

**Bladder & Bowel Care Service (Paediatric) - Friends and Family Test - Nov-16 to Dec-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.	%	%	%
Nov-16	No data	No data	No data	No data
Dec-16	55	94.5	0.0	5.5

### Qualitative Feedback - Dec-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	Axminster Community Hospital	Patient	Yes	Very helpful.			Male	6-8	White British	
2	Bideford Medical Centre		Yes	Because it was very helpful.						
3	Bideford Medical Centre		Yes	Because I have found the service amazing. It's changed our lives and can't thank you enough.	So much support & kindness.	Nothing.	Male	Under 6	White British	
4	Bideford Medical Centre		Yes	She is nice and she makes me understand.	It went well.		Female	9-11	White British	
5	Bideford Medical Centre		Yes	The doctor was really nice to me.	She made me feel comfortable.		Female	6-8	White British	
6	Bideford Medical Centre		Yes				Female	9-11	White British	Do not publish
7	Bideford Medical		Yes	Learnt lots. Showed me pictures.	Going to McDonalds for	Nothing.	Male	6-8		

	Centre				lunch.					
8	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes	Really supportive & made sure I understood everything.	Lovely bladder nurse.	Nothing.	Female	6-8	Mixed / Multiple ethnic groups	
9	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes					Under 6	White British	Do not publish
10	Bideford Medical Centre		I don't know				Male	9-11	White British	Do not publish
11	Bideford Medical Centre		<i>Not entered</i>		[Illegible]	No.		6-8	White British	
12	Exmouth Childrens Centre		Yes				Male	6-8	White British	Do not publish
13	Exmouth Childrens Centre		Yes				Male	12-15	White British	Do not publish
14	Exmouth Childrens Centre		Yes	Because they are very friendly.	They ask you questions. You didn't just sit there.		Female	9-11	White British	
15	Exmouth Childrens Centre		Yes	Had lots of information and ways to help me and she was very kind.			Female	Under 6	White British	
16	Exmouth Childrens Centre		Yes	C. is very helpful finding a solution and she was very friendly!!	I got the help I needed.		Male	6-8	Mixed / Multiple ethnic groups	
17	Exmouth Childrens Centre		Yes	Very helpful.	The lady was kind.		Female	Under 6	White British	
18	Exmouth Childrens		Yes	Because C. is wonderful.	Because C. was pleased with	Nothing.	Female	6-8	White British	

	Centre				me.					
19	Exmouth Childrens Centre	Patient	Yes	Because C. is very nice and clever.	Making C. happy because I was being amazing with my wees.	We could have put jelly on my belly.	Female	6-8	White British	
20	Exmouth Childrens Centre	Patient	<i>Not entered</i>	Don't know if I can trust them!	Explained in a understandable way.	Sweets at the end (lollys).	Female	12-15	White British	
21	Franklyn House		Yes	Friendly, helpful advice.	Pleasant to talk to.		Female	6-8	White British	
22	Ilfacombe Community Hospital		Yes	F. has never failed us. She's been a massive support to all of us but most of all C. We have always had faith in our son but F. has had more. Thank you.	What was good is that F. didn't give up on me and kept on helping me.	Nothing.	Male	9-11	White British	
23	Newton Abbot Community Hospital		Yes	Always kind and helpful. Very encouraging.	Excellent facilities.	Follow-up appointments. Many different people and I chase them through system.	Male	9-11	White British	
24	Newton Abbot Community Hospital		Yes	Very good advice, support and follow-up, providing a good holistic approach to help my daughter with her toilet training and stopping her kidney infections.	The practical advice and the reassurance and support, not just for my young daughter but also me as patient carer (mum).	Nothing. This service has made a huge difference to my daughter and our family, well beyond what the paediatric team could offer at another hospital. Please keep this service!	Female	9-11	White British	
25	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes	Very helpful advice.	Good advice, friendly.		Male	6-8	White British	

26	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes	Kind lady.			Female	12-15		
27	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	
28	Newton Abbot Community Hospital		I don't know	No.			Male	6-8		
29	North Devon District Hospital		Yes	So helpful.	Someone to talk to.		Female	6-8	White British	
30	North Devon District Hospital		Yes	Great service.	Understanding.					
31	North Devon District Hospital		Yes				Male	6-8	White British	Do not publish
32	North Devon District Hospital		Yes	Because she helps me get better. I get to wear the large blue gloves.		I don't know!				
33	North Devon District Hospital		Yes	Brilliant service!!						
34	North Devon District Hospital		Yes	Because it's good! I love nursing.			Female	6-8	White British	
35	North Devon District Hospital		Yes					12-15	White British	Do not publish
36	North Devon District Hospital	Parent/ Guardian/ Carer	Yes	F. is amazing in her job (!) and is very patient and understanding.			Female	6-8	White British	
37	North Devon District Hospital	Patient	Yes	C. was very nice and helpful.	Explained very well.	Nothing.	Male	12-15	White British	

38	North Devon District Hospital	Patient	Yes	Because it's a caring and welcoming environment.	My problem was quickly resolved.	Nothing.	Female	9-11	White British	
39	North Devon District Hospital		Maybe				Female	12-15	White British	Do not publish
40	Okehampton Community Hospital	Parent/ Guardian/ Carer	Yes				Female	6-8	White British	Do not publish
41	Okehampton Community Hospital	Parent/ Guardian/ Carer	Yes	Because they were really nice and helpful.	On time. Nice person.	Nothing.	Female	9-11	White British	
42	Paignton Hospital	Parent/ Guardian/ Carer	Yes	Information helpful.			Female		White British	
43	South Molton Community Hospital	Parent/ Guardian/ Carer	Yes	Very informative and supportive.	Spoke at a level that my child understood so she always felt included.		Female	6-8	White British	
44	Sticklepath Childrens Centre		Yes	Because F. had many ways and ideas of ways to support our son that we could not have known without her.	She put R. at ease and was very kind and understanding of his problems without judging & getting cross.	Nothing.	Male	6-8	White British	
45	Sticklepath Childrens Centre		Yes	We have seen great results for my son he is happier and now is mainly dry at day and night.	R. was put at ease and is happy to talk about himself.	Nothing.	Male	6-8	White British	
46	Sticklepath Childrens Centre	Parent/ Guardian/ Carer	Yes	F. is lovely and very helpful with supporting L. for 4 yrs. and getting him better.	The help we received.	Nothing - they've been great.	Male	9-11	White British	

47	Sticklepath Childrens Centre	Parent/ Guardian/ Carer	Yes	Very friendly & informative service.	Clear plan for future care.		Female	6-8	White British	
48	Sticklepath Childrens Centre	Parent/ Guardian/ Carer	Yes	Great support and put mind at ease.	That we are finally getting somewhere with our daughter's constipation. Great advice.	Nothing.	Female	Under 6	White British	
49	Tiverton Community Hospital	Parent/ Guardian/ Carer	Yes	Over the past 5 years I have received the most encouraging, informative advice going. The past 18 months in Devon has been so helpful.	I received tablets, alarm & advice about cloth bed sheets (re-usable).	For us nothing. 100%.	Female	9-11	White British	
50	Tiverton Community Hospital	Parent/ Guardian/ Carer	Yes	Very good and informative.	Everything.	Nothing.			White British	
51	Whipton Childrens Centre		Yes	Because they are really friendly and give good advice.	I learnt lots about my bladder and what I need to do next.	Nothing.	Female	6-8	White British	
52	Whipton Childrens Centre		Yes	Very helpful information & advice I came away feeling more positive about my child's toilet problem. Thank you.						
53	Whipton Childrens Centre	Parent/ Guardian/ Carer	Yes				Male	Under 6		Do not publish
54	Whipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Because they offer help and good advice.		Nothing.	Female	Under 6	White British	

55	Whipton Childrens Centre	Patient	Yes	Because I know to help everyone.	They can help me to get dry nappies at night.	You feel you need her to help you as much as she can.	Male	6-8	White British	
56	Whipton Childrens Centre	Patient	Yes	C. has made a huge impact on our lives and helped an eight year old get his life back. Thank you so much.	Informative & good listening.	Nothing.		6-8	White British	
57	Whipton Childrens Centre	Patient	Yes	Because we only had to talk. (i.e. no physical discomfort).	Nice, comfy chairs.	The children get prizes / stickers for being good.	Female	Under 6	White British	
58	Whipton Childrens Centre	Patient	<i>Not entered</i>	Because might not want to know about it.	That the staff is really friendly.	Nothing.	Female	9-11	White British	