

## Bladder & Bowel Care Service (Adult) - Friends and Family Test - Jun-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 'Would recommend' score is 75%

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jun-17	12	100.0	0.0	0.0

## Qualitative Feedback - Jun-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	Brixham Hospital	Extremely Likely	Excellent nurse!		Female	Over 65	White British	
2	Brixham Hospital	Likely	Care & kindness.		Female	Over 65	White British	
3	Franklyn House	Extremely Likely	Really friendly & helpful staff - gave clear information.	None.	Female	56-65	White British	
4	Franklyn House	Extremely Likely	Nurse [name withheld] & her assistant were very helpful & reassuring. Also agreed without question to my change of pads. Thank you.	Very efficient service.	Male	Over 65	White British	
5	Franklyn House	Extremely Likely	Very helpful, informative and sympathetic. Feel happier that I have had this appointment. Lovely staff.	None. All great.	Female	26-35	White British	
6	Franklyn House	Extremely Likely	Very nice and comforting. A lot of information. Made me feel at ease. Very helpful. Thanks.		Female	56-65	White British	
7	Newton Abbot Community Hospital	Extremely Likely	Service given was superb. Thank you.		Male	Over 65	White British	
8	Newton Abbot Community Hospital	Extremely Likely	Very good.					
9	Newton Abbot Community Hospital	Extremely Likely			Male	Over 65	White British	Do not publish
10	Newton Abbot Community	Extremely Likely	Good service. Great staff. Thank you.	None.	Male	Over 65	White British	

	Hospital							
11	Newton Abbot Community Hospital	Extremely Likely	Very good information given. Pleasant appointment.		Female	Over 65	White British	
12	North Devon District Hospital	Extremely Likely	Everyone has been extremely pleasant and efficient. The advice given has been very effective.	Keep up the good work.		Over 65	White British	