

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Jan-20

*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.	%	%	%
Jan-20	26	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	Because of availability when needed. Caring & compassionate staff on all levels for whom nothing is too much trouble.	Really can't think of any!	
2	Acute Oncology Service	Extremely Likely	Good response to a problem.		
3	Acute Oncology Service	Extremely Likely	Always receive excellent care.	No.	
4	Acute Oncology Service	Extremely Likely	Immediate / fast response, expert knowledge (yours), reassurance.		
5	Acute Oncology Service	Extremely Likely	Because it is very friendly and extremely caring.	No, not at the moment.	
6	Acute Oncology Service	Extremely Likely	It is really reassuring to be able to call upon help, specialist help when you feel ill and incredibly anxious and life-saving in certain circumstances.	I think it's important to know who you are talking to - especially when frightened. It is important that person you are speaking to constantly reiterates who they are and their role.	
7	Acute Oncology Service	Extremely Likely	Excellent, friendly staff.	It would help if your estimated finish time more closely matched the actual.	
8	Acute Oncology Service	Extremely Likely	The only problem is getting our prescriptions on time.	For prescriptions to be signed on time so NHS delivery can deliver on time. We had to ring both NHS & hospital countless times & it's the same answer every time, hospital having sent the prescription through. Also, waiting forever for call backs. On three occasions pills come two days late.	

9	Acute Oncology Service	Extremely Likely	Promptly dealt with.		
10	Acute Oncology Service	Extremely Likely	The procedure was explained clearly and was asked if I had any questions. I was reassured throughout the procedure & escorted back to where my husband was waiting.	Although I only had to wait 15mins past my appointment time (which was no problem for me) I would suggest someone could let patient know they were running a bit late.	
11	Acute Oncology Service	Extremely Likely	I visited the dept. to see if the new switch in my medication was the cause of my SOB. It was not and I ended up being correctly diagnosed with PE's.	None. The swift diagnosis and transfer to A&E undoubtedly saved my life. Thank you.	
12	Acute Oncology Service	Extremely Likely	The lead consultants are excellent and their teams are first rate.	None.	
13	Acute Oncology Service	Extremely Likely	My treatment & care was 1st class. Nothing is too much trouble.		
1	Seamoor Unit (Daycases)	Extremely Likely	Professionalism is superb. Made to feel important. Such a friendly atmosphere!	Give all the nurses a pay rise please. Happy to pay higher tax.	
2	Seamoor Unit (Daycases)	Extremely Likely		On gluten aware menu, I would like to see tuna as an option with the sandwiches.	
3	Seamoor Unit (Daycases)	Extremely Likely	Very friendly, caring staff. Relaxed atmosphere.		
4	Seamoor Unit (Daycases)	Extremely Likely	My husband & I cannot fault this department. The care given & the kindness & humour of the staff is second to none. Nothing is too much trouble.		
5	Seamoor Unit (Daycases)	Extremely Likely	Keep things how they are, very friendly.	Leave as it is.	
6	Seamoor Unit (Daycases)	Extremely Likely	Quick, efficient treatment.		
7	Seamoor Unit (Daycases)	Extremely Likely	Only service available in N. Devon area, although v. good, efficient, caring and friendly.		
8	Seamoor Unit (Daycases)	Extremely Likely	Very friendly, welcoming and supportive. Love you guys. xx		
9	Seamoor Unit (Daycases)	Extremely Likely	Always excellent and professional care here in the unit. The staff are always calm, pleasant and welcoming. Thank you.		

10	Seamoor Unit (Daycases)	Extremely Likely	The staff are always very efficient and friendly.	No.	
11	Seamoor Unit (Daycases)	Extremely Likely	Been very happy with treatment received in Seamoor Unit.		
12	Seamoor Unit (Daycases)	Extremely Likely	The experience of the first chemo was a bit traumatic but the staff all helped us through with great professionalism and humour and further visits have been good, and staff so, so helpful.	No.	
13	Seamoor Unit (Daycases)	Extremely Likely	Very friendly, helpful staff, also very efficient. All the years my wife has had treatment. N.D.H. has been a very good hospital.		