

Bladder & Bowel Care Service (Paediatric) - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	3	100.0	0.0	0.0
Oct-16	No data	No data	No data	No data

Qualitative Feedback - Sep-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	Ilfracombe Community Hospital		Yes	No waiting time, great service.	Pain-free, no waiting time – overall, good service.		Female	6-8	White British	
2	Okehampton Community Hospital		Yes	Very informative & great to get support & help.			Female	6-8	White British	
3	Okehampton Community Hospital		Yes	Because people help us.	Video used during consultation.	Waiting near play area.	Female	6-8	White British	