

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	20	100.0	0.0	0.0
Apr-17	5	100.0	0.0	0.0

Qualitative Feedback - Mar-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	I have always had a first class service with NDH.		Male	Over 65	White British	
2	Castle Circus Health Centre	Extremely Likely	Very efficient. Clearly explained what needed.	All seems ok.	Male	Over 65	White British	
3	Castle Circus Health Centre	Extremely Likely	The nurse was extremely kind and very professional.		Male	Over 65	White British	
4	Castle Circus Health Centre	Likely			Female	46-55	White British	Do not publish
5	Dawlish Community Hospital	Extremely Likely	I received advice which was very helpful.	No.	Female	Over 65	White British	
6	Dawlish Community Hospital	Extremely Likely	I found the nurse very helpful and friendly.		Female	Over 65	White British	
7	Franklyn House	Extremely Likely	I've been for a number of consultations to support concerns about bladder weakness & loose bowels. Extremely helpful & reassuring with some excellent guidance for self-help. Practitioner very good at putting at ease. Never felt rushed. Love calm atmosphere here.	I wish there were more places like this - local, relaxing & accessible.	Female	56-65	White British	
8	Franklyn House	Likely			Male	56-65	White British	
9	Newton Abbot Community Hospital	Extremely Likely	All subjects discussed were answered very well.		Male	Over 65	White British	

10	Newton Abbot Community Hospital	Extremely Likely	Delighted with the help given and advice. Has definitely improved my quality of life!	None.	Female	56-65	White British	
11	Newton Abbot Community Hospital	Extremely Likely	R. made me feel comfortable from the moment I sat in front of her.	No.	Male	Over 65	White British	
12	Newton Abbot Community Hospital	Extremely Likely	Very caring & always make you feel comfortable.	No.	Male	Over 65	White British	
13	Newton Abbot Community Hospital	Extremely Likely	Very knowledgeable & helpful. Very professional.	No.	Male	Over 65	White British	
14	Newton Abbot Community Hospital	Extremely Likely			Male	Over 65	White British	
15	Newton Abbot Community Hospital	Extremely Likely	I was immediately put at ease and found the nurse very easy to talk to. I was given sound and helpful advice.			46-55	White British	
16	Newton Abbot Community Hospital	Likely	My first visit was very positive & informative. Subsequent visits may increase my recommendation.		Male	Over 65	White British	
17	Newton Abbot Community Hospital	Likely	Very good.		Male	Over 65	White British	
18	Newton Abbot Community Hospital	Not entered		No. Fantastic. My first visit.	Female	46-55	White British	
19	North Devon District Hospital	Extremely Likely	Excellent care.		Female	Over 65	White British	
20	North Devon District Hospital	Extremely Likely	Very nice lady who made us feel very at ease. Explained everything clearly with lots of information. Didn't mind & answered all our questions.	None at all.	Female	Over 65	White British	

21	Totnes Hospital	Extremely Likely	L. efficient, helpful, clear.	No.	Female	Over 65	White British	
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Qualitative Feedback - Apr-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	Excellent information given and fantastic care while in appointment. Thank you!		Female	36-45	White British	
2	North Devon District Hospital	Extremely Likely	Very friendly & helpful. Lots of good advice & information. Would recommend to friends in a similar situation.	No.	Female	26-35	White British	
3	North Devon District Hospital	Extremely Likely	I was listened to and all my concerns were addressed in a sympathetic manner.					
4	North Devon District Hospital	Extremely Likely	Very helpful, knowledgeable physiotherapist, very clear advice.		Female	56-65	White British	
5	North Devon District Hospital	Extremely Likely	Very welcoming staff. Friendly, informative, approachable.		Female	26-35	White British	