

Friends and Family Test - Seamoor Unit (day cases and outpatients) - Oct-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 score is calculated as outlined in the NHS England and NHS Improvement guidance.

'Positive' percentage is calculated as follows:

$$\frac{\text{Very good} + \text{Good}}{\text{Very good} + \text{Good} + \text{Neither good nor poor} + \text{Poor} + \text{Very poor} + \text{Don't know}} \times 100$$

'Negative' 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 'Positive' score is 75%

Month	Responses No.	Positive %	Negative %	Neither good nor poor / Don't know %
Oct-21	6	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	The staff are all brilliant, kind, understanding and courteous.		
2	Seamoor Unit (Day cases)	Patient	Very good	Excellent care.		
3	Seamoor Unit (Day cases)	Patient	Very good	All the staff work very hard, and very friendly. Nothing is too much trouble.		
4	Seamoor Unit (Day cases)	Patient	Very good	Scheduling conflicts between treatments, consultations and blood tests cause problems e.g. consultants approve treatments using blood tests which were [illegible] on the consultation date but become invalid by the treatment day. This can delay treatment by hours.	If a blood test is adequate for a consultation, the same blood test should be adequate on the day of treatment.	
5	Seamoor Unit (Day cases)	Patient	Good	Quiet and efficient without too much waiting about.		
1	Seammor Unit (Outpatients – Haematology)	Patient	Very good	<i>This response was received via Care Opinion. The patient comments can be found at www.careopinion.org.uk</i>		