

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Dec-17 to Jan-18

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. | % | % | % |
| Dec-17 | 3 | 100.0 | 0.0 | 0.0 |
| Jan-18 | 2 | 100.0 | 0.0 | 0.0 |

Qualitative Feedback - Dec-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 | Franklyn House | Extremely Likely | Consultations by a total professional who knew their range of expertise meticulously down to every possible detail. I appreciated especially the practical advice, which is working well. Thank you. | Keep it going please. | Female | Over 65 | White British | |
| 2 | Franklyn House | Extremely Likely | Nurse [name withheld] gave us again very helpful tips to conquer bowel & bladder incontinence. | It is very efficient. | Male | Over 65 | Other ethnic group | |
| 3 | North Devon District Hospital | Extremely Likely | Helpful & informative member of staff. Treatment & help was very quick. | | Female | Over 65 | White British | |

Qualitative Feedback - Jan-18

| | 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 | Holsworthy Community Hospital | Extremely Likely | [Name withheld] was extremely helpful and explained causes & effects so that we were able to understand and be reassured. | | Male | Over 65 | White British | |
| 2 | North Devon District Hospital | Likely | Professional sounded very competent, knowledgeable and willing to help. | | Female | 36-45 | Other ethnic group | |