

Friends and Family Test - Seamoor Unit (daycases and outpatients) - Mar-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.	%	%	%
Mar-20	15	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			
2	Acute Oncology Service	Extremely likely	The team & services are out of this world, at the end of the phone 24/7.	Not at the moment, it's an excellent service... Can you improve it..	
3	Acute Oncology Service	Extremely likely	Excellent service, quick response, helpful and friendly staff.	I don't think so. I am quite happy with the service I have received.	
4	Acute Oncology Service	Extremely likely	All the staff are perfect.	None.	
5	Acute Oncology Service	Extremely likely	Any & every time I have needed advice, guidance, answers to my queries, anything related to my diagnosis - therapy - reactions all have been handled sensitively, kindly, reassuringly & speedily plus frequent follow-up calls.	I cannot think of anything that needs extra input. Excellent, friendly, efficient & effective interaction as / when needed is what I have experienced thus far.	
6	Acute Oncology Service	Extremely likely	Felt well looked after.	Perhaps better follow-up?	
7	Acute Oncology Service	Extremely likely	Very friendly & efficient.	No.	
8	Acute Oncology Service	Extremely likely	Because you can't improve on perfection. The whole team from the office girls to the nurses & doctors, the whole Seamoor Unit, are amazing. They are an amazing team. Priceless.	More help for the nurses & better pay for all of the above.	
1	Seamoor Unit (Daycases)	Extremely likely	Friendly, welcoming, caring staff. Everyone treated with dignity and support.		

2	Seamoor Unit (Daycases)	Extremely likely			
3	Seamoor Unit (Daycases)	Extremely likely	Lovely staff. Lovely ward.		
4	Seamoor Unit (Daycases)	Extremely likely	Professional & very friendly.		
5	Seamoor Unit (Daycases)	Extremely likely			
6	Seamoor Unit (Daycases)	Extremely likely	The first visit was rather daunting. But on arrival met with smiling faces and explanations for every part of the treatment. We have been treated with great patience, thank you to all.		
7	Seamoor Unit (Daycases)	Likely	Very good staff, especially due to amount on ward.		