

Friends and Family Test - Seamoor Unit (day cases and outpatients) - May-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 %
May-21	8	100	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	Because of your ongoing support in time of need.		
2	Acute Oncology Service	Patient	Very good	After weeks of examinations, I was told in December that I had bowel cancer. Now, after 4 months of operations, examinations, consultations in hospital for 8 days I was cancer-free. I met a lot of surgeons, doctors, nurses and staff. They were the nicest people I have ever met. Thank you.	With my 6 months experience in and out of hospital, there is nothing you can do to make things better. You are 100%. Are NHS service is the best in the world.	
3	Acute Oncology Service	Patient	Very good	Excellent. The nurses were all really helpful. Their care meant I was able to recover and learn from first round to avoid problems again. The service is reliable, efficient and I should imagine good value. Great that they could prescribe so saving me time and energy with GPs.		
4	Acute Oncology Service	Spouse/ Partner	Very good	Very polite and helpful. Solved the problem and was not expecting a follow-up call which was greatly appreciated, putting our minds at rest.		
5	Acute Oncology Service	Spouse/ Partner	Very good	Everyone very helpful.	Nothing.	
6	Acute Oncology Service	Patient	Very good	I feel very well looked after by the staff in the Seamoor Unit. The nurses	Any issues I've experienced with changes and/or delays have been a	

				and support staff are all very attentive and follow up anything that has been an issue (the lunch/tea trolley staff are also lovely).	knock-on effect from Pharmacy issues.	
7	Acute Oncology Service	Patient	Very good	The attention I received in the unit was very good. All through the tests, it was explained to me what was happening by a very confident nurse. First class treatment by everyone.		
8	Acute Oncology Service	Patient	Very good	As a priest, I have been involved in visiting parishioners so I have sort of seen it all. As a patient now, I have been so amazed at the wonderful care!	I can't think of anything. My care has been outstanding in spite of all the Covid difficulties. I thank you all.	