

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Apr-18 to Jul-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. | % | % | % |
| Apr-18 | 39 | 100.0 | 0.0 | 0.0 |
| May-18 | 12 | 100.0 | 0.0 | 0.0 |

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| Jun-18 | 16 | 100.0 | 0.0 | 0.0 |
| Jul-18 | 18 | 100.0 | 0.0 | 0.0 |

Qualitative feedback - Apr-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 | Patient request for anonymised comments not to be made public |
|---|-----------------------------|----------------------------------|---|--|--------|---------|---------------|---|
| 1 | Bideford Community Hospital | Extremely Likely | | | Female | 56-65 | White British | Do not publish |
| 2 | Bideford Community Hospital | Extremely Likely | | | | | | |
| 3 | Bideford Community Hospital | Extremely Likely | | | Male | 26-35 | White British | Do not publish |
| 4 | Bideford Community Hospital | Extremely Likely | The level of care - above and far beyond what I expected. | It seems to work relatively well - personal touch should be retained. No computer booking in systems to be used. | Female | Over 65 | White British | |
| 5 | Bideford Community Hospital | Extremely Likely | Very nice and extremely helpful lady, who went to a lot of trouble and gave me a lot of advice. | | Female | Over 65 | White British | |
| 6 | Bideford Community Hospital | Extremely Likely | | | Female | 56-65 | White British | Do not publish |
| 7 | Franklyn House | Extremely Likely | Good advice. Useful information. Very caring and patient nurse. | | | | | |

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| 8 | Franklyn House | Extremely Likely | Very efficient and knowledgeable. Ultrasound reassuring. Very easy to ask questions. | | Female | | White British | |
| 9 | Franklyn House | Extremely Likely | I was treated with dignity and sympathy. | | Male | Over 65 | White British | |
| 10 | Franklyn House | Extremely Likely | Because it is a very friendly place and the nurses are very helpful and easy to park. | | Female | Over 65 | White British | |
| 11 | Franklyn House | Likely | Had good service. Nurse very helpful. Made me feel at ease. | | Female | 56-65 | White British | |
| 12 | Franklyn House | Likely | Very kind nurse in [name withheld]. | | | | | |
| 13 | North Devon District Hospital | Extremely Likely | Very helpful and friendly x. | | | | | |
| 14 | North Devon District Hospital | Extremely Likely | I found all the information that I was given was very informative and will prove helpful to me. I was treated in a respectful and pleasant manner and I left feeling motivated to put what I had learnt into practice. | | | | | |
| 15 | North Devon District Hospital | Extremely Likely | Excellent visit. | | | | | |
| 16 | North Devon District Hospital | Extremely Likely | Quick & helpful. | | Female | 26-35 | White British | |
| 17 | North Devon District Hospital | Extremely Likely | Information from the nurse was very helpful. Kind & pleasant manners helped. | | Male | Over 65 | White British | |
| 18 | North Devon District Hospital | Extremely Likely | Happy with the outcome. | | Female | Over 65 | White British | |
| 19 | North Devon District Hospital | Extremely Likely | I feel that I have been very well treated by the dept. Appts. have come through promptly, I have | | Female | 56-65 | White British | |

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| | | | been seen on time. Consultant & physio have been very professional, listened to my concerns and been positive & encouraging & educational. I feel confident that my problem is being addressed in the best way. | | | | | |
| 20 | North Devon District Hospital | Extremely Likely | Helpful & informative. | | Female | Over 65 | White British | |
| 21 | North Devon District Hospital | Extremely Likely | V. professional, knowledgeable, experienced member of staff! | | Female | 36-45 | White British | |
| 22 | North Devon District Hospital | Likely | | | Female | Over 65 | White British | Do not publish |
| 23 | North Devon District Hospital | Likely | | | Female | Over 65 | White British | Do not publish |
| 24 | North Devon District Hospital | Likely | Not doing much for my problem to be honest. What I have been told I already knew. | Make sure they start on time! | Female | 46-55 | White British | |
| 25 | Sidmouth Community Hospital | Extremely Likely | Very good service & friendly atmosphere. | | Male | Over 65 | White British | |
| 26 | South Molton Community Hospital | Extremely Likely | Very helpful, professional lady, great service. Thank you. | | Female | 56-65 | White British | |
| 27 | South Molton Community Hospital | Extremely Likely | Very informative advice given in an easy manner. | | | 56-65 | White British | |
| 28 | South Molton Community Hospital | Extremely Likely | Very helpful. | | | | | |
| 29 | Tiverton Community Hospital | Extremely Likely | Really well-run clinic. Very relaxed format and very nice people. | Not really. Already very good. | Male | Over 65 | White British | |

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| 30 | Tiverton Community Hospital | Extremely Likely | Total reassurance and kindly reception which was conducted with excellent friendliness. And then when I was interviewed, nurse-led clinic, the consultant was very kind and attentive to my problem. I at last felt something was going to be done about it!! Thank you. | I really cannot think of any way the service could be improved. | Male | Over 65 | White British | |
| 31 | Tiverton Community Hospital | Extremely Likely | Friendly and helpful staff who went out of their way to create a relaxed environment. Advice given was also comprehensive and met my highest expectation. Great staff with the right attitude. Thank you. | | Male | 46-55 | White British | |
| 32 | Tiverton Community Hospital | Extremely Likely | | | Male | Over 65 | White British | Do not publish |
| 33 | Torrington Community Hospital | Extremely Likely | I was actually listen to. | None. | Female | 56-65 | White British | |
| 34 | Torrington Community Hospital | Extremely Likely | It is very convenient to be able to attend a clinic at Torrington and I was very pleased with my consultation. Extremely thorough. | For myself, no problems. | Female | 56-65 | White British | |
| 35 | Torrington Community Hospital | Extremely Likely | Very helpful & kind & understanding. | | Female | 46-55 | White British | |
| 36 | Torrington Community Hospital | Extremely Likely | [Name withheld] was wonderful. Very friendly and calming in what could be an uncomfortable appointment to attend. Wonderful bedside manner and is very helpful and understanding. | | Female | 36-45 | White British | |
| 37 | Torrington Community Hospital | Extremely Likely | Staff were pleasant & very nice. | | | | | |

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| 38 | Torrington Community Hospital | Extremely Likely | [Name withheld] gave good advice and most helpful. | | | | | |
| 39 | Torrington Community Hospital | Likely | Very helpful! | | | | | |

Qualitative feedback - May-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 | Patient request for anonymised comments not to be made public |
|---|-------------------------------|----------------------------------|---|--|--------|---------|---------------|---|
| 1 | Bideford Community Hospital | Extremely Likely | | | | Over 65 | White British | |
| 2 | Franklyn House | Extremely Likely | Efficient service and very helpful. Information given is appropriate. | | Female | Over 65 | White British | |
| 3 | Franklyn House | Extremely Likely | Got the information & tests done that was needed for MOT check. | | | | | |
| 4 | Franklyn House | Extremely Likely | A good service, very caring and supporting, couldn't do without the help that's been given. | | Female | Over 65 | White British | |
| 5 | Holsworthy Community Hospital | Extremely Likely | Bladder-stress incontinence. | | Female | Over 65 | | |
| 6 | Holsworthy Community Hospital | Extremely Likely | Felt comfortable with the practitioner & with advice given. | Local clinics are essential. | | Over 65 | White British | |
| 7 | North Devon District Hospital | Extremely Likely | [Name withheld] was so kind and reassuring and explained everything very clearly. | | Female | Over 65 | White British | |
| 8 | North Devon District Hospital | Extremely Likely | | | | | | |

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| 9 | North Devon District Hospital | Likely | Because I am happy with the experience I have had. | | | | | |
| 10 | Sidmouth Community Hospital | Extremely Likely | Excellent response for request to be referred to clinic by my doctor [name withheld]. Excellent treatment & interest from bladder and bowel nurse [name withheld] at Sidmouth Hospital Clinic. A very good result for me. | Due to lack of experience and this being my first experience. I am very pleased with the service and cannot at present comment further. | Female | Over 65 | White British | |
| 11 | Tiverton Community Hospital | Extremely Likely | | | Female | Over 65 | White British | Do not publish |
| 12 | Tiverton Community Hospital | Extremely Likely | | | Female | Over 65 | White British | Do not publish |

Qualitative feedback - Jun-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 | Patient request for anonymised comments not to be made public |
|---|-----------------------------|----------------------------------|--|--|--------|---------|---------------|---|
| 1 | Bideford Community Hospital | Extremely Likely | The specialist was so understanding of my problem and explained everything so clearly. Thank you. | None. | Female | Over 65 | White British | |
| 2 | Bideford Community Hospital | Extremely Likely | | | | | | |
| 3 | Bideford Community Hospital | Extremely Likely | Because the help, advice and information was both friendly and helpful. Everything from the very short wait to the thoroughness of the consultation. | I can think of nothing to say in answer to this question. | Male | Over 65 | White British | |

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| 4 | Castle Circus Health Centre | Extremely Likely | Really helpful & nothing too much bother. So polite & put me at ease. | None. | Female | Over 65 | White British | |
| 5 | Castle Circus Health Centre | Extremely Likely | Clear advice. Not rushed. Listening. | | Male | Over 65 | White British | |
| 6 | Franklyn House | Extremely Likely | Very informative. | | | | | |
| 7 | Franklyn House | Extremely Likely | | | Male | 16-25 | White British | Do not publish |
| 8 | Newton Abbot Community Hospital | Extremely Likely | Friendly, listening and supportive. | | Female | 26-35 | White British | |
| 9 | North Devon District Hospital | Extremely Likely | Felt very relaxed. [Name withheld] was very professional, understanding, non-judgmental. Have kept feeling like a large weight lifted off my shoulders and look forward to my next appt. Lots of info given and taken on board. | Keep [name withheld]. | Female | 46-55 | White British | |
| 10 | North Devon District Hospital | Extremely Likely | | | Female | 56-65 | White British | Do not publish |
| 11 | North Devon District Hospital | Extremely Likely | | | Female | 56-65 | White British | Do not publish |
| 12 | North Devon District Hospital | Extremely Likely | Brilliantly explained and good check up. | Air-conditioning in waiting room! | Male | Over 65 | White British | |
| 13 | North Devon District Hospital | Extremely Likely | | | Female | 46-55 | White British | |
| 14 | North Devon District Hospital | Extremely Likely | Very caring. | | Male | Over 65 | White British | |
| 15 | Sidmouth Community Hospital | Extremely Likely | The advice and prescriptions issued resulted in a complete success as regards curing the complaint. | None. | Male | Over 65 | White British | |

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| 16 | South Molton Community Hospital | Extremely Likely | Nurse was extremely helpful and reassuring. | None. Excellent. | Female | Over 65 | White British | |
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Qualitative feedback - Jul-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 | Patient request for anonymised comments not to be made public |
|---|-----------------------------|----------------------------------|--|---|--------|---------|---------------|---|
| 1 | Bideford Community Hospital | Extremely Likely | It has made such a difference to have my condition fully explained & how I can help myself by doing the exercises regularly. | None. | Female | Over 65 | White British | |
| 2 | Bideford Community Hospital | Extremely Likely | I felt the advice I was given exceeded expectations and have hope that it will make a positive difference. | No. | Female | 36-45 | White British | |
| 3 | Bideford Community Hospital | Extremely Likely | Was put at ease from the word go. Felt very relaxed. Friendly therapist, so helpful & kind. | | Female | Over 65 | White British | |
| 4 | Bideford Community Hospital | Extremely Likely | Very supportive approach. A difficult, potentially embarrassing consultation was dealt with in a very reassuring which inspired confidence. A sympathetic but realistic approach, giving really useful information to aid understanding, as well as guidance on techniques. Excellent! | Nothing really. Perhaps leaflets about the service in GP surgeries etc. as publicity. | Female | 56-65 | White British | |
| 5 | Bideford Community Hospital | Extremely Likely | | | | Over 65 | White British | |
| 6 | Bideford Community | Extremely Likely | I felt very comfortable, it was very helpful. | | Female | 56-65 | White British | |

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| | Hospital | | | | | | | |
| 7 | Bideford Community Hospital | Extremely Likely | Very helpful, patient & caring. | | Female | 46-55 | White British | |
| 8 | Bideford Community Hospital | Extremely Likely | | | Female | 56-65 | White British | Do not publish |
| 9 | North Devon District Hospital | Extremely Likely | | | | | | |
| 10 | North Devon District Hospital | Extremely Likely | I have made significant improvement and [name withheld] was very helpful. She helped to tell me how to do my exercises and gave me lots of information. [Name withheld] made sure I was doing everything correctly. | | Female | 36-45 | White British | |
| 11 | North Devon District Hospital | Extremely Likely | Felt at ease and was given good advice on my pelvic floor exercises, the nurse was so kind & helpful. | | Female | Over 65 | White British | |
| 12 | North Devon District Hospital | Extremely Likely | Clear, concise information. Helpful & friendly. | No. | Male | 56-65 | White British | |
| 13 | North Devon District Hospital | Extremely Likely | Made me feel so welcome and explained everything fully, amazing lady. | | | | | |
| 14 | North Devon District Hospital | Extremely Likely | Really helpful in moving forwards & very friendly. Thank you. | | Female | 36-45 | White British | |
| 15 | North Devon District Hospital | Extremely Likely | Excellent service, very competent practitioner. Good advice & support given. | | Female | 46-55 | White British | |
| 16 | Okehampton Community Hospital | Not entered | | | Male | Over 65 | White British | Do not publish |
| 17 | Seaton | Extremely Likely | It is well known the problems the | I have found the | | Over 65 | White | |

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| | Community Hospital | | NHS face. All I can say is I have been so very well looked after regarding my problem. Mrs [name withheld] has been wonderful. So informative, kind & helpful with lovely people like [name withheld] working in the NHS & [illegible] the patients, we are very lucky indeed. | outpatient service to be quick reliable & efficient. Thank you & [name withheld] very much. | | | British | |
| 18 | Sidmouth Community Hospital | Extremely Likely | Positive, caring relationship of staff. Cannot speak highly enough of their care and consideration. | | Male | Over 65 | White British | |
| 19 | Sidmouth Community Hospital | Extremely Likely | Super service, prompt and polite. A good atmosphere. | Leave it as it is. | Male | Over 65 | White British | |
| 20 | South Molton Community Hospital | Extremely Likely | Excellent. | | | | | |