

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Jul-17 to Sep-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.	%	%	%
Jul-17	3	100.0	0.0	0.0
Aug-17	4	100.0	0.0	0.0
Sep-17	15	100.0	0.0	0.0

Qualitative Feedback - Jul-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	Prompt appointment, polite, friendly, knowledgeable, professional.		Female	56-65	White British	
2	Bideford Community Hospital	Extremely Likely	I found the whole process to be very helpful. A thorough explanation of my condition by [name withheld] has reassured me that I will be able to manage my prolapse effectively. Exactly what I needed by way of examination & advice about pelvic floor exercises & the opportunity to practice. A really positive experience in my local hospital.	My experience was excellent in all aspects.	Female	56-65	White British	
3	North Devon District Hospital	Extremely Likely	Very helpful.	No.	Female	56-65	White British	

Qualitative Feedback - Aug-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			Female	Over 65	White British	

2	North Devon District Hospital	Extremely Likely	Clear, concise help - relevant to problem. No embarrassment. Good explanations.		Female	Over 65	White British	
3	North Devon District Hospital	Extremely Likely			Female	Over 65	White British	
4	North Devon District Hospital	Extremely Likely						

Qualitative Feedback - Sep-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	Because [name withheld] was very helpful in explaining the exercises and very gentle in the examination.		Female	Over 65	White British	
2	Ilfracombe Community Hospital	Extremely Likely			Female	36-45	White British	Do not publish
3	Newton Abbot Community Hospital	Extremely Likely	Excellent treatment from staff.			Over 65	White British	
4	Newton Abbot Community Hospital	Extremely Likely	Friendly & efficient staff.		Male	56-65	White British	
5	Newton Abbot Community Hospital	Extremely Likely	Fast, efficient and friendly throughout.	No.	Male	46-55	White British	
6	Newton Abbot Community Hospital	Extremely Likely	Very good service provided.		Male	Over 65	White British	

7	Newton Abbot Community Hospital	Extremely Likely	The service was efficient, friendly and not in the least embarrassing.	No.	Male	Over 65	White British	
8	Newton Abbot Community Hospital	Extremely Likely						
9	Newton Abbot Community Hospital	Extremely Likely	Very helpful.		Male	Over 65	White British	
10	Newton Abbot Community Hospital	Extremely Likely	Because my bowel practitioner has given me such good advice.	No - everything is spot on!	Female	Over 65	White British	
11	North Devon District Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
12	North Devon District Hospital	Extremely Likely	We are more than satisfied with the service we receive. Thank you so much.		Male	Over 65	White British	
13	North Devon District Hospital	Extremely Likely	Very nice lady helped me a lot.		Female	Over 65	White British	
14	North Devon District Hospital	Extremely Likely	Friendly, helpful & efficient staff.		Male	Over 65	White British	
15	North Devon District Hospital	Extremely Likely			Female	Over 65	White British	Do not publish