

**Bladder & Bowel Care Service (Adult) - Friends and Family Test - Jan-17 to Feb-17**

*We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

**Quantitative Results**

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{Unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

**The Trust's target score is 75%**

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-17	6	100.0	0.0	0.0
Feb-17	32	100.0	0.0	0.0

### Qualitative Feedback - Jan-17

	Location	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	North Devon District Hospital	Extremely Likely	Everything was explained so that I understood what I need to do. Very kind & reassuring.	N/A.		56-65	White British	
2	North Devon District Hospital	Extremely Likely	The staff have been very kind & friendly. Helpful.		Female	56-65	White British	
3	North Devon District Hospital	Extremely Likely	Felt very at ease & comfortable with my treatment.		Male	56-65	White British	
4	North Devon District Hospital	Extremely Likely	Very informative and understanding. Simple instructions but explained clearly.		Female	56-65	White British	
5	North Devon District Hospital	Extremely Likely	Very clear, understanding and caring. Near home (20mins drive). The appointment was on time!		Female	36-45	Mixed / Multiple ethnic groups	
6	North Devon District Hospital	Likely	I was given a thorough explanation of cause & treatment.		Female	56-65	White British	

### Qualitative Feedback - Feb-17

	Location	'Friends and Family Test' Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve our community outpatient service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Bideford Community Hospital	Extremely Likely	Competent, professional, knowledgeable, reassuring service.	Very happy with the service.	Male	Over 65	White British	
2	Bideford Community Hospital	Extremely Likely	I felt at ease all through the appointment and understood everything discussed. Feel that I will be able to get over these problems and I'm not alone.		Female	46-55	White British	
3	Bideford Community Hospital	Extremely Likely	I found the treatment I received to be helpful & the physiotherapist was sensitive to my needs.	None.	Female	Over 65	White British	
4	Bideford Community Hospital	Extremely Likely	All the advice I have been given has worked.		Female	Over 65	White British	
5	Bideford Community Hospital	Extremely Likely	Extremely helpful and successful advice. Put me at ease with a worrying condition.	Just keep going.	Female	Over 65	White British	
6	Castle Circus Health Centre	Extremely Likely			Female	26-35	White British	
7	Dawlish Community Hospital	Extremely Likely	Received promptly & with courtesy.		Male	Over 65	White British	
8	Dawlish Community Hospital	Extremely Likely				Over 65	White British	Do not publish
9	Dawlish Community Hospital	Extremely Likely	Received good & sympathetic guidance. Reassured.		Female	Over 65	White British	

10	Dawlish Community Hospital	Likely			Female	46-55	White British	Do not publish
11	Franklyn House	Extremely Likely	Very sympathetic and experienced staff.		Female	56-65	White British	
12	Franklyn House	Extremely Likely	L. very relaxed & helpful. Good advice offered in a warm & friendly way.		Female	Over 65	White British	
13	Franklyn House	Extremely Likely	Brilliant nurse - really helpful. Very punctual. No time wasted.		Female	56-65	White British	
14	Midvale Clinic	Extremely Likely	Genuine desire to help.	No.	Male	Over 65	White British	
15	Newton Abbot Community Hospital	Extremely Likely			Male	Over 65	White British	Do not publish
16	Newton Abbot Community Hospital	Extremely Likely	Explained everything as to why the test was being done.	None.	Male	Over 65	White British	
17	Newton Abbot Community Hospital	Extremely Likely	Very helpful & professional.		Male	Over 65	White British	
18	Newton Abbot Community Hospital	Extremely Likely	Pleasant, informative and conducted in a relaxed manner.		Male	46-55	White British	
19	Newton Abbot Community Hospital	Extremely Likely	The nurse was very client-centred and friendly and informative. My appointment was on time so I didn't have to wait. Newton Abbot is a lovely hospital.	Yes - have all the Torquay / Torbay appointments at Newton Abbot because it is a much better environment than Castle Circus.	Female	56-65	White British	
20	Newton Abbot Community Hospital	Extremely Likely	Very professional and caring and a lot of helpful advice.	Not really as it is very good.	Male	Over 65	White British	
21	Newton Abbot Community Hospital	Extremely Likely	Timely, friendly.	No.	Male	56-65	Asian / Asian British	

22	Newton Abbot Community Hospital	Extremely Likely			Female	Over 65	White British	
23	Newton Abbot Community Hospital	Likely	Good results.		Female	Over 65	White British	
24	Newton Abbot Community Hospital	Likely	R, the nurse, was very encouraging, positive and practical in her advice and I appreciated her 'whole person' approach. There was an admin hiccup at one point about appointment dates but it was helpfully resolved. Thank you everyone.		Female	56-65	White British	
25	Newton Abbot Community Hospital	<b>Not entered</b>			Male	Over 65	White British	Do not publish
26	North Devon District Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
27	North Devon District Hospital	Extremely Likely						
28	North Devon District Hospital	Extremely Likely	The care I have been given by J. was great. She was able to put all my problems at rest. I wish there were more caring people like her in this world.	None.	Female	56-65	White British	
29	South Molton Community Hospital	Extremely Likely	Very good service.		Female	46-55	White British	
30	Torrington Community Hospital	Extremely Likely	Professional service, excellent advice. Local hospital near to where I live. No having to travel 40 minutes or more to main hospital.		Female	46-55	White British	
31	Torrington Community	Extremely Likely	Appointment was very informative & Mrs S. explained everything		Female	56-65	White British	

	Hospital		really well.					
32	Totnes Hospital	Likely			Female	46-55	White British	Do not publish
33	Totnes Hospital	Likely	No. Completely satisfactory outcome so far but happy I am being referred on further for treatment.		Female	Over 65	White British	