

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

*Thinking about your time on this ward (daycases) / the service we provide (outpatients)...*

*Overall, how was your experience of our service?*

*Response options: Very good, Good, Neither good nor poor, Poor, Very poor, Don't know*

### Friends and Family Test score

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England and NHS Improvement guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Poor} + \text{Very poor}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

The Trust's target 'Would recommend' score is 75%

Month	Responses No.	Would recommend %	Would not recommend %	Neither good nor poor / Don't know %
Dec-20	17	100.0	0.0	0.0

## Patient feedback

	Service	Feedback from	Friends and Family Test response	Please can you tell us why you gave your answer?	Please tell us about anything that we could have done better	Patient request for anonymised comments not to be made public
1	Acute Oncology Service	Not entered	Very good			
2	Acute Oncology Service	Patient	Very good	Everyone I have had cause to speak to have been helpful, knowledgeable and cheerful.		
3	Acute Oncology Service	Patient	Very good	All members of staff are very friendly and attentive, and enquired about my wellbeing whilst at home.		
4	Acute Oncology Service	Not entered	Very good	Because all staff looked after me well. Very kind and considerate.	Although I know there is no further treatment, I would have liked the opportunity to have had another scan further down the line.	
5	Acute Oncology Service	Patient	Very good	Caring, always prompt with callbacks, friendly, helpful, communication always good, even weekend [illegible].		
6	Acute Oncology Service	Patient	Very good	Because I have received excellent care and attention throughout, including advice over the telephone when needed.	Nothing!	
7	Acute Oncology Service	Patient	Very good			Do not publish
8	Acute Oncology Service	Patient	Very good	We were seen very quickly without an appointment. Thank you.		
9	Acute Oncology Service	Patient	Very good	They all have been so kind and caring and given me all the support I need.		

10	Acute Oncology Service	Patient	Very good	The receptionist listened to what I had to say, then she put me through to a nurse who discussed things and then helped me.		
11	Acute Oncology Service	Patient	Very good	Good, quick response and follow-up next day.		
12	Acute Oncology Service	Patient	Very good	All staff are excellent and very helpful.		
13	Acute Oncology Service	Patient	Very good	Always kind and helpful.	Can't think of anything.	
14	Acute Oncology Service	Patient	Very good	So quick and easy.	Nothing.	
15	Acute Oncology Service	Patient	Very good	I found everyone very kind and caring and very efficient.	Can't think of anything.	
16	Acute Oncology Service	Patient	Very good	The staff are extremely helpful, caring and pleasant.		
17	Acute Oncology Service	Patient	Good	Satisfied.		
18	Acute Oncology Service	Patient	Not entered	I had confusion whilst staying in hospital so am unable to remember much about my hospital admission.	It would have been helpful for the acute oncology team to have liaised more with my family to update them, due to my confusion and no visiting allowed.	