

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Oct-17 to Nov-17

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.	%	%	%
Oct-17	5	100.0	0.0	0.0
Nov-17	20	100.0	0.0	0.0

Qualitative Feedback - Oct-17

	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	North Devon District Hospital	Extremely Likely	[Name withheld] was very friendly and helpful. I felt reassured and understood all the options open to me.	Everything worked very well for me.	Female	56-65	White British	
2	North Devon District Hospital	Extremely Likely	Very helpful.		Female	26-35	White British	
3	North Devon District Hospital	Extremely Likely	Made me feel comfortable and at ease, clear information given, not rushed.					
4	North Devon District Hospital	Extremely Likely	Explained everything & did not rush me.	N/A.	Female	26-35	White British	
5	North Devon District Hospital	Likely	My appointment was sent through quickly. The specialist was very thorough and explained everything clearly, setting out a comprehensive treatment plan.		Female	26-35	White British	

Qualitative Feedback - Nov-17

	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	Bideford	Extremely Likely	The person I saw explained		Female	46-55	White	

	Community Hospital		everything very well in a relaxed way. I am very pleased.				British	
2	Bideford Community Hospital	Extremely Likely	I was given positive information from a very nice and well-informed lady.	No, not really.	Female	56-65	White British	
3	Bideford Community Hospital	Extremely Likely	Very helpful and clear explanations.		Female	56-65	White British	
4	Bideford Community Hospital	Extremely Likely	Extremely useful information. Friendly, approach. Dignity maintained at all times. I am very hopeful that my symptoms and quality of life will be improved.	Receptionist in main entrance not as welcoming as the receptionist at the physio office.	Female	56-65	White British	
5	Bideford Community Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
6	Newton Abbot Community Hospital	Extremely Likely	Staff very friendly & helpful.	No.		46-55	White British	
7	Newton Abbot Community Hospital	Extremely Likely	Efficient and friendly staff.	No.	Male	Over 65	White British	
8	Newton Abbot Community Hospital	Extremely Likely	Very friendly & helpful.	None.	Male	36-45	White British	
9	Newton Abbot Community Hospital	Extremely Likely	Excellent service.	No.				
10	Newton Abbot Community Hospital	Extremely Likely	Friendly staff giving time to explain what is happening & way forward.	No.	Male	Over 65	White British	
11	Newton Abbot Community Hospital	Extremely Likely						
12	Newton Abbot Community Hospital	Extremely Likely	Appt on time. Very informative and clear discussion. Good staff.	No improvement needed in my opinion.	Male	Over 65	White British	

13	Newton Abbot Community Hospital	Extremely Likely	Extremely thorough and helpful session - all explained in great, clear detail.		Male	Over 65	White British	
14	Newton Abbot Community Hospital	Extremely Likely	Friendly, informative & quick.		Male	56-65	White British	
15	North Devon District Hospital	Extremely Likely	Very helpful & supportive.		Female	Over 65	White British	
16	North Devon District Hospital	Extremely Likely	Very easy, quick, efficient appointments. Staff v. reassuring.	No.	Female	46-55	White British	
17	North Devon District Hospital	Likely			Female	Over 65	White British	
18	Torrington Community Hospital	Extremely Likely	Very professional, kind and I've learnt a lot.					
19	Torrington Community Hospital	Extremely Likely	Very quick response to my doctor's appointment & efficient appointment system.					
20	Torrington Community Hospital	Extremely Likely	Because she was excellent & very reassuring.	No.				
21	Torrington Community Hospital	Not entered	She was very kind & very helpful.	No.	Female	Over 65	White British	