

Bladder & Bowel Care Service - 'Friends and Family Test' - Jun-15 to Jul-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.	%	%	%
Jun-15	81	100.0	0.0	0.0
Jul-15	61	96.7	0.0	3.3

Qualitative Feedback - Jun-15

	Month	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	Jun	Bideford Community Hospital	Extremely likely	Very good.	No.		over 65	White British	No tick
2	Jun	Bideford Community Hospital	Extremely likely			Female	over 65	White British	No tick
3	Jun	Bideford Community Hospital	Extremely likely	Friendly + thorough service. We are very lucky to have such a great service like this locally.	Excellent all round service with friendly staff.	Female	36-45	White British	No tick
4	Jun	Bideford Community Hospital	Extremely likely	I have received good treatment, been seen on time. Excellent experience.		Female	over 65	White British	No tick
5	Jun	Bideford Community Hospital	Extremely likely	Mrs S. explained everything in great detail. I understand all she told me. I feel very much at ease and will follow the instructions to exercise.		Female	over 65	White British	No tick
6	Jun	Bideford Community Hospital	Extremely likely	I was very happy with everything and the result is really good.					No tick
7	Jun	Bideford Community	Extremely likely	Ignorance on my part. Explained properly.		Male	56-65	White British	No tick

		Hospital							
8	Jun	Bideford Community Hospital	Extremely likely	A good, friendly hospital.		Female	56-65	White British	No tick
9	Jun	Bideford Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
10	Jun	Bideford Community Hospital	Extremely likely	Reassurance, constructive advice, approachable, listened.		Female	46-55	White British	No tick
11	Jun	Bideford Community Hospital	Extremely likely	Excellent advice.		Female	56-65	White British	No tick
12	Jun	Bideford Community Hospital	Extremely likely	They dealt with me tactfully and with sensitivity and understanding. I was made to feel relaxed which reduced my anxiety.		Female	46-55	White British	No tick
13	Jun	Bideford Community Hospital	Extremely likely	Very helpful, polite staff and excellent treatment.		Female	46-55	White British	No tick
14	Jun	Bideford Community Hospital	Extremely likely	Polite, understanding. Most important if only to talk and listen to patient. Thank you all.	I don't think so. Service is very good.		over 65	White British	No tick
15	Jun	Bideford Community Hospital	Extremely likely	Warmth defeating wrath.					No tick
16	Jun	Bideford Community	Likely			Female	46-55	White British	I DO NOT wish my anonymised

		Hospital							comments to be made public
17	Jun	Exmouth Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
18	Jun	Exmouth Community Hospital	Extremely likely	Always treated with great respect, never rushed. Leave feeling that I have been left feeling encouraged.	No.	Female	over 65	White British	No tick
19	Jun	Exmouth Community Hospital	Extremely likely				over 65	White British	I DO NOT wish my anonymised comments to be made public
20	Jun	Exmouth Community Hospital	Extremely likely	The nurse seems knowledgeable and concerned - not an unpleasant experience.		Male	over 65	White British	No tick
21	Jun	Exmouth Community Hospital	Extremely likely	Have visited the hospital several times and always been greeted in a friendly and helpful manner and never been kept waiting. The waiting room is light and airy and no music which is a big plus for me.	To have a delegated area for cars outside the centre for taxis/cars to wait when meeting one.		over 65	White British	No tick
22	Jun	Exmouth Community Hospital	Extremely likely	Very good service. Staff very friendly and kind.		Male	over 65	White British	No tick
23	Jun	Exmouth	Extremely likely	I was very happy by the		Male	56-65	White	No tick

		Community Hospital		explanation and treatment received.				British	
24	Jun	Exmouth Community Hospital	Extremely likely	All very helpful.		Female	over 65	White British	No tick
25	Jun	Exmouth Community Hospital	Extremely likely	Superb, professional service. Friendly, very understanding. Excellent at appointment times and waiting to be seen.		Male	over 65	White British	No tick
26	Jun	Exmouth Community Hospital	Extremely likely			Female	over 65	White British	No tick
27	Jun	Exmouth Community Hospital	Extremely likely	I have always been treated well and effectively. Many thanks for all you are doing.		Male	over 65	White British	No tick
28	Jun	Exmouth Community Hospital	Extremely likely	Very helpful. Very pleasant.		Male	56-65	White British	No tick
29	Jun	Exmouth Community Hospital	Extremely likely	Very well explained.					No tick
30	Jun	Exmouth Community Hospital	Extremely likely	The nurse was extremely helpful and kind.		Female	over 65	White British	No tick
31	Jun	Exmouth Community Hospital	Extremely likely	Attentive, informative, good listening skills, follows-ups prompt. Overall good service.		Female	56-65	White British	No tick
32	Jun	Exmouth Community	Extremely likely	Great service.		Female	56-65	White British	No tick

		Hospital							
33	Jun	Exmouth Community Hospital	Extremely likely	Very friendly and helpful.		Female	over 65	White British	No tick
34	Jun	Exmouth Community Hospital	Likely			Female	26-35	White British	No tick
35	Jun	Exmouth Community Hospital	Likely	Helpful (+ friendly) staff and usually listen!		Male	over 65	White British	No tick
36	Jun	Exmouth Community Hospital	Likely	Very helpful, good tips and advice & clear with information.					No tick
37	Jun	Ilfracombe Community Hospital	Extremely likely	Very helpful and useful information. Caring nurse.	N/A.	Female	56-65	White British	No tick
38	Jun	NDDH	Extremely likely	I was given very positive and helpful advice for the condition which was being investigated.		Male	over 65	White British	No tick
39	Jun	NDDH	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
40	Jun	NDDH	Extremely likely	I have MS, have a slight problem with my bowel / bladder.	Very professional.	Female	46-55	White British	No tick
41	Jun	NDDH	Extremely likely	I have always been very satisfied with my response from the hospital staff.	No.	Female	over 65	White British	No tick
42	Jun	NDDH	Extremely likely	I prefer one to one where able to question	There are always ways to improve but	Female	46-55	White British	No tick

				about concerns. Internet is too cumbersome to find answers and all too often we think we understand what is wrong with ourselves yet we are not always correct and may do things to either worsen or prolong conditions. I found J. easy to talk to and she gave me confidence about how to deal with my concerns.	I have to say that both my visits have gone smoothly.				
43	Jun	NDDH	Extremely likely	Reassuring + respectful treatment. Treatment plan appears very hopeful.		Female	over 65	White British	No tick
44	Jun	NDDH	Extremely likely	I found the treatment and advice excellent. Following this advice and with effort on my part I feel my problems will improve over time.	No.	Male	over 65	White British	No tick
45	Jun	NDDH	Extremely likely	I was seen on time by a lovely nurse.		Female	46-55	White British	No tick
46	Jun	NDDH	Extremely likely	Mrs S. was extremely helpful and put me at ease and explained everything very thoroughly.		Female	56-65	White British	No tick

47	Jun	NDDH	Extremely likely	The physiotherapist I saw was extremely knowledgeable and I feel I learnt a lot. I feel positive about my symptoms improving and I have a clear plan of what I need to do.		Female	46-55	White British	No tick
48	Jun	NDDH	Extremely likely	Explains everything to you and you can tell them anything even if you are embarrassed.		Female	56-65	White British	No tick
49	Jun	NDDH	Extremely likely	Professional advice.		Male	56-65	White British	No tick
50	Jun	NDDH	Extremely likely						No tick
51	Jun	Newton Abbot Community Hospital	Extremely likely	Very friendly & helpful.		Male	over 65	White British	No tick
52	Jun	Newton Abbot Community Hospital	Extremely likely	I had a very embarrassing problem which was dealt with in a very sensitive & professional way. I am now 100% better.	None.	Female	over 65	White British	No tick
53	Jun	Newton Abbot Community Hospital	Extremely likely	It will help them.		Male	over 65	White British	No tick
54	Jun	Newton Abbot Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public

55	Jun	Newton Abbot Community Hospital	Extremely likely	Staff very helpful & knowledgeable.		Female	26-35	White British	No tick
56	Jun	Newton Abbot Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
57	Jun	Newton Abbot Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
58	Jun	Newton Abbot Community Hospital	Extremely likely	Dealt with quickly & efficiently. Staff very pleasant + friendly.		Male	over 65	White British	No tick
59	Jun	Newton Abbot Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
60	Jun	Newton Abbot Community Hospital	Extremely likely	Very efficient, friendly and helpful all round.		Male	over 65	White British	No tick
61	Jun	Newton Abbot Community Hospital	Extremely likely	I arrived late, stressed + nurse was still able to see me.	Have reception linked to nursery to register what time customers arrived. More sign post for hospital in Newton Abbot.			Black / African / Caribbean / Black British	No tick
62	Jun	Newton Abbot	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised

		Community Hospital							comments to be made public
63	Jun	Newton Abbot Community Hospital	Extremely likely	Because I felt that my problem was being dealt with and had confidence in the nurse I talked to.	Can't think of anything at the moment.	Female	over 65	White British	No tick
64	Jun	Newton Abbot Community Hospital	Extremely likely	Approachable, friendly, and professional.		Female	over 65	White British	No tick
65	Jun	Newton Abbot Community Hospital	Extremely likely	R. was very calming + made me feel at ease & the treatment & advice has worked very well.	No suggestions as I feel it works very well.	Female	over 65	White British	No tick
66	Jun	Newton Abbot Community Hospital	Extremely likely	The manner in which we were dealt with. A positive & pleasant experience.		Female	over 65	White British	No tick
67	Jun	Newton Abbot Community Hospital	Extremely likely	M. was absolutely great, explained everything about fluid intake to mum + myself and would highly recommend the hospital. Also, the building is great, not too hospitalised. Great experience.	No.	Female	over 65	White British	No tick
68	Jun	Newton Abbot Community Hospital	Extremely likely	Understanding - explained very well.	Quite excellent.	Female	over 65	White British	No tick

69	Jun	Newton Abbot Community Hospital	Extremely likely	I was heard with patience and understanding & then given very clear, unstressful instructions for something v. challenging.	Always very good at Newton Abbot Hospital.		over 65	White British	No tick
70	Jun	Newton Abbot Community Hospital	Extremely likely	Friendly and helpful staff.					No tick
71	Jun	Newton Abbot Community Hospital	Likely	Prompt + efficient.		Male	over 65	White British	No tick
72	Jun	Sidmouth Community Hospital	Extremely likely	Excellent care, nurse listens & patiently explains treatment and answers any questions also no waiting - appointment times are adhered to.		Female	over 65	White British	No tick
73	Jun	Sidmouth Community Hospital	Extremely likely	Excellent one to one service, has time to listen.	Can't see any.	Female	over 65	White British	No tick
74	Jun	Sidmouth Community Hospital	Extremely likely	Because I'm better.		Female	over 65	White British	No tick
75	Jun	Sidmouth Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
76	Jun	Tiverton	Extremely likely	The people are very		Male	over	White	No tick

		Community Hospital		kind and helpful. Nothing is too much trouble.			65	British	
77	Jun	Tiverton Community Hospital	Extremely likely	Staff were friendly & welcoming, put me at ease from the start. Also, very flexible in dealing with me and the other patients, not rigid at all. Very helpful indeed.	None, carry on as you are doing.	Male	over 65	White British	No tick
78	Jun	Tiverton Community Hospital	Extremely likely		No.	Male	over 65	White British	No tick
79	Jun	Tiverton Community Hospital	Likely	Impressed with friendly service and variety of drinks available.		Male	over 65	White British	No tick
80	Jun	Torrington Community Hospital	Extremely likely		Excellent service.	Female	over 65	White British	No tick
81	Jun	Torrington Community Hospital	Extremely likely	Personal, helpful care, less stressful than attending big hospital, less travelling.	No, but please make sure it is able to continue.	Female	over 65	White British	No tick
82	Jun	Not entered	Extremely likely	Because it relaxes you to have such a friendly person as J.S. to deal with what was an embarrassing problem. It put my mind at rest to know a reasonably simple answer of exercises solves my	This system worked very well for me and I would not change it. Thank you.	Female	over 65	White British	No tick

				problem.					
83	Jun	Not entered	Extremely likely	Pleasant waiting area and everything was explained nicely.	No.	Male	over 65	White British	No tick

Qualitative Feedback - Jul-15

	Month	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	Jul	Bideford Community Hospital	Extremely likely	Very helpful, given lots of info.		Female	36-45	White British	No tick
2	Jul	Bideford Community Hospital	Extremely likely	Friendly, made to feel at ease. Very helpful, clearly explained information - exercises explained – thank you.		Female	46-55	White British	No tick
3	Jul	Bideford Community Hospital	Extremely likely	I have been given lots of advice & tips to improve my problems.		Female	46-55	White British	No tick
4	Jul	Bideford Community Hospital	Likely	Pleasant experience which potentially could be embarrassing!	None.	Female	56-65	White British	No tick
5	Jul	Exmouth Community Hospital	Extremely likely	The excellence of the service provided on the phone or in person.		Male	over 65	White British	No tick
6	Jul	Exmouth Community Hospital	Extremely likely	The main reason for my response is that it has already made a difference to my life. I	I think your community outpatient service is perfect as it is.	Female	over 65	White British	No tick

				felt really miserable before I spoke to your team, now the exercises I do have made a world of difference to my life, thank you.					
7	Jul	Exmouth Community Hospital	Extremely likely	Very friendly, efficient attention.	No.	Male	over 65	White British	No tick
8	Jul	Exmouth Community Hospital	Extremely likely	Exceptionally caring and considerate in an embarrassing area. Should have come years ago. Thank all.	None.	Male	over 65	White British	No tick
9	Jul	Exmouth Community Hospital	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
10	Jul	Exmouth Community Hospital	Extremely likely	I was listened to. Everything was explained clearly. I have been given exercises which should help my condition. Had visual aids. Didn't feel at all rushed. Impressed by the clinician's knowledge.		Female	over 65	White British	No tick
11	Jul	Exmouth Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
12	Jul	Exmouth	Extremely likely	Very happy with the		Female	over	White	No tick

		Community Hospital		advice I was given today.			65	British	
13	Jul	Exmouth Community Hospital	Extremely likely	Clear & efficient.		Male	over 65	White British	No tick
14	Jul	Exmouth Community Hospital	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
15	Jul	Exmouth Community Hospital	Extremely likely	Understanding followed by relevant help.		Male	56-65	White British	No tick
16	Jul	Exmouth Community Hospital	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
17	Jul	Exmouth Community Hospital	Extremely likely	Very helpful staff. Understanding of problem & offered solutions.		Female	46-55	White British	No tick
18	Jul	Exmouth Community Hospital	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
19	Jul	Exmouth Community Hospital	Likely	She was very helpful. I will see how it goes.	No, not after my first visit. Parking is difficult!!	Male	over 65	White British	No tick
20	Jul	Exmouth Community Hospital	Likely	My condition has worsened.	None.	Male	over 65	White British	No tick
21	Jul	Exmouth Community Hospital	Likely		Already do a good service.	Female	56-65	White British	No tick

22	Jul	Franklyn House	Extremely likely	Excellent service. Friendly service means confidence in the staff. Everything explained.		Female	over 65	White British	No tick
23	Jul	Holsworthy Community Hospital	Extremely likely	Clarity of explanation of exercise regime. Reassurance of having initial attempts at exercises supervised.	No, seems to be functioning in a calm + reassuring manner.	Female	over 65	White British	No tick
24	Jul	Ilfracombe Community Hospital	Extremely likely	F. has been extremely helpful. We have felt supported.		Female	36-45	White British	No tick
25	Jul	Ilfracombe Community Hospital	Extremely likely	Wonderful F.B.!	Took a while to get through the system - left a few messages before action happened.	Female	under 16	White British	No tick
26	Jul	Ilfracombe Community Hospital	Extremely likely	I have been given so much helpful information that I never have been explained before & the lady was lovely & so helpful.					No tick
27	Jul	NDDH	Extremely likely			Female	over 65	White British	No tick
28	Jul	NDDH	Extremely likely	Positive, good info.	Keep it the same.	Male	over 65	White British	No tick
29	Jul	NDDH	Extremely likely	Because the lady was extremely helpful.	None whatsoever, very, very helpful.	Female	over 65	White British	No tick
30	Jul	NDDH	Extremely likely	Friendly, knowledgeable and very helpful staff. Felt listened to and that the staff cared.	None.	Female	36-45	White British	No tick

31	Jul	NDDH	Extremely likely	Everyone is so helpful & listen to what I have to say as well as giving their advice.		Female	56-65	White British	No tick
32	Jul	NDDH	Extremely likely	Very helpful. Different things to try to resolve situation.	Not really, everything went smoothly.	Female	over 65	White British	No tick
33	Jul	NDDH	Likely	Very helpful - explained everything very well.		Female	over 65	White British	No tick
34	Jul	NDDH	Likely	Very helpful and explained all, made me feel comfortable.		Female	16-25	White British	No tick
35	Jul	Newton Abbot Community Hospital	Extremely likely	T. was very helpful and offered treatments that I never had before. Very professional.			46-55	White British	No tick
36	Jul	Newton Abbot Community Hospital	Extremely likely	Bladder + bowel.	No - excellent.	Female	36-45	White British	No tick
37	Jul	Newton Abbot Community Hospital	Extremely likely	The clinic has been very encouraging and my problem with advice has become greatly improved.		Female	over 65	White British	No tick
38	Jul	Newton Abbot Community Hospital	Extremely likely	Definitely. Helpful staff (very), clean and fresh toilets and hospital. Thank you for your help, puts my mind at EASE.	No - perfectly run.	Male	36-45	White British	No tick
39	Jul	Newton Abbot Community	Extremely likely	I found my visit to this department very professional & left		Female	over 65	White British	No tick

		Hospital		feeling much more able to cope.					
40	Jul	Newton Abbot Community Hospital	Extremely likely	Friendly & caring attitude of specialist nurse. Good advice in a peaceful environment, knowledge that I can ring for advice or appointment if necessary in the future. Thank you.		Female	over 65	White British	No tick
41	Jul	Newton Abbot Community Hospital	Extremely likely	Very well.		Female	56-65	White British	No tick
42	Jul	Newton Abbot Community Hospital	Extremely likely	Found the appointment very helpful. Lots of tips to help cope with dad's bowel problem.			over 65	White British	No tick
43	Jul	Newton Abbot Community Hospital	Extremely likely	Give us a lot of advice and we followed it which has helped in making life easy when using outside toilets. Thanks very much.		Female	56-65	White British	No tick
44	Jul	Newton Abbot Community Hospital	Extremely likely	Very pleasant and friendly, making clients feel relaxed.	No.	Male	over 65	White British	No tick
45	Jul	Newton Abbot Community Hospital	Extremely likely			Female	over 65	White British	No tick

46	Jul	Newton Abbot Community Hospital	Extremely likely	The sister was great & as a retired nurse I really did appreciate her help.	No.		over 65	White British	No tick
47	Jul	Newton Abbot Community Hospital	Extremely likely			Male	46-55	White British	I DO NOT wish my anonymised comments to be made public
48	Jul	Newton Abbot Community Hospital	Extremely likely	Sympathetic, understanding & effective advice.		Female	56-65	White British	No tick
49	Jul	Newton Abbot Community Hospital	Likely	I have always found the staff at NA Hospital friendly and helpful.		Female	over 65	White British	No tick
50	Jul	Newton Abbot Community Hospital	Likely	Attention to detail & care.	Newton Abbot Hospital gives excellent service.	Male	over 65	White British	No tick
51	Jul	Newton Abbot Community Hospital	Neither likely nor unlikely	Failed to make follow-up appointment. Doctor had to contact clinic for further appointment. Failed to ring me when they said they would, resulting in me waiting from 12 o'clock until 6 o'clock to no avail.		Male	over 65	White British	No tick
52	Jul	Sidmouth Community Hospital	Extremely likely			Male	over 65	White British	No tick
53	Jul	Sidmouth	Extremely likely	Consistently good		Female	over	White	No tick

		Community Hospital		standard of care both in Minor Events Unit and in Clinic.			65	British	
54	Jul	Sidmouth Community Hospital	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
55	Jul	Sidmouth Community Hospital	Likely			Male		White British	No tick
56	Jul	Tiverton Community Hospital	Extremely likely	D. and D. very nice.			over 65	White British	No tick
57	Jul	Tiverton Community Hospital	Don't know			Male	over 65	White British	No tick
58	Jul	Torrington Community Hospital	Extremely likely	Care and thoughtful nurse.	Coffee machine.	Female	over 65	White British	No tick
59	Jul	Torrington Community Hospital	Extremely likely	Very friendly - relaxed, understanding.		Female	46-55	White British	No tick
60	Jul	Torrington Community Hospital	Extremely likely	Very caring, clear explanation of problems and how we can deal with it. Time to listen to patient.	Not at this time.	Female	56-65	White British	No tick
61	Jul	Torrington Community Hospital	Likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public