

Bladder & Bowel Care Service (Paediatric) - 'Friends and Family Test' - Jun-16 to Aug-16

Friends and Family Test question: **Would you tell your friends that this is a good service to come to?**

Response options: **Yes; Maybe; No; Don't know**

Quantitative Results

The Friends and Family Test score is calculated as outlined in the NHS England guidance issued in Oct-14. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Yes}}{\text{Yes} + \text{Maybe} + \text{No} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{No}}{\text{Yes} + \text{Maybe} + \text{No} + \text{Don't know}} \times 100$$

The Trust's target score is 75%.

	Responses	Would recommend (Yes)	Would not recommend (No)	Neither likely nor unlikely to recommend / Don't know (Maybe / Don't know)
	No.	%	%	%
Jun-16	1	100.0	0.0	0.0
Jul-16	No data	No data	No data	No data

Aug-16	No data	No data	No data	No data
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Qualitative Feedback - Jun-16

	Location	Children and young person's FFT card completed by: Patient Parent / guardian / carer	'Friends and Family Test' Response	Would you mind telling us why you gave that answer?	What do you think was good about your visit?	What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your answers ever to be made public.
1	NDDH	Patient	Yes				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public