

Bladder & Bowel Care Service (Adult) - 'Friends and Family Test' - Oct-15 to Jan-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.	%	%	%
Oct-15	32	100.0	0.0	0.0
Nov-15	92	100.0	0.0	0.0

Dec-15	14	100.0	0.0	0.0
Jan-16	71	100.0	0.0	0.0

Qualitative Feedback - Oct-15

	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	Exmouth Community Hospital	Extremely likely	I have been helped to overcome my problems with cystitis & have told my neighbour about it, she is also now being treated.		Female	over 65	White British	No tick
2	Exmouth Community Hospital	Extremely likely	Very professional & friendly.		Male	56-65	White British	No tick
3	Honiton Community Hospital	Extremely likely	I am sure they would find any treatment they received as good as mine which was excellent.		Female	over 65	White British	No tick
4	NDDH	Extremely likely	Very understanding physio who put me at ease. I was made to feel that there was plenty of time to talk.					No tick
5	NDDH	Extremely likely	Caring attitude of the staff. You don't feel like a number, you are treated in a very friendly caring manner. The departments are clean and tidy. I needed to be referred on to		Female	46-55	White British	No tick

			another department, which happened smoothly.					
6	NDDH	Extremely likely	I think the care at NDDH is outstanding. I saw J.S. today and she was brilliant at her job. Not once did I feel embarrassed or uncomfortable. She put me at ease & spent as much time as was needed; giving me sound advice & a treatment plan. NDDH is the best hospital I have been in!	Nope.	Female	56-65	White British	No tick
7	NDDH	Extremely likely	Reassurance given and good advice. Was very nervous before visit but was made to feel relaxed from the beginning and have left feeling very positive.		Female	46-55	White British	No tick
8	NDDH	Extremely likely	Very understanding and explained things very comprehensively. Very helpful advice.	Perhaps cut down a bit on waiting time if possible.	Female	over 65	White British	No tick
9	NDDH	Extremely likely	Lovely friendly lady. Put me at ease. Very informative.		Female	36-45	White British	No tick
10	NDDH	Extremely likely	Dr J. was very clear in her explanations, her manner was very friendly, made me feel very at ease!		Female	46-55	White British	No tick
11	NDDH	Extremely likely	Very sensitive + thoughtful treatment.		Female	26-35	White British	No tick
12	NDDH	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be

								made public
13	NDDH	Extremely likely	It has been a great help to me.		Female	46-55	White British	No tick
14	NDDH	Likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
15	Newton Abbot Hospital	Extremely likely	Made to feel very welcome.		Male	over 65	White British	No tick
16	Newton Abbot Hospital	Extremely likely			Female	36-45	White British	No tick
17	Newton Abbot Hospital	Extremely likely	Mrs A. lovely person, so easy to talk to. Excellent.		Female	56-65	White British	No tick
18	Newton Abbot Hospital	Extremely likely	Friendly, supportive nurse.		Female	46-55	White British	No tick
19	Newton Abbot Hospital	Extremely likely	Found the nurse extremely helpful, friendly & informative. Out of an embarrassing problem made to feel really relaxed. Nice consulting room & waiting area as well.	No. Seems fine as it is to me.	Female	46-55	White British	No tick
20	Newton Abbot Hospital	Extremely likely	Friendly, competent advice.		Female	over 65	White British	No tick
21	Newton Abbot Hospital	Extremely likely	Very good experience so far dealing with one problem in order to improve another long term. BBC nurse very helpful and understanding, I feel she	None. Very happy with service so far.		56-65	White British	No tick

			really wants to help me. Thank you.					
22	Newton Abbot Hospital	Extremely likely	Informative - helpful - patient. Never seem to 'rush' the given appointment.	No.		56-65	White British	No tick
23	Newton Abbot Hospital	Extremely likely	Very informative & helpful advice.		Female	over 65	White British	No tick
24	Newton Abbot Hospital	Extremely likely	Excellent advice given with real understanding of my problem.		Female	over 65	White British	No tick
25	Newton Abbot Hospital	Extremely likely	Very helpful service & friendly people.		Female	over 65	White British	No tick
26	Newton Abbot Hospital	Extremely likely	This visit has given me hope that old problems can be resolved.		Male	over 65	White British	No tick
27	Newton Abbot Hospital	Extremely likely	Good nursing + advice.					No tick
28	Newton Abbot Hospital	Extremely likely			Male	over 65	White British	No tick
29	Newton Abbot Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
30	Newton Abbot Hospital	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
31	South Molton	Extremely likely	Very helpful & listened to me!		Female	56-65	White British	No tick

	Community Hospital							
32	Torrington Community Hospital	Extremely likely	I felt reassured and listened to.		Female	46-55	White British	No tick

Qualitative Feedback - Nov-15

	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	The nurse was so kind & helpful.		Male	over 65	White British	No tick
2	Castle Circus Health Centre	Extremely likely	Very informative.		Female	46-55	White British	No tick
3	Castle Circus Health Centre	Extremely likely	Quick appt., friendly staff, good outcome.		Female	over 65	White British	No tick
4	Castle Circus Health Centre	Extremely likely	More than satisfied with treatment, care fantastic.			over 65	White British	No tick
5	Castle Circus Health Centre	Extremely likely	Clear instructions and friendly reception.	No, as everything was clearly explained.		over 65	White British	No tick
6	Castle Circus Health Centre	Extremely likely	Reassurance, friendly face!			over 65	White British	No tick
7	Castle Circus Health Centre	Extremely likely	Helpful and supportive. Felt at ease, situation understood.		Female	56-65	White British	No tick

8	Castle Circus Health Centre	Extremely likely	Local, nice atmosphere.		Male	56-65	White British	No tick
9	Castle Circus Health Centre	Extremely likely	Helpful & give time & knowledge.		Female	over 65	White British	No tick
10	Castle Circus Health Centre	Extremely likely	Prompt service. Clear information provided. Put at ease, able to ask questions. I know exactly what is happening.	No - meet & greet is lovely. Environment clean & welcoming.	Female	56-65	White British	No tick
11	Castle Circus Health Centre	Extremely likely	Service excellent, very friendly.					No tick
12	Castle Circus Health Centre	Extremely likely	Full explanations (to Q's asked) and efficient. Nice surroundings.			56-65	White British	No tick
13	Castle Circus Health Centre	Extremely likely	Very helpful lady, friendly & put me at ease. Really nice non-hospital environment.		Female	46-55	White British	No tick
14	Castle Circus Health Centre	Extremely likely	Excellent service, lots of suggestions and different approaches. Communication with doctors good.		Female	over 65	White British	No tick
15	Castle Circus Health Centre	Extremely likely	Treated very well in a very professional and discreet way. Very helpful.		Male	over 65	White British	No tick
16	Castle Circus Health Centre	Extremely likely	Helped and understood more about bladder.		Female	36-45	White British	No tick
17	Castle Circus Health Centre	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be

								made public
18	Castle Circus Health Centre	Extremely likely	Friendly staff.					No tick
19	Castle Circus Health Centre	Extremely likely	Very well treated.	No.		over 65	White British	No tick
20	Castle Circus Health Centre	Extremely likely	Everybody was so friendly, like a holiday camp.	Leave it as it is.	Male	over 65	White British	No tick
21	Castle Circus Health Centre	Extremely likely	Very friendly and helpful staff.		Male	over 65	White British	No tick
22	Castle Circus Health Centre	Extremely likely	Very helpful staff and providing useful information / answers to questions.	Perhaps a little more space in the waiting area.	Male	over 65	White British	No tick
23	Castle Circus Health Centre	Extremely likely	R. was very friendly & kind. Took me seriously - just what I finally needed! Looking forward to my treatment with her!	No.	Female	16-25	White British	No tick
24	Castle Circus Health Centre	Extremely likely	Been seeing my nurse for a couple of months and she's fantastic. Very, very helpful. She's really helped me with my situation.	None whatsoever.	Female	36-45	White British	No tick
25	Castle Circus Health Centre	Extremely likely	Excellent and considerate attention.		Male	over 65	White British	No tick
26	Castle Circus Health Centre	Extremely likely	Very professional and nice.		Female	36-45	White British	No tick
27	Castle Circus Health	Extremely likely	On time. Very welcoming. Discreet.	No.	Female	over 65	White British	No tick

	Centre							
28	Castle Circus Health Centre	Extremely likely	Because I was well received and L. explained clearly.					No tick
29	Castle Circus Health Centre	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
30	Castle Circus Health Centre	Extremely likely	I felt completely comfortable & was very kindly attended to.	No.	Male	over 65	White British	No tick
31	Castle Circus Health Centre	Extremely likely	A very kind and practical attitude & approach adopted.		Male	over 65	White British	No tick
32	Castle Circus Health Centre	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
33	Castle Circus Health Centre	Extremely likely	I felt that a real interest was taken in my problem and explanations were clear and concise.	It is difficult to contact the desk by telephone - one hears a recorded message - sometimes an inquiry needs answering.	Female	over 65	White British	No tick
34	Castle Circus Health Centre	Extremely likely	We wouldn't be able to copy without your help.	Would be nice to be able to speak with M. when we got problems to save coming in each time.	Female	over 65	White British	No tick
35	Castle Circus Health Centre	Extremely likely	Can't cope without your help.	Grateful for all your help.	Female	over 65	White British	No tick
36	Castle Circus	Extremely likely	M. was very helpful and very		Female	over 65	White	No tick

	Health Centre		considerate of my mother's feelings.				British	
37	Castle Circus Health Centre	Extremely likely	Friendly and informal.	All fine.	Male	over 65	White British	No tick
38	Castle Circus Health Centre	Extremely likely	Very friendly, efficient service.		Male	over 65	White British	No tick
39	Castle Circus Health Centre	Extremely likely	Really friendly staff, puts you at ease.		Male	56-65	White British	No tick
40	Castle Circus Health Centre	Extremely likely	Very friendly, good visit. Thanks.	None.	Male	over 65	White British	No tick
41	Castle Circus Health Centre	Extremely likely	Very friendly & helpful staff.		Male	16-25	White British	No tick
42	Castle Circus Health Centre	Extremely likely	Very helpful and explained everything clearly. Didn't feel rushed - took time to deal with me.		Female	36-45	White British	No tick
43	Castle Circus Health Centre	Extremely likely	The nurse was so helpful and kind and gave me confidence that we could overcome the problem.		Female	over 65	White British	No tick
44	Castle Circus Health Centre	Extremely likely	Friendly, empathetic & patient!		Male	over 65	White British	No tick
45	Castle Circus Health Centre	Extremely likely	Friendly, good advice. Help with bladder [illegible].	Sorry, but a reminder service near to appointments.		56-65	White British	No tick
46	Castle Circus Health	Extremely likely	Because of the good + friendly service.		Female	over 65	White British	No tick

	Centre							
47	Castle Circus Health Centre	Extremely likely	Made to feel at home, very friendly. No delays.		Male	over 65	White British	No tick
48	Castle Circus Health Centre	Extremely likely	Excellent care. Friendly & knowledgeable nurse. Good service.		Male	over 65	White British	No tick
49	Castle Circus Health Centre	Extremely likely	The clinician was sensitive to the personal nature of the issue. Answered all my questions fully & was very patient.		Male	56-65	White British	No tick
50	Castle Circus Health Centre	Extremely likely	Very informative and made you feel at ease.	No - everything fine.		over 65	White British	No tick
51	Castle Circus Health Centre	Extremely likely	I've worked in care setting - value is to a person's dignity. We're very fortunate to have care here in Britain - our brilliant NHS. I'm very pleased with the assistance I've been given.			over 65	White British	No tick
52	Castle Circus Health Centre	Likely	I think the service is needed for these kinds of problems. I am comfortable using the service.	More communications between services - GP notes etc., consultants.	Female	36-45	White British	No tick
53	Castle Circus Health Centre	Likely	Good service and explanations of procedure by excellent staff.		Male	over 65	White British	No tick
54	Castle Circus Health Centre	Likely	Very pleasant.		Female	36-45	White British	No tick
55	Castle Circus	Likely			Female	56-65	White	I DO NOT wish my

	Health Centre						British	anonymised comments to be made public
56	Castle Circus Health Centre	Likely	On time with appointment.	Had problem bringing a drink of coffee into this area. Large sign needed at cafe.	Male	over 65	White British	No tick
57	Castle Circus Health Centre	Likely	I have found L. very helpful on the advice she has given.		Female	56-65	White British	No tick
58	Dartmouth Community Hospital	Extremely likely	Very good attention.			over 65	White British	No tick
59	Dartmouth Community Hospital	Extremely likely	Happy with service.			56-65		No tick
60	Dartmouth Community Hospital	Extremely likely	I was pleased with the treatment I received - very caring staff.			over 65	White British	No tick
61	Dartmouth Community Hospital	Extremely likely	Treated kindly.		Female	over 65	White British	No tick
62	Dartmouth Community Hospital	Extremely likely	Very happy service and treatment.	No.		56-65	White British	No tick
63	Dartmouth Community Hospital	Extremely likely	Supported husband for visit. Nurse L. was so very helpful and reassuring. Quick test and a way forward to cope with my husband's condition. So grateful, thanks.		Male	over 65	White British	No tick
64	Dartmouth Community	Extremely likely	Good service, very helpful.			over 65	White British	No tick

	Hospital							
65	Dartmouth Community Hospital	Extremely likely	Excellent service.			over 65	White British	No tick
66	Dartmouth Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
67	Dartmouth Community Hospital	Likely	Very helpful and understanding.			over 65	White British	No tick
68	Dawlish Community Hospital	Extremely likely	Lovely, friendly, made me feel normal & comfortable.	No.	Female	46-55	White British	No tick
69	Dawlish Community Hospital	Extremely likely	Friendly way with [illegible].		Male	over 65	White British	No tick
70	Dawlish Community Hospital	Extremely likely	Looked after well, explained everything to me and made me feel at ease.		Female	56-65	White British	No tick
71	Dawlish Community Hospital	Likely	Very satisfied.					No tick
72	Dawlish Community Hospital	Likely	All the support I have needed along with Neurologist + MS nurse.	Very good already, very happy with service.	Male	36-45	White British	No tick
73	Exmouth Community Hospital	Extremely likely	Very caring and attentive. Professional advice, very helpful and friendly.		Female	over 65	White British	No tick
74	Midvale Clinic	Extremely likely	I have found the advice + treatment excellent & the staff helpful & friendly.		Female	56-65	White British	No tick
75	Midvale	Extremely likely	I found the information I was	No.	Male	over 65	White	No tick

	Clinic		given was very helpful and I now have a more optimistic view that it will help me to regain more control. Also, a very charming nurse!				British	
76	Midvale Clinic	Extremely likely	Understanding. Felt listened to. Did not feel embarrassed.		Female	36-45	White British	No tick
77	NDDH	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
78	NDDH	Extremely likely	Very patient with my 81-year old mother! Explained everything in detail w/out being patronising.		Female	56-65	White British	No tick
79	NDDH	Extremely likely	Because I have been very impressed and grateful for the caring, supportive support & care I have been given throughout.	No, sorry.	Female	56-65	White British	No tick
80	NDDH	Extremely likely	I was made to feel very at ease & came away feeling very positive.		Female	46-55	White British	No tick
81	NDDH	Extremely likely	Did not know service existed. Painless examination, good advice received.					No tick
82	NDDH	Extremely likely	Seen on time and full and understandable info. given.	No.	Female	26-35	White British	No tick
83	NDDH	Extremely likely	I think my problems were explained very well with sensitivity & I would certainly recommend the service.		Female	over 65	White British	No tick
84	NDDH	Extremely likely				46-55	White	I DO NOT wish my

							British	anonymised comments to be made public
85	NDDH	Likely			Female	over 65	White British	No tick
86	Ottery St Mary Community Hospital	Extremely likely	Swift response. And excellent advice.			over 65	White British	No tick
87	Sidmouth Community Hospital	Extremely likely	Very caring service.	No - it's very good.	Male	over 65	White British	No tick
88	Teignmouth Community Hospital	Extremely likely	Because the advice given was extremely useful, & I'm happy to say has worked. Thank you.		Female	over 65	White British	No tick
89	Torrington Community Hospital	Extremely likely	Struggling with my bowel, I now feel there could be a light at the end of a tunnel with four new things to try. Very helpful, went away feeling happier and more positive.		Female	26-35	White British	No tick
90	Torrington Community Hospital	Extremely likely	Very friendly, I was put at ease, treated respectfully, support + information very useful. Came away from appt. feeling better.	No.	Female	46-55	White British	No tick
91	Torrington Community Hospital	Extremely likely			Female	46-55	White British	No tick
92	Torrington Community Hospital	Likely	Attentive, helpful advice & follow-up.		Female	over 65	White British	No tick

Qualitative Feedback - Dec-15

	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	Holsworthy Community Hospital	Extremely likely	A caring approach to helping me.	No.	Female	56-65	White British	No tick
2	Holsworthy Community Hospital	Likely	Listened unlike my doctor.					No tick
3	Honiton Community Hospital	Extremely likely	I was made to feel so comfortable - no pressure. Totally guided through every process, explained totally everything. Left feeling relaxed and so positive.		Female	56-65	White British	No tick
4	NDDH	Extremely likely	Mrs S. explained everything in detail, very pleased.	No.	Female	over 65	White British	No tick
5	NDDH	Extremely likely	Listened carefully to my problems, made me feel at ease & eased some of my worries.	No.			White British	No tick
6	NDDH	Extremely likely	The service given was very gentle and caring. Treated with respect.	None.	Male	over 65	White British	No tick
7	NDDH	Extremely likely	It was extremely helpful & sensitively done. Thank you.	Having someone who can answer questions when you have a query even when clinic is closed other than an operator.	Female	over 65	White British	No tick
8	NDDH	Extremely likely	I have been suffering for 15	If midwives / health	Female	46-55	White	No tick

			years with my problems and this service has given me hope of actually being able to be in control instead of being controlled by the problem. Thank you so much. God bless you all.	visitors are aware of bladder problems after birth a referral should be given right away to prevent years of suffering by patients / women.			British	
9	NDDH	Extremely likely	Very helpful, practical advice given to me by an excellent team member, Mrs S. Thank you.					No tick
10	NDDH	Extremely likely	Very professional and helpful advice given. I now feel reassured that I am exercising the correct muscles. Also, reassured that there will be continuity of care in the future should surgery be necessary.		Female	56-65	White British	No tick
11	NDDH	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
12	Sidmouth Community Hospital	Likely	Nurse was friendly & helpful.		Female	over 65	White British	No tick
13	Torrington Community Hospital	Extremely likely	Very professional treatment with caring approach.		Female	over 65	White British	No tick
14	Torrington Community Hospital	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public

Qualitative Feedback - Jan-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	Very helpful advice and attitude.			over 65	White British	No tick
2	Castle Circus Health Centre	Extremely likely				46-55	White British	I DO NOT wish my anonymised comments to be made public
3	Castle Circus Health Centre	Extremely likely	Attention & help & advice today was excellent. I feel reassured about my condition.	No.		over 65	White British	No tick
4	Castle Circus Health Centre	Extremely likely	Given me the right info and help me.	N/A.	Female	26-35	White British	No tick
5	Castle Circus Health Centre	Extremely likely	Very friendly people who put you at ease.	No.		56-65	White British	No tick
6	Castle Circus Health Centre	Extremely likely	Useful information given and good explanation of symptoms.	No.	Female	56-65	White British	No tick
7	Castle Circus Health Centre	Extremely likely	Helpful and polite. Seen on time, etc.	No.	Female	over 65	White British	No tick
8	Castle Circus Health Centre	Extremely likely	Very anxious but put at ease straightaway and was a comfortable experience.	No - very good service, did not wait long.	Male	46-55	White British	No tick
9	Castle Circus Health	Extremely likely				46-55	White British	I DO NOT wish my anonymised

	Centre							comments to be made public
10	Castle Circus Health Centre	Extremely likely	Very useful, happy with advice given & treatment.	Happy with service.		over 65	White British	No tick
11	Castle Circus Health Centre	Extremely likely	Very helpful and explained about the effects of not drinking enough or too much.		Female	36-45	White British	No tick
12	Castle Circus Health Centre	Extremely likely	Helpful, friendly.		Female	36-45	White British	No tick
13	Castle Circus Health Centre	Extremely likely	Treated very pleasantly and efficiently.			36-45	White British	No tick
14	Castle Circus Health Centre	Extremely likely	Because I have been given lots of useful information.		Female	26-35	White British	No tick
15	Castle Circus Health Centre	Extremely likely	I was happy with the nurse who looked after me. She was efficient and easy to talk to.			over 65	White British	No tick
16	Castle Circus Health Centre	Extremely likely	Nice nurse.		Female	36-45	White British	No tick
17	Castle Circus Health Centre	Extremely likely	Bladder problem.		Female	36-45	White British	No tick
18	Castle Circus Health Centre	Extremely likely	Very formal. Very friendly. Talked me through everything that was going to happen to me.	No.		46-55	White British	No tick
19	Castle Circus Health Centre	Likely	Local specialist knowledge & made to feel at ease talking about the subject!		Male	46-55	White British	No tick
20	Castle Circus	Likely	Very satisfied with staff (nurse)	Better parking.		over 65	White	No tick

	Health Centre		but parking is big problem.				British	
21	Castle Circus Health Centre	Likely	Friendly, clean. Made to feel at ease. Would have given top marks but had to wait 30mins over appt. time.		Female	56-65	White British	No tick
22	Dartmouth Community Hospital	Extremely likely	The calm kindness of the nurse I saw who made an unpleasant examination feel very respectful. Thank you.	No - excellent service.		46-55	White British	No tick
23	Dartmouth Community Hospital	Extremely likely			Female	over 65	White British	No tick
24	Dartmouth Community Hospital	Likely	Very helpful but waiting time for appointments are not good.	More frequent clinics.	Male	over 65	White British	No tick
25	Honiton Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Honiton Community Hospital	Extremely likely						I DO NOT wish my anonymised comments to be made public
27	Midvale Clinic	Extremely likely	Everything was explained well to understand and also written down to take away so you don't forget.		Female	over 65	White British	No tick
28	Midvale Clinic	Extremely likely	The person who I saw at the clinic was very helpful and made me feel that something could be done about my problem which I had suffered from for years.		Female	over 65	White British	No tick

29	NDDH	Extremely likely	Sympathetic, assuring & hopeful discussions, explanation & treatment plan.		Female	56-65	White British	No tick
30	NDDH	Extremely likely	The lady I saw was very understanding and caring. I felt extremely comfortable. Thank you.		Female	46-55	White British	No tick
31	NDDH	Extremely likely	Friendly, positive, informative and took time to listen to concerns and address them.		Female	26-35	Other ethnic group	No tick
32	NDDH	Extremely likely	I found today extremely helpful and everything was well explained.		Female	over 65	White British	No tick
33	NDDH	Extremely likely	Very helpful, well-explained. Given me confidence to try self-help before surgery.	Very happy with service.	Female	36-45	White British	No tick
34	Newton Abbot Hospital	Extremely likely		None.	Male	over 65	White British	No tick
35	Newton Abbot Hospital	Extremely likely	Excellent advice. Time & patience.					No tick
36	Newton Abbot Hospital	Extremely likely	Very happy with the information given today.		Male	over 65	White British	No tick
37	Newton Abbot Hospital	Extremely likely	Had to wait to contact M. Had trouble with both [illegible].	Have a number direct to M. so if we got stuck we can speak to her, not wait for appointment.	Female	over 65	White British	No tick
38	Newton Abbot Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be

								made public
39	Newton Abbot Hospital	Extremely likely	I was given such good advice & care, such a nice lady to help you.			over 65	White British	No tick
40	Newton Abbot Hospital	Extremely likely	R. is fantastic, really helped with how to cope with my bladder issues. Extremely helpful!	It works fantastic. No changes or improving needed.	Female	36-45	White British	No tick
41	Newton Abbot Hospital	Extremely likely	The nurse was very good in telling me the care I needed to take to control the problem.	No - found it to be good.	Female	56-65	White British	No tick
42	Newton Abbot Hospital	Extremely likely	Very good information relating to bladder problem given and very helpful advice with leaflets to guide me. Very impressed - this unit is very professional.		Female	over 65	White British	No tick
43	Newton Abbot Hospital	Extremely likely	I was put at rest with the answers to our questions.		Male	over 65	White British	No tick
44	Newton Abbot Hospital	Extremely likely	Understanding, knowledgeable, friendly.	No.	Female	over 65	White British	No tick
45	Newton Abbot Hospital	Extremely likely	Very efficient. Quick.		Female	46-55	White British	No tick
46	Newton Abbot Hospital	Extremely likely	Very helpful and friendly nurse, felt at ease.		Female	36-45	White British	No tick
47	Newton Abbot Hospital	Extremely likely	Very friendly, informative staff.	No - found it very good.	Male	over 65	White British	No tick
48	Newton Abbot Hospital	Extremely likely	It's working for me.					No tick

49	Newton Abbot Hospital	Extremely likely	Always had good help & advice from all I have had to see.			over 65	White British	No tick
50	Newton Abbot Hospital	Extremely likely	Easy to talk to & really listens.		Male	over 65	White British	No tick
51	Newton Abbot Hospital	Extremely likely		No.		26-35	White British	No tick
52	Newton Abbot Hospital	Extremely likely	Nurse very pleasant and helpful.		Female	over 65	White British	No tick
53	Newton Abbot Hospital	Extremely likely	Because of the first class treatment I have always had here from the friendly and helpful staff.	Very grateful, everything is first class.		over 65	White British	No tick
54	Newton Abbot Hospital	Extremely likely	Explanation and time given puts one at ease. Thank you very much.	None.	Male	over 65	White British	No tick
55	Newton Abbot Hospital	Extremely likely	Easy access. Friendly, prompt service.		Male	over 65	White British	No tick
56	Newton Abbot Hospital	Extremely likely	Pleasant + efficient service. Nursing very knowledgeable + gave us confidence in her advice. Thank you R.		Female	over 65	White British	No tick
57	Newton Abbot Hospital	Extremely likely	Listening to our problems! & giving sympathy & good advice.	Get extra parking!!	Male	over 65	White British	No tick
58	Newton Abbot Hospital	Extremely likely	Good, professional service. Good communication etc.		Male	over 65	White British	No tick
59	Newton	Extremely likely						No tick

	Abbot Hospital							
60	Newton Abbot Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
61	Newton Abbot Hospital	Extremely likely	Friendly, efficient service.		Male	over 65	White British	No tick
62	Newton Abbot Hospital	Likely				36-45	White British	I DO NOT wish my anonymised comments to be made public
63	Newton Abbot Hospital	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
64	Newton Abbot Hospital	Likely	Needing help for bladder problems, I found the service friendly and efficient - no embarrassment as could have been expected.	No complaints - very good service.	Male	over 65	White British	No tick
65	Newton Abbot Hospital	Likely	It was a lot pleasanter than anticipated.		Male	over 65	White British	No tick
66	Newton Abbot Hospital	Not entered		Not at all, my appointment was at 1.40pm and I was seen then.	Female	over 65	White British	No tick
67	South Molton Community Hospital	Extremely likely	My appointment was very helpful and made me aware of how to help myself. Thank you.	Excellent.	Female	over 65	White British	No tick

68	South Molton Community Hospital	Extremely likely	Very professional & friendly. Explained everything clearly.	N/A.	Female	46-55	White British	No tick
69	South Molton Community Hospital	Likely	They have been very informative and friendly and very helpful.		Female	56-65	White British	No tick
70	Torrington Community Hospital	Extremely likely	The physio nurse was lovely and explained everything so it was easy to understand.		Female	over 65	White British	No tick
71	Torrington Community Hospital	Extremely likely	Member of staff very friendly and helpful.	We found directions to 'outpatients' confusing.	Male	over 65	White British	No tick
72	Torrington Community Hospital	Extremely likely	Very efficient service and very caring.	Having more trained staff for a quicker service.	Female	56-65	White British	No tick