

## Bladder & Bowel Care Service - 'Friends and Family Test' - Aug-15 to Sep-15

*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.	%	%	%
Aug-15	90	100.0	0.0	0.0
Sep-15	63	98.4	0.0	1.6

## Qualitative Feedback - Aug-15

	Location	Paediatric Service (indicated where applicable)	'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	Axminster Community Hospital		Extremely likely			Male	under 16	White British	No tick
2	Axminster Community Hospital		Extremely likely	Because the appointments are very helpful and full of information.	N/A.	Female	16-25	White British	No tick
3	Axminster Community Hospital		Extremely likely	Helpful, friendly advice. Professionally given in a positive manner.		Male	under 16	White British	No tick
4	Axminster Community Hospital		Extremely likely	Brilliant service really helping my son.					No tick
5	Exmouth Community Hospital		Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
6	Exmouth Community Hospital		Extremely likely	The nurse I saw was very pleasant and helpful. She did not rush me. I felt very comfortable with her.		Female	over 65	White British	No tick
7	Exmouth Community Hospital		Extremely likely	Very helpful staff. Punctual appointment timings.		Female	36-45	White British	No tick
8	Exmouth		Extremely			Female	over	White	I DO NOT wish my

	Community Hospital		likely				65	British	anonymised comments to be made public
9	Exmouth Community Hospital		Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
10	Honiton Community Hospital		Extremely likely			Female	56-65	White British	No tick
11	North Devon District Hospital		Extremely likely	J. was so lovely and very supportive.		Female	46-55	White British	No tick
12	North Devon District Hospital		Extremely likely	Friendly, very knowledgeable nurse, efficient service - not kept waiting.		Female	56-65	White British	No tick
13	North Devon District Hospital		Extremely likely	I felt reassured the nurse knew her job well and was there to help me with my problem.		Female	56-65	White British	No tick
14	North Devon District Hospital		Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
15	North Devon District Hospital		Extremely likely	Very informative, explained everything clearly.		Female	46-55	White British	No tick
16	North Devon District Hospital		Extremely likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
17	North Devon		Extremely			Female	over	White	I DO NOT wish my

	District Hospital		likely				65	British	anonymised comments to be made public
18	North Devon District Hospital		Extremely likely	I thought Mrs S. was very nice and informative and she had a lovely manner with her.	None.	Female	over 65	White British	No tick
19	North Devon District Hospital		Extremely likely	The service was 1st class. The most positive appointment we have experienced in years! Thank you!		Female	46-55	White British	No tick
20	North Devon District Hospital		Extremely likely	First class service. Full information. Full examination. Grateful thanks.	None.	Male	over 65	White British	No tick
21	North Devon District Hospital		Extremely likely	I found the exercises well worth doing but I also lost 2 stone in weight which had a lot to do with it. I do feel a different person.		Female	56-65	White British	No tick
22	North Devon District Hospital		Extremely likely	Everything was fully explained and reassurance given prior to the necessary examination. The follow-up treatment plan was fully explained and I am confident that I am able to follow it to my advantage.			over 65	White British	No tick

23	North Devon District Hospital		Extremely likely	Friendly service. Put at ease.		Female	46-55	White British	No tick
24	North Devon District Hospital		Extremely likely			Female	36-45	White British	No tick
25	Newton Abbot Community Hospital		Extremely likely	The care with the explanation given to me at my appointment first class.	None.	Male	over 65	White British	No tick
26	Newton Abbot Community Hospital		Extremely likely	Very helpful.					No tick
27	Newton Abbot Community Hospital		Extremely likely	Very helpful.	No.	Male	over 65	White British	No tick
28	Newton Abbot Community Hospital		Extremely likely	All questions asked by myself were answered and explained to me very well.	No.		56-65	White British	No tick
29	Newton Abbot Community Hospital		Extremely likely	Friendly local hospital that is nearby & easy to get to, is also wheelchair friendly.		Male	56-65	White British	No tick
30	Newton Abbot Community Hospital		Extremely likely	At last I know my problem is solvable.	No, not really, it's very good.	Female	over 65	White British	No tick
31	Newton Abbot Community		Extremely likely	Very pleased with the advice given.		Male	over 65	White British	No tick

	Hospital								
32	Newton Abbot Community Hospital		Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
33	Newton Abbot Community Hospital		Extremely likely	Very friendly, helpful staff.					No tick
34	Newton Abbot Community Hospital		Extremely likely	Very helpful staff, thank you.					No tick
35	Newton Abbot Community Hospital		Extremely likely	Because of helpful, constructive & positive advice.	No.	Female	over 65	White British	No tick
36	Newton Abbot Community Hospital		Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
37	Newton Abbot Community Hospital		Extremely likely	Excellent service, very helpful.					No tick
38	Newton Abbot Community Hospital		Extremely likely	Explained problem and possible help. Follow-up quick.		Male	over 65	White British	No tick
39	Ottery St Mary Community Hospital		Extremely likely	Always find this hospital very helpful.		Male	over 65	White British	No tick

40	Ottery St Mary Community Hospital		Extremely likely	Caring, sensitive, informative, covering all options.		Male	over 65	White British	No tick
41	Ottery St Mary Community Hospital		Extremely likely	Very helpful, caring, good advice, support, kindness.			56-65	White British	No tick
42	Ottery St Mary Community Hospital		Extremely likely	Locality and quality of services.	Make more services available locally - Ottery will be 600 houses bigger soon.	Male	over 65	White British	No tick
43	Ottery St Mary Community Hospital		Extremely likely	I have been given excellent advice + help and referrals have been made. I have been treated as an individual not one of many.		Female	56-65	White British	No tick
44	Ottery St Mary Community Hospital		Extremely likely	Everything was explained clearly and options offered of how to manage issues.			over 65	White British	No tick
45	Ottery St Mary Community Hospital		Extremely likely	Amazing service! I am very impressed!		Female	over 65	White British	No tick
46	Ottery St Mary Community Hospital		Extremely likely	Polite, speedy, nicely greeted. xxx		Male	over 65	White British	No tick
47	Ottery St Mary Community		Extremely likely	Very good service.	Keep this local hospital open.	Male	over 65	White British	No tick

	Hospital								
48	Ottery St Mary Community Hospital		Extremely likely	Have always been seen on time and referred up the line for further diagnostic tests without any difficulties. Local hospitals used: Ottery & Sidmouth.		Male	56-65	White British	No tick
49	Ottery St Mary Community Hospital		Likely			Male	56-65		I DO NOT wish my anonymised comments to be made public
50	Sidmouth Community Hospital		Extremely likely	Friendly reception throughout appointment.	Some privacy for prostate patients.	Male	over 65	White British	No tick
51	Sidmouth Community Hospital		Extremely likely	Clear explanations. Helpful advice to carry out my treatment efficiently.		Male	over 65	White British	No tick
52	Sidmouth Community Hospital		Extremely likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
53	Sidmouth Community Hospital		Extremely likely	Clinicians excellent, all staff very helpful. My mother has used various clinics here. She is 93yrs & disabled. She appreciates having such services available locally & so do I. Wonderful service. Thank you.		Female	over 65		No tick
54	Sidmouth		Extremely	Sidmouth hospital is		Female	over	White	No tick



	Community Hospital		likely	near home, not crowded, appts. on time.			65	British	
55	Sidmouth Community Hospital		Likely			Female	over 65	White British	No tick
56	South Molton Community Hospital		Extremely likely	A nice outpatients - clean. Calm and polite staff. The appointment was on time and everything was explained by the nurse I saw. She was very pleasant and understanding.		Female	46-55	White British	No tick
57	Torrington Community Hospital		Extremely likely			Male	36-45	White British	No tick
58	Torrington Community Hospital		Extremely likely	I felt I was being listened to & given very good advice on what to do to make things easier / better in future.					No tick
59	Torrington Community Hospital		Extremely likely	Receptionist very welcoming, lovely smile. J. was very good at explaining everything so clear. I was at ease straightaway.	No, so clean and airy, plenty of chairs.	Female	over 65	White British	No tick
60	Torrington Community Hospital		Likely	Very helpful. I learned a lot.		Female	36-45	White British	No tick
61	Bideford	Paediatric	Likely	Help child with wee	Not really, it was	Female	under	White	No tick

	Medical Centre	Service		problem.	good.		16	British	
62	Culm Valley Children's Centre	Paediatric Service	Extremely likely	Friendly, helpful staff, and approachable.		Male		White British	No tick
63	Culm Valley Children's Centre	Paediatric Service	Extremely likely	I wouldn't have resolved my son's problems without F's help. She has 'skilled me up' to resolve a nightmare situation. I shall forever be 'relieved' for this service.		Male			No tick
64	Culm Valley Children's Centre	Paediatric Service	Extremely likely	Very satisfied!		Female		White British	No tick
65	Culm Valley Children's Centre	Paediatric Service	Likely	Helpful & friendly.	N/A.	Male	under 16	White British	No tick
66	Exmouth Children's Centre	Paediatric Service	Extremely likely	Convenient, extremely friendly, helpful & supportive.	Doing an extremely good job already.	Female		White British	No tick
67	Exmouth Children's Centre	Paediatric Service	Extremely likely	Useful information & help re: potty training.		Female		White British	No tick
68	Exmouth Children's Centre	Paediatric Service	Extremely likely	Child needs help.					No tick
69	Exmouth Children's Centre	Paediatric Service	Extremely likely	Excellent service.					No tick
70	Exmouth Children's	Paediatric Service	Extremely likely	My son has ASD etc. & C was clear + concise with	Maybe a check-in service for when you	Male		White British	No tick

	Centre			his care plan & suggestions whilst maintaining a balanced view of the problems faced.	arrive?				
71	Exmouth Children's Centre	Paediatric Service	Extremely likely	Very good clinic, lots of useful information given.		Female		White British	No tick
72	Newton Abbot Community Hospital	Paediatric Service	Extremely likely	GPs had no idea about child constipation. The bladder + bowel team, knew exactly the problem + have been a great help + support for a number of years.	Train more GPs + health visitors so we don't get to the stage we need serious help from the team.	Male	under 16	White British	No tick
73	Okehampton Community Hospital	Paediatric Service	Likely	Fantastic care in clinic. Had a long wait from referral to appt., especially as request was for an urgent appt.					No tick
74	Paignton Hospital	Paediatric Service	Extremely likely	Been extremely helpful and useful.		Male	under 16		No tick
75	Paignton Hospital	Paediatric Service	Extremely likely	Very informative, very friendly, professional service.	No.	Female		White British	No tick
76	Paignton Hospital	Paediatric Service	Extremely likely	Fast on time. No waiting around.		Female		White British	No tick
77	Paignton Hospital	Paediatric Service	Extremely likely	Very helpful advice.					No tick
78	Paignton Hospital	Paediatric Service	Extremely likely	Very kind and caring bladder + bowel nurse.		Male	36-45	White British	No tick
79	Paignton Hospital	Paediatric Service	Extremely likely			Female		White British	I DO NOT wish my anonymised

									comments to be made public
80	Paignton Hospital	Paediatric Service	Extremely likely	Given a lot more information to understand easily why problems are happening.		Male	under 16		No tick
81	Paignton Hospital	Paediatric Service	Extremely likely	Friendly + spoke really well to K.		Female	under 16	White British	No tick
82	Paignton Hospital	Paediatric Service	Extremely likely	Excellent, very efficient and lovely, makes you feel comfortable.		Female			No tick
83	Paignton Hospital	Paediatric Service	Extremely likely	Excellent advice given. It changed our daughter's bowels issues.		Female	under 16	Other ethnic group	No tick
84	Paignton Hospital	Paediatric Service	Likely	Good service.		Female	under 16	White British	No tick
85	Sticklepath Children's Centre	Paediatric Service	Likely	Always friendly, very interested in the child and his needs. Makes you feel comfortable.		Female	under 16	White British	No tick
86	Watcombe Children's Centre	Paediatric Service	Extremely likely	Very pleasant service. Makes my daughter feel at ease.		Female		White British	No tick
87	Watcombe Children's Centre	Paediatric Service	Extremely likely	Very helpful, understanding. Gave time to speak child. Follow-up appointments.		Female	under 16	White British	No tick
88	Watcombe Children's Centre	Paediatric Service	Extremely likely	Lovely lady who was very helpful & informative.		Female		White British	No tick
89	Watcombe	Paediatric	Extremely	Excellent help and		Male	under	White	No tick

	Children's Centre	Service	likely	advice, very friendly service.			16	British	
90	Watcombe Children's Centre	Paediatric Service	Extremely likely	Very open and friendly, bladder nurse brilliant!		Female		White British	No tick

### **Qualitative Feedback - Sep-15**

	Location	Paediatric Service (indicated where applicable)	'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	Helpful, friendly.		Female	36-45	White British	No tick
2	Brixham Hospital		Extremely likely	Excellent service.		Female	over 65	White British	No tick
3	Brixham Hospital		Extremely likely	T. is helpful and easy to talk to.		Female	over 65	White British	No tick
4	Brixham Hospital		Extremely likely	Excellent service in a very friendly & caring manner & reassuring.	None.	Female	over 65	White British	No tick
5	Brixham Hospital		Extremely likely	Extremely helpful, very nice carer.	None at all.	Female	over 65	White British	No tick
6	Brixham Hospital		Extremely likely	T. was very thorough, very kind & she put me at ease.		Female	over 65		No tick
7	Brixham Hospital		Extremely likely	I just feel much happier & more confident.		Female	over 65	White British	No tick
8	Brixham Hospital		Extremely likely	Always very helpful.		Female	over 65	White British	No tick

9	Exmouth Community Hospital		Extremely likely	Nurse was very thorough. I felt she really did cover everything.		Female	36-45		No tick
10	North Devon District Hospital		Extremely likely	Really good clear information from physio Mrs J.S. Very positive & reassuring. Very caring attitude. I was very nervous but she put me at ease Thank you.		Female	46-55	White British	No tick
11	North Devon District Hospital		Extremely likely	Entirely happy with care received.	No.	Female	46-55	White British	No tick
12	North Devon District Hospital		Extremely likely			Male	over 65	White British	No tick
13	North Devon District Hospital		Extremely likely	Very good advice & friendly staff.		Female	46-55	White British	No tick
14	North Devon District Hospital		Extremely likely						No tick
15	North Devon District Hospital		Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
16	North Devon District Hospital		Likely	Nurse S. very nice and polite. She gave me good advice.			26-35	Other ethnic group	No tick
17	Newton Abbot Community		Extremely likely	Made me feel at ease. Staff were extremely helpful and reassuring.	Not really.	Male	46-55	White British	No tick

	Hospital								
18	Newton Abbot Community Hospital		Extremely likely	R., as always, made me feel at ease on each visit & all the advice she gave me has helped enormously.	No.	Female	over 65	White British	No tick
19	Newton Abbot Community Hospital		Extremely likely	Pleasant friendly staff, good advice.	No - it's OK!	Female	over 65	White British	No tick
20	Newton Abbot Community Hospital		Extremely likely	Very professional service.	No.	Female	over 65	White British	No tick
21	Newton Abbot Community Hospital		Extremely likely	Very friendly, very understanding, made me feel positive, made me feel I could ask anything and would always be there to answer. Great service.					No tick
22	Newton Abbot Community Hospital		Extremely likely	Kind & polite service.	No.	Female	56-65	White British	No tick
23	Newton Abbot Community Hospital		Extremely likely				46-55	White British	I DO NOT wish my anonymised comments to be made public
24	Newton Abbot Community Hospital		Extremely likely	Efficiency + welcome.		Male	over 65	Other ethnic group	No tick

25	Newton Abbot Community Hospital		Extremely likely	Because I have the problem. If help for me others would benefit as well.	No, this hospital I have used.	Male	over 65	White British	No tick
26	Newton Abbot Community Hospital		Extremely likely	Very friendly, polite & caring.	No, all good!	Male	36-45	White British	No tick
27	Newton Abbot Community Hospital		Extremely likely	Very nice, friendly staff. Thank you.	No. The service is already the best.	Male	over 65	White British	No tick
28	Newton Abbot Community Hospital		Likely	Very helpful information.		Female	over 65	White British	No tick
29	Paignton Hospital		Extremely likely	I saw T. and she was extremely pleasant and helpful.	None.	Female	over 65	White British	No tick
30	Paignton Hospital		Extremely likely	I have now a lot more confidence in going out now that they have put me on the patches.		Female	over 65	White British	No tick
31	Paignton Hospital		Extremely likely	First class service in every way.		Male	over 65	White British	No tick
32	Paignton Hospital		Extremely likely	I am very pleased with the care I have had from the bladder and bowel clinic, the nurse treated me with compassion.		Female	over 65	White British	No tick
33	Sidmouth Community Hospital		Extremely likely	Everybody looked after us well.	Yes, need cafe or a drink.	Male	over 65	White British	No tick



34	Sidmouth Community Hospital		Extremely likely	Friendly and approachable staff at all levels. Very understanding when we were late!		Male	over 65	White British	No tick
35	South Molton Community Hospital		Extremely likely			Female	36-45	White British	No tick
36	Axminster Community Hospital	Paediatric Service	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
37	Axminster Community Hospital	Paediatric Service	Extremely likely			Male	under 16	White British	I DO NOT wish my anonymised comments to be made public
38	Axminster Community Hospital	Paediatric Service	Extremely likely	Lovely lady - C.H. Speedy appointment - no waiting.		Female	46-55	White British	No tick
39	Axminster Community Hospital	Paediatric Service	Extremely likely	Previous treatment for constipation / soiling really helped.		Male	under 16	White British	No tick
40	Axminster Community Hospital	Paediatric Service	Extremely likely			Female	26-35	White British	No tick
41	Axminster Community Hospital	Paediatric Service	Likely	Very understanding and professional.	None.	Male	under 16	White British	No tick
42	Culm Valley Children's Centre	Paediatric Service	Extremely likely	Very helpful and friendly. Also welcomed and warm feel about the whole centre.	None.	Male	26-35	White British	No tick

43	Exmouth Children's Centre	Paediatric Service	Extremely likely	I feel this service is important. C. is sensitive and understanding with E. in this difficult time.		Female	under 16	White British	No tick
44	Exmouth Children's Centre	Paediatric Service	Extremely likely	Understanding, friendly & knowledgeable.					No tick
45	Exmouth Children's Centre	Paediatric Service	Extremely likely	Bowel ease techniques.		Female	36-45	Asian / Asian British	No tick
46	Exmouth Children's Centre	Paediatric Service	Extremely likely	A very friendly and professional service.					No tick
47	Exmouth Children's Centre	Paediatric Service	Extremely likely	Very friendly and helpful.					No tick
48	Exmouth Children's Centre	Paediatric Service	Extremely likely	Very friendly & helpful.				White British	No tick
49	Exmouth Children's Centre	Paediatric Service	Extremely likely	Because the advice was very thorough, the nurse was very friendly (C.) and treatment worked.		Female	36-45	White British	No tick
50	Exmouth Children's Centre	Paediatric Service	Extremely likely	Extremely helpful service with lovely staff (especially C.H.)!		Female	36-45	White British	No tick
51	Exmouth Children's Centre	Paediatric Service	Extremely likely			Female	36-45	White British	No tick
52	Exmouth Children's	Paediatric Service	Extremely likely	Given time and support.		Male	under 16	White British	No tick

	Centre								
53	Exmouth Children's Centre	Paediatric Service	Likely	Very helpful.		Female	36-45	White British	No tick
54	Exmouth Children's Centre	Paediatric Service	Neither likely nor unlikely			Female	under 16	White British	No tick
55	Millwater Scool	Paediatric Service	Extremely likely			Male		White British	I DO NOT wish my anonymised comments to be made public
56	Millwater Scool	Paediatric Service	Extremely likely			Female		White British	No tick
57	North Devon District Hopsital	Paediatric Service	Extremely likely	Professional, make you feel as ease, extremely good with children.					No tick
58	Newton Abbot Community Hospital	Paediatric Service	Extremely likely	Very helpful staff. Clear and informative.		Female	under 16	White British	No tick
59	Paignton Hospital	Paediatric Service	Extremely likely	Very helpful, lots of information.		Female	36-45	White British	No tick
60	Whipton Children's Centre	Paediatric Service	Extremely likely	Very informative and helpful appointment. C.H. was very patient, understanding, easy to talk to and extremely nice. Thank you for helping us.		Female	36-45	White British	No tick
61	Whipton Children's Centre	Paediatric Service	Extremely likely	I am very satisfied of this service! She is very friendly and cordial.		Male	36-45	Asian / Asian British	No tick
62	Whipton	Paediatric	Likely			Female	under	White	I DO NOT wish my

	Children's Centre	Service				16	British	anonymised comments to be made public	
63	Whipton Children's Centre	Paediatric Service	Likely	Because gave very useful info. and gave me some good advice.		Female	16-25	White British	No tick