

## Friends and Family Test - Seamoor Unit (day cases and outpatients) - Jun-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 %
Jun-21	11	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1	Seamoor Unit (Day cases)	Patient	Very good			Do not publish
2	Seamoor Unit (Day cases)	Patient	Very good	All the staff are very caring and explain the procedures which they administer and treat everyone as individuals in a friendly way. Also, well looked after with tea/coffee and biscuits mid-morning/afternoon, plus lunch. Thank you all.		
3	Seamoor Unit (Day cases)	Patient	Very good	Staff worked non-stop. Incredibly compassionate, thorough and I felt very well looked after and reassured. [Name withheld], in particular, was brilliant.		
4	Seamoor Unit (Day cases)	Patient	Very good	Excellent all round treatment, with special thanks to Dr [name withheld]!		
5	Seamoor Unit (Day cases)	Patient	Very good	All the staff on the ward are very caring and show great enthusiasm for their jobs, which they carry out with skill and dedication.		
6	Seamoor Unit (Day cases)	Patient	Very good	Polite and courteous.		
7	Seamoor Unit (Day cases)	Patient	Very good	Always very professional and friendly staff.	Nothing.	
8	Seamoor Unit (Day cases)	Patient	Very good	This is an excellent unit. Treatment superb. All staff very friendly and efficient. I cannot fault it.		

9	Seamoor Unit (Day cases)	Patient	Very good	Always excellent care. Answer any questions you may have. All helpful from consultant through to those who deliver tea.	Can't think of anything!	
10	Seamoor Unit (Day cases)	Patient	Very good	Always nice and friendly.	Takes long time for meds to get sorted but guessing can't be helped. Apart from that, nothing.	
11	Seamoor Unit (Day cases)	Patient	Very good	First class care. Couldn't wish for any better.	Couldn't wish for anything more.	