

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Feb-18 to Mar-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.	%	%	%
Feb-18	4	100.0	0.0	0.0
Mar-18	11	100.0	0.0	0.0

Qualitative feedback - Feb-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	North Devon District Hospital	Extremely Likely	Very helpful advice. Very approachable and explanation very clear & checked thoroughly understood.		Female	Over 65	White British	
2	North Devon District Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
3	North Devon District Hospital	Extremely Likely	Treatment wonderful.		Female	Over 65	White British	
4	North Devon District Hospital	Likely			Female	Over 65	White British	

Qualitative feedback - Mar-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	Newton Abbot Community Hospital	Extremely Likely	Very easy and helpful. Thank you.		Male	46-55	White British	
2	Newton Abbot Community Hospital	Extremely Likely	Friendly & informative staff.		Male	Over 65	White British	

3	Newton Abbot Community Hospital	Extremely Likely	Good service.	No.	Male	Over 65	White British	
4	Newton Abbot Community Hospital	Extremely Likely	Punctual, friendly, good at explaining.	No.	Male	Over 65	White British	
5	Newton Abbot Community Hospital	Extremely Likely	The level of care and attention I received.			Over 65	White British	
6	Newton Abbot Community Hospital	Extremely Likely	I was treated with courtesy & efficiency, a full explanation was given of the results.		Male	Over 65	White British	
7	Newton Abbot Community Hospital	Extremely Likely	Politeness, promptness, professionalism.		Male	Over 65	White British	
8	North Devon District Hospital	Extremely Likely	Attentive, well explained & thorough. Listened & interested in my concerns.	Perhaps e-mail appointments?	Male	56-65	White British	
9	North Devon District Hospital	Extremely Likely	Very relaxed examination and no problems. It went well. Leaving to go home with no discomfort. Thank you.		Female	Over 65	White British	
10	North Devon District Hospital	Extremely Likely	Very informative and reassuring.		Female	36-45	White British	
11	North Devon District Hospital	Likely	Very informative. Very friendly.	Everything fine.	Female	Over 65	White British	