

**Bladder & Bowel Care Service (Adult) - Friends and Family Test - Nov-16 to Dec-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.	%	%	%
Nov-16	7	100.0	0.0	0.0
Dec-16	21	100.0	0.0	0.0

## Qualitative Feedback - Nov-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	North Devon District Hospital	Extremely Likely	Lady asked if I would fill this in.	Waiting time.	Female	Over 65	White British	
2	North Devon District Hospital	Extremely Likely	Friendly staff. Everything explained.		Female	Over 65	White British	
3	North Devon District Hospital	Extremely Likely	Professional & friendly & thorough.		Female	56-65	White British	
4	North Devon District Hospital	Extremely Likely	Ms S. was very helpful - respectful, professional, competent (in my view), personable, encouraging, informative.	Not this time - very thorough experience for me.	Female	56-65	White British	
5	North Devon District Hospital	Extremely Likely	It was fast & efficient. I was treated very well throughout.		Female	56-65	White British	
6	North Devon District Hospital	Extremely Likely	J. was fantastic. I was nervous about appointment but she approached a delicate subject with professionalism and good humour.		Female	46-55	White British	
7	Torrington Community Hospital	Extremely Likely	Very friendly, nice and relaxing manner, great help.	None.	Female	36-45	White British	

## Qualitative Feedback - Dec-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	Castle Circus Health Centre	Extremely Likely	Really good service.			Over 65	White British	
2	Castle Circus Health Centre	Extremely Likely	Very clean, very friendly, able to discuss issues, very approachable.		Female	56-65	White British	
3	Castle Circus Health Centre	Extremely Likely	Efficient service. L. was friendly and warm and didn't make me feel embarrassed.		Female	46-55	White British	
4	Castle Circus Health Centre	Extremely Likely	Very professional.	No.	Male	Over 65	White British	
5	Castle Circus Health Centre	Extremely Likely			Female	46-55	White British	Do not publish
6	Castle Circus Health Centre	Extremely Likely	Very happy.	Better disabled toilets.		36-45	White British	
7	Castle Circus Health Centre	Extremely Likely				Over 65	White British	
8	Castle Circus Health Centre	Likely	Staff were all pleasant.		Female	36-45	White British	
9	Castle Circus Health Centre	Likely	Very pleased with the process.		Female	Over 65	White British	
10	Dartmouth Community Hospital	Extremely Likely	The nurse was exceptionally helpful and informative.	No complaints.	Female	Over 65	White British	
11	Dartmouth Community Hospital	Extremely Likely	Private. Friendly staff.		Female	56-65	White British	
12	Dawlish Community Hospital	Extremely Likely			Female	Over 65	White British	Do not publish

13	Dawlish Community Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
14	Dawlish Community Hospital	Extremely Likely	Excellent. Thanks.		Female	Over 65	White British	
15	Dawlish Community Hospital	Extremely Likely	The explanation given & how might help me.		Female	46-55	White British	
16	Dawlish Community Hospital	Extremely Likely	Clear, concise information.	None.	Female	Over 65	White British	
17	Newton Abbot Community Hospital	Extremely Likely			Female	26-35	White British	Do not publish
18	Newton Abbot Community Hospital	Extremely Likely	Very caring & informative appointment with clear next steps.	None.	Female	46-55	White British	
19	Newton Abbot Community Hospital	<i>Not entered</i>	Efficient care and friendly.	No.	Female	Over 65	White British	
20	Sticklepath Children's Centre	Extremely Likely	Everywhere else I go I haven't got any help. This is very helpful service. Everything.	Nothing.	Female	16-25	White British	
21	Teignmouth Community Hospital	Extremely Likely	Very efficient, very friendly, very knowledgeable.	Put the necessary bins for the nurse to use.	Female	Over 65	White British	
22	Totnes Hospital	Likely	Provide me with help & a way forward for my problem.		Female	Over 65	White British	