

## Friends and Family Test - Seamoor Unit (day cases and outpatients) - Jul-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 %
Jul-21	4	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	Seamoor Unit (Day cases)	Patient	Very good	All staff very helpful, friendly and organised. Nice, light, spacious room.		
2	Seamoor Unit (Day cases)	Patient	Very good	The staff on Seamoor Unit are kind. They make time for the patient even though they are so busy. Nothing is too much trouble. They are outstanding.	Pharmacy - my treatment midway through had to be stopped on the day because pharmacy hadn't got all my drugs. Utterly appalling and the mental distress was horrendous. Oncology staff were amazing in dealing with my panic attack.	
3	Seamoor Unit (Day cases)	Patient	Very good	Always made welcome and treated well by friendly staff.		
4	Seamoor Unit (Day cases)	Patient	Very good	I'd been A&E at weekend who offered support but were aware of their shortfalls, lack of knowledge. The nurses at Seamoor were much more helpful and offered lots of suggestions and a general chat/advice on the day after (Monday). They also followed up over the week.		