

## Friends and Family Test - Seamoor Unit (daycases and outpatients) - Jan-21

*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 %
Jan-21	7	100.0	0.0	0.0

### Qualitative 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	Spouse/ Partner	Very good			
2	Acute Oncology Service	Patient	Very good	Everyone was very kind. I was looked after very well and was told what was going to happen. I felt very safe in the care I was given.	Nothing really.	
3	Acute Oncology Service	Patient	Very good	Your staff are caring and extremely efficient.	Nothing!	
4	Acute Oncology Service	Patient	Very good	Helpful, focussed and sympathetic advice - which worked!		
5	Acute Oncology Service	Not entered	Very good	Staff are so kind, caring, helpful and supportive.	Nothing.	
6	Acute Oncology Service	Patient	Very good	Fantastic service. All staff are always on call to talk to with knowledgeable advice and help. Prompt action taken every time I've needed tests/CT scans/MRIs. I always feel I can talk/call the staff at any time without feeling an imposition. Signposted to external help with benefits and charities to help us financially.		
7	Acute Oncology Service	Patient	Very good	Everyone was truly wonderful. Thank you sooo much.		