

Bladder & Bowel Care Service (Adult) - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	9	100.0	0.0	0.0
Oct-16	34	100.0	0.0	0.0

Qualitative Feedback - Sep-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	I feel that I now have more knowledge regarding my condition to help me improve & manage the condition.	None.	Female	26-35	White British	
2	North Devon District Hospital	Extremely likely	Everyone helpful & attentive.		Male	over 65	White British	
3	North Devon District Hospital	Extremely likely			Female	56-65	White British	Do not publish
4	North Devon District Hospital	Extremely likely	Discussing issues that have worried me have made a huge difference. Excellent advice. Made me feel confident.		Female	56-65	White British	
5	North Devon District Hospital	Extremely likely	I feel much happier now I have had a face to face consultation.	Not really.	Female	over 65	White British	
6	North Devon District Hospital	Extremely likely	Dr S. was very understanding, kind, & gentle.	Maybe a feedback / testimonial form on a website, to encourage others not to be worried or shy about seeing a doctor.	Female	56-65	White British	
7	North Devon District Hospital	Extremely likely	Friendly & helpful staff.		Female	over 65	White British	

8	Okehampton Community Hospital	Extremely likely	I'm delighted to be seen in my local hospital, saving me trip to Exeter. Dr S.G. who examined me today and is now going to arrange update with consultant in Exeter.	A good service. [Illegible] a.s.a.p.	Female	56-65	White British	
9	South Molton Community Hospital	Extremely likely	Basically I found J. very caring and understanding, so easy to talk to.	None.	Female	over 65	White British	

Qualitative Feedback - Oct-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	Bideford Community Hospital	Likely	Felt comfortable that session had been very helpful. Informative.	None.	Female	56-65	White British	
2	Castle Circus Health Centre	Extremely Likely	The nurse was extremely helpful and kind.	No.	Female	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			Female	Over 65	White British	
5	Castle Circus Health	Extremely Likely	Advice given in a welcoming manner.	None.	Male	Over 65	White British	

	Centre							
6	Castle Circus Health Centre	Extremely Likely	Very helpful and informative.	No.	Female	36-45	White British	
7	Castle Circus Health Centre	Extremely Likely	Good service and understanding of my problem.	No.	Male	56-65	White British	
8	Castle Circus Health Centre	Extremely Likely	Nice, informative people.		Female	Over 65	White British	
9	Castle Circus Health Centre	Extremely Likely	Pleasant, knowledgeable & very helpful.	None.	Female	56-65	White British	
10	Castle Circus Health Centre	Extremely Likely	Very efficient.	No.	Female	Over 65	White British	
11	Castle Circus Health Centre	Likely	Great relief at seeing nurse. Problems resolved as best!!		Female	Over 65	White British	
12	Dawlish Community Hospital	Extremely Likely	When we left Dawlish Hospital there was no support for [illegible] leakage given i.e. special pads & pants we had to wait for.	An appt with the B&B service to help us. Great service but would have saved a lot of anguish to have it done at the time of being discharged!!!	Male	Over 65	White British	
13	Dawlish Community Hospital	Extremely Likely	The nurse was extremely helpful and efficient and easy to talk to.		Female	56-65	White British	
14	Dawlish Community Hospital	Likely	The service is smooth and reliable and helps with keeping you informed.	It sometimes feels a bit rushed.	Female	26-35	White British	
15	Midvale	Extremely Likely	Excellent care. Nurses have	No.	Male	Over 65		

	Clinic		been wonderful.					
16	Newton Abbot Community Hospital	Extremely Likely	Down to earth. Very helpful. Friendly.		Male	Over 65	White British	
17	Newton Abbot Community Hospital	Extremely Likely			Female	Over 65	White British	
18	Newton Abbot Community Hospital	Extremely Likely	Quickly, efficiently dealt with. Was knowledgeable, friendly reassuring.	No.	Male	36-45	White British	
19	Newton Abbot Community Hospital	Extremely Likely	The nurse was so helpful and reassuring.	Nothing.	Male	Over 65	White British	
20	Newton Abbot Community Hospital	Extremely Likely	All we asked for was dealt with care and kindness.		Male	Over 65	White British	
21	Newton Abbot Community Hospital	Extremely Likely	The kindness and efficiency of the staff. Very professional.	The service was excellent and I cannot think of any ways in which it could be improved.	Male	Over 65	White British	
22	Newton Abbot Community Hospital	Extremely Likely	They were very good at what they do.		Male	56-65	White British	
23	Newton Abbot Community	Extremely Likely	Staff were willing to explain what problems were and possible treatment.	No.	Male	Over 65	White British	

	Hospital							
24	Newton Abbot Community Hospital	Extremely Likely	Made to feel comfortable about procedures & process and possible prognosis.					
25	Newton Abbot Community Hospital	Likely	Very friendly helpful staff.		Male	36-45	White British	
26	Newton Abbot Community Hospital	Likely	Staff were nice and helpful and considerate.		Male	Over 65	White British	
27	North Devon District Hospital	Extremely Likely	Very nice nurse, really helpful.	No.	Female	36-45	White British	
28	North Devon District Hospital	Extremely Likely	Excellent care, lots of good advice. Very nice lady.		Female	Over 65	White British	
29	North Devon District Hospital	Extremely Likely	Mrs S. was very professional & clear in her instructions & examination. She had a calm approach & was very reassuring.	Not from my experience today.	Female	Over 65	White British	
30	Torrington Community Hospital	Extremely Likely	Really helpful.	None.	Female	46-55	White British	
31	Torrington Community Hospital	Likely						
32	Totnes Hospital	Extremely Likely	The nurse was very friendly and gave me the information I needed. Appt was on time.		Female	56-65	White British	

33	Totnes Hospital	Extremely Likely	Near to home and very helpful.		Female	Over 65	White British	
34	Totnes Hospital	Extremely Likely	Helpful, friendly, listens well.	Use Tena lady pants, not unisex, as these are too bulky for women who don't have 'bits' to fill them at front.		56-65	White British	