daycases)	Extremely Likely	First class treatment. Both nurses and other staff very friendly, happy.	Not really.	
6	Seamoor Unit (Daycases)	Extremely Likely	The staff were friendly & caring. Despite being extremely busy, they found time to treat patients as individuals. The welcome I got put me at ease straightaway.		
7	Seamoor Unit (Daycases)	Extremely Likely	Always polite and helpful. Always there when you need them.	Can't.	

8	Seamoor Unit (Daycases)	Extremely Likely	Always looked after promptly and expertly.		
9	Seamoor Unit (Daycases)	Extremely Likely	Professional & reassuring.		
10	Seamoor Unit (Daycases)	Extremely Likely	Fantastic team, great care. Thank you.		
11	Seamoor Unit (Daycases)	Extremely Likely	Professional care & caring.		
12	Seamoor Unit (Daycases)	Extremely Likely	Everybody is extremely helpful and cannot do enough to help you, all go the extra mile. Thank you.		
13	Seamoor Unit (Daycases)	Extremely Likely	Very efficient and friendly service, very nice unit.		
14	Seamoor Unit (Daycases)	Extremely Likely	Warm, caring, professional staff. Bright, clean & comfortable environment.	No.	
15	Seamoor Unit (Daycases)	Extremely Likely	The staff are lovely. They can't do enough for you.		
16	Seamoor Unit (Daycases)	Extremely Likely	The friendliness of the staff and their willingness to go that extra mile.		
17	Seamoor Unit (Daycases)	Extremely Likely	It's friendly atmosphere. I enjoy coming.	None.	
18	Seamoor Unit (Daycases)	Extremely Likely	Very friendly & helpful staff. Nothing ever too much trouble.	None.	
19	Seamoor Unit (Daycases)	Extremely Likely	Nurses and helpers are very nice and pleasant and willing to spend time explaining things.	None.	
20	Seamoor Unit (Daycases)	Extremely Likely	Quality of care & friendliness of staff exceptional. Great care taken to ensure patients understanding every stage of their treatment.	No.	
21	Seamoor Unit (Daycases)	Extremely Likely	The consistent, great care, consideration and good humour of all the staff.		
22	Seamoor Unit (Daycases)	Extremely Likely	So warm and friendly. Lovely staff. I didn't know what to expect but was reassured. Thank you so much.	You've got this!	
23	Seamoor Unit (Daycases)	Extremely Likely	V. caring, friendly & knowledgeable staff.		
24	Seamoor Unit (Daycases)	Extremely Likely	An open, friendly & knowledgeable staff - obviously caring of me & all the patients using the facility.	Not at the moment!	
25	Seamoor Unit	Extremely Likely	It's well run, staff very friendly & understanding. Always	None.	

	(Daycases)		very efficient. Unfortunately, today my wristband got lost & I had to wait 1.5hrs, but all well. I had a reaction to my treatment today but staff very professional & contacted Dr who came to see me.		
26	Seamoor Unit (Daycases)	Extremely Likely	The nurses are awesome!	New tables since the present ones do not maintain their height.	
27	Seamoor Unit (Daycases)	Extremely Likely	Light, airy surroundings, comfy chair and lovely, kind staff.	Just keep up the good work.	
28	Seamoor Unit (Daycases)	Extremely Likely	Treatment and care of staff at all times exceptional. Thank you all so much.		
29	Seamoor Unit (Daycases)	Extremely Likely	Caring, excellent staff.		
30	Seamoor Unit (Daycases)	Extremely Likely	Staff were very helpful and lovely, made me feel relaxed. The staff were all the same to other patients and one in particular was very good at making them smile, with her positive cheery way.		
31	Seamoor Unit (Daycases)	Extremely Likely	Staff are brilliant, caring & reassuring. I find this amazing as it is obvious how much pressure they are under.	No - it is great.	
32	Seamoor Unit (Daycases)	Extremely Likely	Staff are very good and make the whole experience pleasant.	No.	
33	Seamoor Unit (Daycases)	Extremely Likely	Outstanding staff & treatment. Thank you.	None.	
34	Seamoor Unit (Daycases)	Extremely Likely	The staff are friendly & efficient. The treatment area is light & airy. The offer of food & drinks is appreciated.	Two of the purple / mauve chairs do not work properly - the footrests do not rise.	
35	Seamoor Unit (Daycases)	Extremely Likely			Do not publish
36	Seamoor Unit (Daycases)	Extremely Likely	Everyone very helpful, approachable, friendly and empathetic.	No.	
37	Seamoor Unit (Daycases)	Extremely Likely	It's all lovely. Staff & service.		
38	Seamoor Unit (Daycases)	Extremely Likely	Everyone has been friendly and supportive.		
39	Seamoor Unit (Daycases)	Extremely Likely	Staff etc. are all lovely.		
40	Seamoor Unit (Daycases)	Extremely Likely	Friendly staff.		

41	Seamoor Unit (Daycases)	Extremely Likely	All staff are friendly, caring and helpful. They put you at ease and give you confidence.	No.	
42	Seamoor Unit (Daycases)	Extremely Likely			
43	Seamoor Unit (Daycases)	Extremely Likely	Lovely staff & very comfortable environment.		
44	Seamoor Unit (Daycases)	Extremely Likely	Couldn't ask for better staff. They are angels in disguise. They are thoughtful & caring.		
45	Seamoor Unit (Daycases)	Extremely Likely	Caring staff at all levels. Treated with dignity and respect. Nice, happy environment.		
46	Seamoor Unit (Daycases)	Extremely Likely	I've been coming to the Seamoor Unit for over 3 years, it has always been a positive experience, with the staff treating me in a very professional way & the treatment allowing me to lead an almost normal lifestyle.	The pharmacy are invariably late with medication making the stay longer than it should be & causing frustration for the staff on the ward. Suggestion would be to sort the way the pharmacy is manned / staffed.	
47	Seamoor Unit (Daycases)	Extremely Likely	It's lovely in the unit and mostly the staff are lovely, very helpful, very welcoming, absolutely lovely.		
48	Seamoor Unit (Daycases)	Extremely Likely	Friendly / professional staff, [name withheld] is very gentle & kind, [name withheld] is a joy!		
49	Seamoor Unit (Daycases)	Extremely Likely	Friendly, helpful staff.		
50	Seamoor Unit (Daycases)	Extremely Likely	Well looked after by the staff.	Very good service. Well looked after.	
51	Seamoor Unit (Daycases)	Extremely Likely	Open areas - able to come & go as please. Friends & family able to sit with patient.		
52	Seamoor Unit (Daycases)	Extremely Likely			
53	Seamoor Unit (Daycases)	Extremely Likely			
54	Seamoor Unit (Daycases)	Extremely Likely	Been well looked after.	No.	
55	Seamoor Unit (Daycases)	Extremely Likely	Staff very friendly and helpful.		
56	Seamoor Unit (Daycases)	Extremely Likely	Attention to detail!	G&T after the treatment!	
57	Seamoor Unit	Extremely Likely	Every member of staff in all depts. are exceptionally	No.	

	(Daycases)		caring & kind.		
58	Seamoor Unit (Daycases)	Extremely Likely	Very helpful, friendly & supportive staff at all times.		
59	Seamoor Unit (Daycases)	Extremely Likely	Seamoor Unit have been amazing looking after dad during his treatment - friendly, attentive, caring, I could go on.		
60	Seamoor Unit (Daycases)	Extremely Likely	Well organised staff, very kind and helpful.		
61	Seamoor Unit (Daycases)	Extremely Likely	All staff are kind, caring and thorough - totally professional with the human touch!		
62	Seamoor Unit (Daycases)	Extremely Likely	Nice nurses, clean room that's nice and open, great cup of tea.	Football on the TV.	
63	Seamoor Unit (Daycases)	Extremely Likely	This is a first class facility for my treatment. Courteous, friendly & knowledgeable staff - superb care & service - also, beautiful location & clean ward.	Let's hope you can pay the staff more (as they truly deserve) & recruit enough staff!	
64	Seamoor Unit (Daycases)	Extremely Likely	Treatment fully explained by kind and caring staff who were able to relax me during my time with them.	No.	
65	Seamoor Unit (Daycases)	Likely	V. friendly in what they do.		
66	Seamoor Unit (Daycases)	Likely	Friendly staff. Efficient. Wait was long.		
67	Seamoor Unit (Daycases)	Likely	Great staff.	Urgency - sometimes (not today) treatment doesn't start in the first hour, frustrating especially if time used is for a single injection.	
68	Seamoor Unit (Daycases)	Extremely Unlikely	The appointment system for see and treat patients does not work. The patient has waited for 3 hours and she still doesn't have a cannula, very inefficient. A major stress for a patient.	Please keep patients informed.	
69	Seamoor Unit (Daycases)	Extremely Unlikely	It is totally unacceptable the amount of waiting time between consultation and medication. This is not a one-off, it happens every time. Timed appointments delay time up to 4 hours!	Look closely at time management.	
70	Seamoor Unit (Daycases)	Don't Know			Do not publish