

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

Thinking about your time on this unit (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 %
Apr-21	15	93.3	0.0	6.7

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	Always very helpful when I ring up.		
2	Acute Oncology Service	Patient	Very good	The service was brilliant, from a telephone call I was admitted within the hour, tested, transferred to RD&E the next day where more tests were carried out and appropriate action taken. Thank you so much.	I cannot think of anything, the nurses and staff were so helpful and kind.	
3	Acute Oncology Service (video call)	Patient	Very good	Follow up call was good. Listened and gave good advice and feedback.		
1	Seamoor Unit (Day cases)	Patient	Very good	Well treated by a very patient and efficient staff who dealt well with any problem.		
2	Seamoor Unit (Day cases)	Patient	Very good	All went smoothly. Very organised, caring staff.	Better signage to unit, not obvious coming down road.	
3	Seamoor Unit (Day cases)	Patient	Very good	All staff really friendly and efficient. There are sometimes lengthy delays but unavoidable. Really well looked after. Lovely idea of Easter bunnies from Chemo hero. Thank you.	Really pleased with service from start to finish.	
4	Seamoor Unit (Day cases)	Not entered	Very good	Everyone friendly, helpful and welcoming.		
5	Seamoor Unit (Day cases)	Patient & Spouse/ Partner	Very good			Do not publish
6	Seamoor Unit (Day cases)	Patient	Very good			Do not publish

7	Seamoor Unit (Day cases)	Patient	Very good	We have always had very good experience for the last 2 years. Everyone so helpful and so friendly.		
8	Seamoor Unit (Day cases)	Patient	Very good	Lovely people, very helpful.	Absolutely nothing.	
9	Seamoor Unit (Day cases)	Patient	Very good	Staff knowledgeable and very caring. Very clean environment also.	Consistency of care could be better.	
10	Seamoor Unit (Day cases)	Patient	Very good			Do not publish
11	Seamoor Unit (Day cases)	Patient	Very good	I have been very well looked after. I can't see how it could have been better.		
12	Seamoor Unit (Day cases)	Patient	Neither good nor poor	Miscommunication on issue of new medication, concentration on the physical treatment, little attention to the emotional/mental health concerns. However, latter was rectified with a referral to hospice team.		