

Friends and Family Test - Seamoor Unit (day cases and outpatients) - Mar-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 %
Mar-21	20	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1	Acute Oncology Service	Patient	Very good			Do not publish
2	Acute Oncology Service	Patient	Very good	Because it is a superb service with lovely staff who should have a medal for all.	I cannot fault it in any way.	
3	Acute Oncology Service	Patient	Very good	Regular contact every few days to see if the treatment was helping with the side effects of the steroids. Immunotherapy.		
4	Acute Oncology Service	Patient	Very good	Service I received was excellent. Thank you all.		
5	Acute Oncology Service	Patient	Very good	Excellent service.	Nothing.	
6	Acute Oncology Service	Spouse/ Partner	Very good	Fast, efficient and friendly service, always helpful, nothing is too much trouble.		
7	Acute Oncology Service	Not entered	Good	Only good, not very good because of arm's-length consultations during pandemic, e.g. issuing of prescriptive meds without examination.	Nothing. Thank you.	
1	Seamoor Unit (Day cases)	Patient	Very good	All the staff are lovely and made me feel at ease during such a stressful time.		
2	Seamoor Unit (Day cases)	Patient	Very good	All the staff very kind and helpful. Nothing is too much trouble.		
3	Seamoor Unit (Day cases)	Patient	Very good	Because the treatment was excellent.		
4	Seamoor Unit	Patient	Very good	Every one of the staff on this unit are		

	(Day cases)			superb. All very pleasant and polite. All wonderful and a credit to their profession.		
5	Seamoor Unit (Day cases)	Patient	Very good	Fantastic staff, very friendly, comfortable environment, nothing is too much trouble... Seamoor amazing! A bit of a wait for medication to arrive from Pharmacy! Come on Pharmacy - keep up!		
6	Seamoor Unit (Day cases)	Not entered	Very good	I received courtesy and care and was looked after.	Nothing I know of.	
7	Seamoor Unit (Day cases)	Patient	Very good	Lovely surroundings and kind and efficient staff.		
8	Seamoor Unit (Day cases)	Patient	Very good	Staff always friendly and helpful.		
9	Seamoor Unit (Day cases)	Patient	Very good	The chemo nurses are all amazing! And I got given some chocolate from chemo hero!		
10	Seamoor Unit (Day cases)	Patient	Very good	The staff here are constantly attentive, courteous and friendly. I always feel confident that the team are in control and that they are well qualified and capable. This is a relaxing and safe place.	I didn't get offered water and it was a while before I finally had to ask for some - very minor niggle though.	
11	Seamoor Unit (Day cases)	Patient	Very good	Well organised. Happy and caring staff!		
12	Seamoor Unit (Day cases)	Not entered	Very good		None.	
13	Seamoor Unit (Day cases)	Patient	Very good			