

Bladder & Bowel Care Service (Adult) - Friends and Family Test - May-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.	%	%	%
May-17	10	100.0	0.0	0.0

Qualitative Feedback - May-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 found S. very understanding of my problem. She's knowledgeable, empathetic & very proactive. Until she took over my care, nothing was happening about trying to solve the problem with the general attitude that I should put up with it.	Can't think of anything - as I'm in the system it works well.	Female	56-65	White British	
2	Brixham Hospital	Extremely Likely	Found the experience really helpful.			Over 65	White British	
3	Castle Circus Health Centre	Extremely Likely			Female	Over 65	White British	Do not publish
4	Castle Circus Health Centre	Extremely Likely	Happy with outcome.	No.	Female	Over 65	White British	
5	Dawlish Community Hospital	Extremely Likely	Nurse/doctor really helpful. Short wait for appointment.		Female	26-35	White British	
6	Dawlish Community Hospital	<i>Not entered</i>			Female	Over 65	White British	Do not publish
7	Newton Abbot Community Hospital	Extremely Likely	To improve the small leakage in my bowel system.		Female	Over 65	White British	
8	Newton Abbot Community Hospital	Extremely Likely			Female	56-65	White British	Do not publish
9	Newton Abbot Community Hospital	Extremely Likely	How to cope with my bladder.			Over 65	White British	

10	North Devon District Hospital	Extremely Likely	I felt very comfortable at the appointment. The information I was given was clear and detailed and I wasn't rushed at all. Dr S. was very friendly.		Female	36-45	White British	
11	North Devon District Hospital	Extremely Likely	Found the clinical specialist J. very approachable, efficient and gave clear guidelines.	N/A.	Female	56-65	White British	