

Bladder & Bowel Care Service (Adult) - 'Friends and Family Test' - Jun-16 to Aug-16

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.	%	%	%
Jun-16	7	100.0	0.0	0.0
Jul-16	26	100.0	0.0	0.0

Aug-16	21	100.0	0.0	0.0
--------	----	-------	-----	-----

Qualitative Feedback - Jun-16

	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	Brixham Hospital	Extremely likely	I have been given very good advice and have much more confidence now.			over 65	White British	
2	Honiton Community Hospital	Extremely likely	Have always had excellent treatment, also always been well advised.		Female	56-65	Other ethnic group	
3	NDDH	Extremely likely	Put at ease with everything.		Female	56-65	White British	
4	NDDH	Extremely likely	Was made to feel completely at ease and everything was explained so that I could understand.	None.	Female	46-55	White British	
5	NDDH	Extremely likely	Very informative, very helpful, approachable.	No.	Female	36-45	White British	
6	NDDH	Extremely likely	Very efficient, informative, professional & approachable! Service, appointment came through really quickly. Thank you.		Female	46-55	White British	
7	NDDH	Extremely likely	The service I have received has been very helpful & I am sure that often people would benefit equally from such a service.	No.	Female	over 65	White British	

Qualitative Feedback - Jul-16

	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	Very helpful & thorough advice.	No.	Female	26-35	White British	
2	Bideford Community Hospital	Extremely likely	Clear useful information, kind and friendly.	No.	Male	over 65	White British	
3	Bideford Community Hospital	Extremely likely	Mrs S. was kind, respectful informative & extremely helpful.	None. Except for usual NHS speedy appointment from referral. However, my treatment was excellent.	Female	46-55	Mixed / Multiple ethnic groups	
4	Castle Circus Health Centre	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Castle Circus Health Centre	Extremely likely	Very impressed, knowledge passed on & used, very pleased with on-going results.	Should be more available for '50yr old MOT! Advice via Dr's surgery. Needs a more acceptable user-friendly name for the service.	Female	46-55	White British	
6	Castle Circus Health Centre	Extremely likely	To help others.	Excellent.	Female	over 65	White British	
7	Dawlish	Extremely likely	Very good practical advice -			56-65	White	

	Community Hospital		wish I had known about service sooner.				British	
8	Midvale Clinic	Extremely likely	Her attention to detail is unbelievable.			over 65	White British	
9	NDDH	Extremely likely	J.S. listened well & explained how the body parts work (meant to work) well.	I am very pleased with what I've learned today.		over 65	White British	
10	NDDH	Extremely likely	Because it is a vital and necessary service for women who need this type of care and treatment.	The service is very good.	Female	over 65	White British	
11	Newton Abbot Hospital	Extremely likely	Welcome service was 1st class, care & treatment given was wonderful.	Have not used the service for long.	Female	over 65	White British	
12	Newton Abbot Hospital	Extremely likely	I was very impressed with the service I was offered on 7/7/16, the nurse listened and explained problems in a non-technical way that I could understand. She was very efficient.	I can't think of anything that would improve the service I have been offered so far.	Female	over 65	White British	
13	Newton Abbot Hospital	Extremely likely	Very well looked after. Great NHS.	No.		over 65	White British	
14	Newton Abbot Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
15	Newton Abbot Hospital	Extremely likely	Education how to recover. Simple instruction, very helpful.	No, all great, friendly.	Female	over 65	White British	
16	Newton Abbot	Extremely likely	Helpful and friendly nurse.	Not at present.	Female	56-65	White British	

	Hospital							
17	Newton Abbot Hospital	Extremely likely	The lady I saw was very pleasant and explained everything to me, and actually listened to me - which I have found in the past, very few health professionals do!		Female	36-45	White British	
18	Newton Abbot Hospital	Extremely likely	Excellent service.			over 65	White British	
19	Newton Abbot Hospital	Extremely likely	Very kind and understanding. Most helpful with the advice we were given.	Not at all. Completely satisfied.				
20	Newton Abbot Hospital	Extremely likely	V. friendly, clear information.		Male	36-45	White British	
21	Newton Abbot Hospital	Extremely likely	Excellent service.	No.	Male	over 65	White British	
22	Newton Abbot Hospital	Extremely likely	Speciality RCN was empathetic very informative and helpful.	1st class service!	Male	over 65	White British	
23	Newton Abbot Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
24	Totnes Hospital	Extremely likely	Happy with appointment.			36-45	White British	
25	Castle Circus Health Centre	Likely	Nurse very friendly + informative.	No.	Female	46-55	White British	
26	Midvale Clinic	Likely	Kind, understanding staff, easy to get here. Very helpful advice.		Female	over 65	White British	

Qualitative Feedback - Aug-16

	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	Brixham Hospital	Extremely likely	Help & advice given, extremely helpful in a kind & caring manner.	None. Excellent all round.	Female	over 65	White British	
2	Brixham Hospital	Extremely likely	I have found everyone so pleasant + helpful and the treatment (exercise etc.) is working.	No - all good.	Female	46-55	White British	
3	Exmouth Community Hospital	Extremely likely	Very helpful advice on both occasions. Staff attentive and caring & made me feel in safe hands - grateful for facilities offered.		Female	over 65	White British	
4	NDDH	Extremely likely	I have always had good treatment at the various clinics I have attended.	No.	Female	over 65	White British	
5	NDDH	Extremely likely	Friendly arrival, clean waiting area.		Male	46-55	White British	
6	NDDH	Extremely likely	Felt really at ease. Help me a lot. Thank you.			56-65	White British	
7	NDDH	Extremely likely	I felt very at ease when speaking about my situation.		Female	26-35	White British	
8	NDDH	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
9	NDDH	Extremely likely	Lovely lady who was so easy to talk to & explained things in my	No because all was 100%.	Female	over 65	White British	

			language. Could not have been better.					
10	Newton Abbot Hospital	Extremely likely	Satisfied. Happy.	No.	Female	over 65	White British	
11	Newton Abbot Hospital	Extremely likely	Efficient and friendly service.	No.	Male	over 65	White British	
12	Newton Abbot Hospital	Extremely likely	Excellent attention on time. Medical explanation was very good and understandable.		Male	over 65	White British	
13	Newton Abbot Hospital	Extremely likely	1/ Didn't have to wait. 2/ Very attentive and helpful staff.	None.	Male	over 65	White British	
14	Newton Abbot Hospital	Extremely likely	Very efficient and easy to understand.		Female	over 65	White British	
15	Newton Abbot Hospital	Extremely likely	Very helpful, friendly staff.	No.	Female	over 65	White British	
16	Newton Abbot Hospital	Extremely likely	Efficient treatment.		Male	over 65	White British	
17	Newton Abbot Hospital	Extremely likely	Excellent and very efficient, very good little hospital.	All good.	Male	over 65	White British	
18	Newton Abbot Hospital	Extremely likely	Friendly, very efficient and professional.		Male	over 65	White British	
19	Newton Abbot Hospital	Extremely likely	Good attitude by nurse, helpful and friendly.		Male	over 65	White British	
20	Newton	Extremely likely	Lovely lady. Understanding!		Female	46-55	White	

	Abbot Hospital		Made me feel that what I was troubled with can be resolved!				British	
21	NDDH	Likely	Efficient.		Male	56-65	White British	