

Friends and Family Test - Seamoor Unit (day cases and outpatients) - Feb-21

Thinking about your time on this ward (day cases) / 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 %
Feb-21	14	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1	Acute Oncology Service	Not entered	Very good			Do not publish
2	Acute Oncology Service	Patient	Very good	Nurses were good at responding quickly and arranging time for me to be seen at very short notice by a doctor. Everybody was kind and efficient.	Not sure this was the fault of acute oncology or not but I didn't get to see a consultant when I should have after starting a new cancer drug. I ended up having a gap of 8 days in my treatment, there was also a delay in starting it.	
3	Acute Oncology Service	Spouse/ Partner	Very good	Every consultant, nurse and member of staff were so professional, but most of all caring and understanding, especially [name withheld], [name withheld] and [name withheld] [illegible] (twelve out of 10).		
4	Acute Oncology Service	Patient	Very good	A member of the team has called back if my query could not be answered immediately. Have used out of hours service as well and got clear advice.	Voice recognition did not recognise 'Bleep 500'. My husband asked for operator to connect. Could be just his voice.	
5	Acute Oncology Service	Patient	Very good	What a great team, great support, nothing was too much for them, they are very devoted to their work.		
6	Acute Oncology Service	Patient	Very good	It is my first experience of chemotherapy and I didn't know what to expect, but the staff at the Seamoor Unit and the doctors who came to Barnstaple from Exeter have		

				given me confidence and understanding.		
7	Acute Oncology Service	Carer	Very good			Do not publish
8	Acute Oncology Service	Patient	Very good	Polite, kind, efficient staff. Procedures explained and any questions answered. Telephone queries dealt with quickly and I have never been made to feel a nuisance.		
9	Acute Oncology Service	Patient	Very good			Do not publish
10	Acute Oncology Service	Patient	Good	There is an informal approach from the staff, which is welcoming when you enter the building and during treatment.	There needs to be a bit more care and compassion, no matter what background you are from.	
1	Seamoor Unit (Day cases)	Patient	Very good	Everyone was kind, considerate and looked after me well.	No.	
2	Seamoor Unit (Day cases)	Patient	Very good	All members of staff are all kind and efficient and I mean all staff. Nurses, doctors, receptionists, cleaners etc. So much care and empathy.		
3	Seamoor Unit (Day cases)	Patient	Very good	The provision at the Seamoor Unit has been very professional and welcoming at the same time which has helped so much with my treatment.		
4	Seamoor Unit (Day cases)	Not entered	Very good	First time on the unit, nervous at first but soon felt more relaxed.		