

Bladder & Bowel Care Service (Paediatric) - 'Friends and Family Test' - Oct-15 to Jan-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.	%	%	%
Oct-15	No data	No data	No data	No data
Nov-15	40	92.5	0.0	7.5

Dec-15	35	91.4	0.0	8.6
Jan-16	29	93.1	0.0	6.9

Qualitative Feedback - Nov-15

	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	Culm Valley Children's Centre	Parent / guardian / carer	Yes				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
2	Exmouth Children's Centre	Patient	Yes	Because it is a good place to come if you have a bladder problem.	It helps you.		Female	12-15	White British	No tick
3	Exmouth Children's Centre	Patient	Yes	C. is really nice and makes me feel NOT embarrassed by my problems.			Male	12-15	White British	No tick
4	Exmouth Children's Centre	Parent / guardian / carer	Yes	The support I have received is proactive + targeted for my child.	That it addressed the problem and	Nothing.	Male		White British	No tick

				All of his needs were taken into consideration.	aims to rectify it. And I felt reassured as mum.					
5	Exmouth Children's Centre		Yes	To get better.	My alarm.		Female	6-8	White British	No tick
6	Exmouth Children's Centre		Yes				Male	under 6	White British	No tick
7	Exmouth Children's Centre		Yes	Very unrushed, helpful.	Very understanding - helpful.	I don't think there is anything more.	Male	12-15	White British	No tick
8	Exmouth Children's Centre		Yes	Very helpful and easy to understand.	All of it.	I have no complaints.		6-8	White British	No tick
9	Exmouth Children's Centre	Patient	Yes	Because the nurse is helpful to me.	The nurse helped me.		Male	6-8	Asian / Asian British	No tick
10	Exmouth Children's Centre		Yes	Great support and advice.	Talk through problems and make a plan.	Initial appointment sooner - large waiting list.	Male	6-8	White British	No tick
11	Exmouth Children's Centre		Maybe				Male	12-15	White British	I DO NOT wish my anonymised comments to be made public
12	Exmouth Children's Centre	Patient	Don't know	Because I would be embarrassed to say I go here.	That the lady listens and we discussed everything.	Nothing really.	Male	9-11	White British	No tick
13	Exmouth Children's Centre		Don't know				Female	9-11	Mixed / Multiple ethnic	I DO NOT wish my anonymised comments to be

									groups	made public
14	Franklyn House	Parent / guardian / carer	Yes	Extremely thorough, informative and caring approach to our son's needs.	The approach to our son was sensitive yet looked closely at his particular situation and the best way to help him.	N/A.	Male	9-11	White British	No tick
15	Franklyn House	Parent / guardian / carer	Yes				Female	under 6	White British	No tick
16	Franklyn House	Parent / guardian / carer	Yes	Lovely staff, friendly and helpful.		Reception area could be better manned.	Male	under 6	White British	No tick
17	Franklyn House	Parent / guardian / carer	Yes	Very friendly, patient with child. Explained things well.	Covered everything relevant to condition.	n/a.	Male	6-8	White British	No tick
18	Franklyn House		Yes	Great support.	Just really helpful.		Male	6-8	White British	No tick
19	Honiton Community Hospital		Yes			Nothing.	Male	6-8	White British	No tick
20	Honiton Community Hospital	Patient	Yes	Very good.	Time off school.	All ok.		6-8	White British	No tick
21	Honiton Community Hospital	Patient	Yes	Helpful for my friends as lady was friendly & kind.	Try to do a poo and it will help me with my wee.	No - perfect.	Male	6-8	White British	No tick
22	Honiton	Patient	Yes	I said 'Yes' because	The staff were	Nothing.	Male	9-11	White	No tick

	Community Hospital			the doctors and nurses are friendly.	polite & friendly.				British	
23	Ilfracombe Community Hospital	Parent / guardian / carer	Yes	Very friendly and F. has given me the confidence to help my daughter by myself at home.	Received a lot of information on how to help my daughter.	None.	Female	under 6	White British	No tick
24	Newton Abbot Hospital	Patient	Yes	Good service.			Female	12-15	White British	No tick
25	Newton Abbot Hospital	Patient	Yes					under 6		No tick
26	Newton Abbot Hospital	Patient	Yes					6-8		No tick
27	Pathfields School		Yes	Very helpful suggesting new ideas etc. Following upon what was suggested.			Male		White British	No tick
28	Pathfields School		Yes	Very constructive suggestions, covers all areas!		No, easily contactable.			White British	No tick
29	Sticklepath Children's Centre		Yes	Fantastic help, support and advice at any time.						No tick
30	Sticklepath Children's Centre		Yes	Helpful, informative advice. Action plan given to help you remember what advice to follow.						No tick
31	Sticklepath Children's		Yes	Because they are kind, friendly and have			Female		White British	No tick

	Centre			changed my life.						
32	Sticklepath Children's Centre		Yes	They help you.	Helping with advice, support and trying new things.		Female	6-8	White British	No tick
33	Sticklepath Children's Centre		Yes	Because I like to spend time sorting my problems.	That I can sort my problem.		Female	9-11	White British	No tick
34	Whipton Children's Centre		Yes	From the outset, both nurses have been reassuring, accessible and helpful.			Male		White British	No tick
35	Whipton Children's Centre		Yes	Extremely friendly and understanding people and always feel like your not being judged.						No tick
36	Whipton Children's Centre		Yes	Because you have a lot of help.		Not really.	Female		White British	No tick
37	Whipton Children's Centre		Yes		Quick, no waiting, toys.		Male	6-8	White British	No tick
38	Whipton Children's Centre	Parent / guardian / carer	Yes	The lady we saw was very helpful and understanding.	Tips on potty training.		Male	under 6	White British	No tick
39	Whipton Children's Centre		Yes	Because they helped stop me having accidents during the day.	The doctor was nice, they had good toys.	Nothing.	Male	under 6	White British	No tick
40	Whipton Children's Centre	Parent / guardian / carer	Yes	Very helpful.	Practical advice.	N/A.	Male	under 6	White British	No tick

Qualitative Feedback - Dec-15

	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	Parent / guardian / carer	Yes				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
2	Axminster Community Hospital	Patient	Yes	Nice lady, good advice without being scary.	No waiting, kind advice, getting support.	Tea & mince pies!	Female	9-11	White British	No tick
3	Bideford Medical Centre	Patient	Yes	The doctor who helped me was very kind and helpful.	On time and in and out within 2mins.	Nothing.	Female	12-15	White British	No tick
4	Bideford Medical Centre	Parent / guardian / carer	Yes	Great listening.						No tick
5	Bideford Medical Centre	Patient	Yes	Just helpful.	Explains very well so I understand	Nothing.	Female	12-15	White British	No tick
6	Bideford Medical Centre	Parent / guardian / carer	Yes	C. fully explained everything and at last we are seeing progress. My son is			Male	under 6	White British	No tick

				much happier.						
7	Bideford Medical Centre	Patient	Yes	My problem is sorted.	Everything explained.		Female		White British	No tick
8	Culm Valley Children's Centre	Parent / guardian / carer	Yes	Because it has put my mind and my son's mind at rest and knowing that we can now do something about his problem after all this time.	Very good advice and reassurance from the lady we saw.	I don't think there is any improvement on our visit - it was very satisfactory.	Male	under 6	White British	No tick
9	Exmouth Children's Centre	Patient	Yes	Because C. is nice.	I had cold jelly on my belly - she was very gentle.	Nothing. C. doing that thing and me going to the toilet twice.	Female	9-11	White British	No tick
10	Exmouth Children's Centre		Yes	Because C. is really kind and very helpful to me.	C. told what to do to get better.	Nothing.	Female	12-15	White British	No tick
11	Exmouth Children's Centre		Yes	It was not scary.	The lady was kind.		Female	under 6	White British	No tick
12	Exmouth Children's Centre	Patient	Yes	Very helpful and kind.	Give good advice and listen.	Nothing!	Female	6-8	White British	No tick
13	Exmouth Children's Centre		Yes	Because I want to get better.						No tick
14	Exmouth Children's Centre	Parent / guardian / carer	Yes		Helpful tips.		Male		White British	No tick
15	Exmouth Children's Centre	Parent / guardian / carer	Yes				Male	under 6	Asian / Asian British	I DO NOT wish my anonymised comments to be

										made public
16	Exmouth Children's Centre		Maybe	I would tell my friend because he needs help with wees.	Get her help.			6-8	White British	No tick
17	Exmouth Children's Centre	Parent / guardian / carer	Maybe		Nice lady helping us.	Table to complete this form.	Female	9-11	White British	No tick
18	Ilfracombe Community Hospital		Yes	Informative, friendly and very helpful service.	H. gave us the information from an adult & child perspective to solve the problem.	N/A.	Male	9-11	White British	No tick
19	Ilfracombe Community Hospital	Patient	Yes	She helps me.	All of it. It was all positive.	Nothing - all amazing.	Male	6-8	White British	No tick
20	Newton Abbot Hospital	Patient	Yes							No tick
21	Pathfields School	Parent / guardian / carer	Yes				Male	9-11	White British	I DO NOT wish my anonymised comments to be made public
22	Pathfields School		Yes	Very nice staff & very helpful advice.	Helpful advice.	Nothing.	Male	12-15	White British	No tick
23	South Molton Community Hospital		Yes	F. has always been very friendly and helpful and has helped us in many ways.	Friendly, helpful + informative.		Female	12-15	White British	No tick
24	South Molton Community		Yes	They are really nice to me.	To help me feel better.	Nothing.	Female	under 6	White British	No tick

	Hospital									
25	South Molton Community Hospital	Parent / guardian / carer	Yes	Very helpful.	Good advice.	Nothing.	Female		White British	No tick
26	Sticklepath Children's Centre	Patient	Yes				Female	under 6	White British	I DO NOT wish my anonymised comments to be made public
27	Sticklepath Children's Centre	Parent / guardian / carer	Yes	Lovely building & great service.			Female	under 6	White British	No tick
28	Sticklepath Children's Centre		Yes	Because it makes you feel more confident in yourself.						No tick
29	Whipton Children's Centre	Parent / guardian / carer	Yes	Because C. listens to me, mommy and daddy and helps me to get better.	Being able to talk to C. is good when she offers ideas on how to help me stay drier for longer. It is great.		Male	6-8	White British	No tick
30	Whipton Children's Centre		Yes		Very positive & also involved in speaking to my child.		Male	under 6	White British	No tick
31	Whipton Children's Centre	Parent / guardian / carer	Yes	Friendly and effective with a positive plan.	Everything. C. listened well and offered great advice	Nothing.	Male	9-11	White British	No tick

					and support.					
32	Wipton Children's Centre	Patient	Yes	Friendly. Helpful.		N/A.	Female	6-8	White British	No tick
33	Wipton Children's Centre	Parent / guardian / carer	Yes	Excellent service.	No delays. Nurse knew about my daughter's problems + we were able to discuss plan for home.		Female	12-15	White British	No tick
34	Wipton Children's Centre		Yes	Because they keep on trying until the problem is solved.	It was all good!	Nothing.	Female	under 6	White British	No tick
35	Wipton Children's Centre	Parent / guardian / carer	Maybe	I would tell my friends that it's a bit boring because all you do is talk and there's nothing to do!	It was good that C. talked to me and not just to my mum.	Can you make it a bit more fun in the room?! Maybe some toys? (I would still listen!)	Female	6-8	White British	No tick

Qualitative Feedback - Jan-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	Bideford Medical Centre	Patient	Yes	Lots of good help.	Pictures.		Male	6-8		No tick
2	Bidwell Brook	Patient	Yes				Male	6-8	White British	I DO NOT wish my anonymised comments to be made public
3	Bidwell Brook		Yes	Kind & friendly advice. Clear goals & objectives. Easy to work with to get best outcome.	Information.	No.		9-11	White British	No tick
4	Bidwell Brook		Yes	Useful advice re: constipation - appropriate medication, how to stop bed-wetting.	Friendly advice and solutions to problems.	N/A.	Female	6-8	White British	No tick
5	Castle Circus Health Centre		Yes	Fantastic, understanding, friendly. Very good at explaining.	Very helpful.		Male	under 6	White British	No tick

6	Castle Circus Health Centre	Parent / guardian / carer	Yes		Helpful advice.		Female			No tick
7	Exmouth Children's Centre		Yes				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public
8	Exmouth Children's Centre	Patient	Yes	Because you help me get better.	Talking about how things are going.	Nothing.	Female	6-8	White British	No tick
9	Exmouth Children's Centre	Patient	Yes	I like it. It is helping me to be dry.	It helped me.		Male	6-8	White British	No tick
10	Exmouth Children's Centre		Yes				Female	12-15	White British	I DO NOT wish my anonymised comments to be made public
11	Exmouth Children's Centre		Yes		Very helpful.	No complaints.		6-8		No tick
12	NDDH	Patient	Yes	We found the lady we saw very helpful & friendly.	That she's given me some good advice.	Nothing.	Male	9-11	White British	No tick
13	NDDH	Parent / guardian / carer	Yes	Understands the child. Has unpicked both physical and emotional issues and started from scratch to sort the issue. Thank you!		N/A.	Female	6-8	White British	No tick
14	NDDH	Parent /	Yes	The service we receive	F. and her	Nothing.	Female	6-8	White	No tick

		guardian / carer		for our daughter is absolutely first rate. F. is a credit to the hospital. If only everyone had the same outlook on life and problems as F.	easy-going nature.				British	
15	NDDH	Patient	Yes	Very helpful staff, made child comfortable.	All of it.	Nothing.	Female	6-8	White British	No tick
16	NDDH		Don't know		Doctor was lovely & friendly & patient with A.		Female	9-11	White British	No tick
17	NDDH		Not entered	The information provided has helped us all as a family, not just my daughter. Thank you to F. for going the extra mile to fit us in.	Information. Advice. Support.	N/A.	Female	6-8	White British	No tick
18	Newton Abbot Hospital	Patient	Yes	Very helpful, understanding, caring and explained everything clearly.	The information that was given.		Female	under 6	White British	No tick
19	Newton Abbot Hospital	Patient	Yes	Very helpful & informative.						No tick
20	Newton Abbot Hospital	Patient	Yes	Helpful. good service.				9-11		No tick
21	Newton Abbot	Patient	Yes					under 6		No tick

	Hospital									
22	Paignton Hospital	Patient	Yes	Good.				6-8		No tick
23	Sticklepath Children's Centre	Parent / guardian / carer	Yes	F. is amazing, really understanding, listens and helps a lot and has lots of ideas and solutions. She is a very lovely lady.	Lots of help, ideas and solutions.	Nothing.	Male	under 6	White British	No tick
24	Sticklepath Children's Centre	Parent / guardian / carer	Yes	I feel we were listened to as well as given advice. Very much feel this was a supporting service to help with my son's issues.	F. is great. She talks to my son as well as me to understand the issue and gives advice back to us both. She is excellent in engaging with my son.		Male	under 6	White British	No tick
25	Sticklepath Children's Centre	Parent / guardian / carer	Yes	We have been attending this clinic for many years and we have found it to be very beneficial.			Female	9-11	White British	No tick
26	Tiverton Community Hospital	Patient	Yes				Female	6-8	White British	I DO NOT wish my anonymised comments to be made public
27	Whipton Children's Centre		Yes	Because they help you.	Lady was nice, comfy chairs!	I don't know.	Female	6-8	White British	No tick

28	Whipton Children's Centre		Yes	Because it's brilliant.	I've done really well and been signed off.	More cookies.	Male	12-15	White British	No tick
29	Whipton Children's Centre		Yes	Got the help we needed.	Advice.		Male	under 6	White British	No tick
30	Whipton Children's Centre		Maybe				Female	9-11	White British	I DO NOT wish my anonymised comments to be made public