

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Feb-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.	%	%	%
Feb-20	33	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	Not only did the nurse listen to my moans but she actioned a new, earlier appointment.		
2	Acute Oncology Service	Extremely Likely	Very good service.	It's all good.	
3	Acute Oncology Service	Extremely Likely	I was treated with kindness and care at a time when I was feeling very fragile.	None - it was perfect.	
4	Acute Oncology Service	Extremely Likely	Staff very reassuring, helpful, give good advice, made me feel better when feeling ill due to chemo.	No, keep up the good work.	
5	Acute Oncology Service	Extremely Likely	Good care, professional approach.	Carry on as you are going.	
6	Acute Oncology Service	Extremely Likely	Friendly, caring. Professional.		
7	Acute Oncology Service	Extremely Likely	All staff are friendly, professional and compassionate.	Booking system has been upgraded now?	
8	Acute Oncology Service	Extremely Likely	Because you can't improve on perfection.	Give more money to staff.	
9	Acute Oncology Service	Extremely Likely	I am not sure 'recommend' is the right word, I would tell friends & family that care & treatment is excellent. The information given, care and aftercare is fantastic. I can't fault it.	No, it's a fantastic service.	
10	Acute Oncology	Extremely Likely			

	Service				
11	Acute Oncology Service	Extremely Likely	As above.		None.
12	Acute Oncology Service	Extremely Likely	Since my diagnosis - I have always had amazing service and follow-up.		None. Perhaps invest for COVID-19 - it would be good to have a plan for those of us who are high risk i.e. who would we contact?
1	Seamoor Unit (Daycases)	Extremely Likely			Treatment appointment very late. In unit for 1.5hrs. Offer of a cup of tea would have been nice.
2	Seamoor Unit (Daycases)	Extremely Likely	Very friendly. Lovely atmosphere. Nurses helpful & kind.		
3	Seamoor Unit (Daycases)	Extremely Likely	Because they always look after me very well.		
4	Seamoor Unit (Daycases)	Extremely Likely	Can't be faulted.		
5	Seamoor Unit (Daycases)	Extremely Likely	Made to feel welcome, very caring.		Need one extra nurse to make it run smoothly.
6	Seamoor Unit (Daycases)	Extremely Likely	Friendly and professional care from all staff.		
7	Seamoor Unit (Daycases)	Extremely Likely	Friendly staff. Great doctors & nurses. Nice unit.		Please - what a mess reception looks! Posters everywhere behind desk, can't put your bag on desk for more stuff! Even the leaflet stand is a mess. It was nice & tidy when unit opened. Does not look organised.
8	Seamoor Unit (Daycases)	Extremely Likely	Very caring staff made all the difference from the receptionists, hotel services & the nursing team. The friendliness was so good.		
9	Seamoor Unit (Daycases)	Extremely Likely	Good level of care, nurses fabulous, really helpful. Thanks for all your support during my treatment.		
10	Seamoor Unit (Daycases)	Extremely Likely	Cheerful, friendly care. Skilled. Excellent! Lovely, light and attractive room with space.		
11	Seamoor Unit (Daycases)	Extremely Likely	Very professional team. Questions answered in detail. All said they enjoyed their work. Excellent attitude.		Very happy with all aspects of service provided by medical and support staff.
12	Seamoor Unit (Daycases)	Extremely Likely	Nurse and staff are very kind, helpful and caring.		

13	Seamoor Unit (Daycases)	Extremely Likely	Excellent care & kindness throughout.		
14	Seamoor Unit (Daycases)	Extremely Likely	The nurses are always so kind, welcoming and friendly. They really do change what is an unpleasant experience into a nice one and I actually look forward to coming now. The atmosphere is very happy & relaxed. Thank you so much.	Move the bins away from the patient beds at the end of the middle 'island'. I kept falling asleep & waking up abruptly every few minutes by the bang of the bin lid!	
15	Seamoor Unit (Daycases)	Extremely Likely	Well organised, very friendly staff.	Keep on as is.	
16	Seamoor Unit (Daycases)	Extremely Likely	The staff are extremely helpful, pleasant & knowledgeable. They make for a good experience.	More tea / coffee!	
17	Seamoor Unit (Daycases)	Extremely Likely	Friendly, caring staff. Always on hand to relax you, make you feel safe.	No.	
18	Seamoor Unit (Daycases)	Extremely Likely	Friendly & welcoming nurses & staff. All staff go above and beyond to make you feel comfortable & relaxed. Couldn't rate higher.	No.	
19	Seamoor Unit (Daycases)	Extremely Likely	Fantastic staff and information in a calm environment.	No, not at all - good experience all round.	
20	Seamoor Unit (Daycases)	Extremely Likely	I can honestly say I enjoy my days in the unit. Lovely, friendly and efficient staff & the comfort in knowing something is being done to keep the cancer at bay, cheese & pickle sandwiches too!!	None come to mind.	
21	Seamoor Unit (Daycases)	Extremely Likely	Very clean & friendly.	More tea & biscuits. lol	