

Bladder & Bowel Care Service (Paediatric) - Friends and Family Test - Apr-18 to Jul-18

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.	%	%	%
Apr-18	67	95.5	0.0	4.5
May-18	2	100.0	0.0	0.0

Jun-18	44	100.0	0.0	0.0
Jul-18	3	100.0	0.0	0.0

Qualitative feedback - Apr-18

	Location	Children and young people'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	Patient request for anonymised comments not to be made public
1	Axminster Community Hospital	Patient	Yes				Male	Under 6	White British	Do not publish
2	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes				Female	9-11	White British	Do not publish
3	Axminster Community Hospital	Patient	Yes				Male	9-11	White British	Do not publish
4	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Lovely helpful service.			Male	6-8	White British	
5	Axminster Community Hospital	Patient	Yes	[Name withheld] the nurse is very kind & helpful. She understand patient very well.	Find it useful & helpful.		Female	12-15	Asian / Asian British	

6	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes				Female	6-8	White British	Do not publish
7	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Good reliable service.	Good, reliable, on-time service.	Would be good to have a children area.	Female	6-8	White British	
8	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes				Female	6-8	White British	Do not publish
9	Bideford Medical Centre	Not entered	Yes				Male	12-15	White British	Do not publish
10	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes	Good clear information and advice.	Friendly.	Nothing.	Female	9-11	White British	
11	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes	Very informative & helpful.	Very good & useful.		Male	Under 6	White British	
12	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes	Friendly staff and helpful service.	Seen quickly & friendly.		Female	Under 6	White British	
13	Bideford Medical Centre	Not entered	Yes	Helpful.			Female	6-8	White British	
14	Bideford Medical Centre	Parent/ Guardian/ Carer	Yes	[Name withheld] is very good with children.	[Name withheld] explains everything to the children.	N/A.	Female	6-8	White British	
15	Castle Circus Health Centre	Patient	Yes	Helped me with things.				9-11		
16	Castle Circus Health Centre	Parent/ Guardian/ Carer	Yes	Helpful advice given by staff member.					White British	
17	Castle Circus Health Centre	Not entered	Not entered	Because I don't want them to know I have problems.	Getting medicine so I can be dry.	More books in the waiting area.	Female	6-8	White British	

18	Exmouth Childrens Centre	Patient	Yes	Very supportive, helpful and reassuring. Don't feel rushed or that you can't ask any question.	Everything.		Male	6-8	White British	
19	Exmouth Childrens Centre	Not entered	Yes	Very informative and helpful in getting answers and treatment.	Getting more answers on the issues that have been ongoing.	N/A.	Female	Under 6	White British	
20	Exmouth Childrens Centre	Patient	Yes	Because they friendly and give good advice.	Helping and supporting.		Female	12-15	White British	
21	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes	Gave me some really useful information.	Getting my son to listen to a professional.		Male	12-15	White British	
22	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes	[Name withheld] is very friendly and helpful.	Friendly staff.					
24	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Not entered	Person was very helpful but not a service you really talk about.	Person was very good at her job.		Male	9-11	White British	
23	Exmouth Childrens Centre	Patient	I don't know	Don't know.	Sitting down.		Female	9-11	White British	
25	Millwater School	Not entered	Yes	Listened to history and felt issues heard and will be addressed.						
26	Millwater School	Not entered	Yes	Problems have been resolved!		N/A.		6-8	White British	
27	Millwater School	Parent/ Guardian/ Carer	Yes	I found the clinic very helpful and my child has come on leaps and bounds with the information you've provided.	My visit was very helpful.	Your doing a great job providing all the information & advice given. Well done.	Male	9-11	White British	

28	Millwater School	Parent/ Guardian/ Carer	Yes	Very good service, always willing to help and give advice on products / help and ways to encourage independence.	Products changed and pleased with progress made since last visit.		Female	9-11	White British	
29	Millwater School	Patient	Yes				Female	12-15	White British	Do not publish
30	Millwater School	Not entered	Yes				Female	12-15	White British	Do not publish
31	Millwater School	Parent/ Guardian/ Carer	Maybe	It is slowly improving but still difficult to contact & interact with. Constantly feeling that I have to justify my son's need.	Clinic now takes place at school. Less disruption from learning.		Male	12-15	White British	
32	Not entered	Parent/ Guardian/ Carer	Yes				Female	9-11	White British	Do not publish
33	Not entered	Not entered	Yes				Female	Under 6	White British	Do not publish
34	Not entered	Patient	Yes				Male	9-11	White British	Do not publish
35	Newton Abbot Community Hospital	Not entered	Yes				Female	12-15		
36	Newton Abbot Community Hospital	Patient	Yes	It has helped me.	Being signed off.		Male	12-15	White British	
37	Newton Abbot Community Hospital	Not entered	Yes	Good service.				9-11		
38	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes	Friendly, clear advice, listened.				Under 6	White British	
39	Newton Abbot Community	Patient	Yes	Good service.			Male	12-15	White British	

	Hospital									
40	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes				Female		White British	Do not publish
41	Newton Abbot Community Hospital	Patient	Yes	Helped me with problem.			Female	6-8		
42	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Not entered		The lady made herself very clear what she said.		Female		White British	
43	North Devon District Hospital	Not entered	Yes	Because I need to do it.	She helped me.	Not wee the bed.	Male	6-8	White British	
44	North Devon District Hospital	Parent/ Guardian/ Carer	Yes	[Name withheld] says that the nurse is really nice, she listens. I thought that everything was explained clearly and we understand much more.	Clear explanations to adult & child. Great listening of [name withheld] concerns through review of situation.	Nothing! Thank you.	Male	6-8	White British	
45	North Devon District Hospital	Patient	Yes	They ask you what you think. They are helpful and very nice.	[Name withheld] was really nice.	No.	Female	9-11	White British	
46	North Devon District Hospital	Not entered	Yes	She's nice lady, very polite, easy to talk to and understand.			Male	9-11	White British	
47	North Devon District Hospital	Parent/ Guardian/ Carer	Yes				Female	9-11	Mixed / Multiple ethnic groups	Do not publish
48	North Devon District Hospital	Patient	Yes	Because everyone is nice and helped my condition.	Doctor was easy to talk to about things.		Female	12-15	White British	

49	Okehampton Community Hospital	Parent/Guardian/Carer	Yes	[Name withheld] was very helpful and made my son feel comfortable.	Excellent service. Thank you!	Nothing - all great.	Male	Under 6	White British	
50	South Molton Community Hospital	Not entered	Yes	Always been helpful.	[Name withheld] listened.		Female	Under 6	White British	
51	Tiverton Community Hospital	Parent/Guardian/Carer	Yes				Female	6-8	White British	
52	Tiverton Community Hospital	Parent/Guardian/Carer	Yes	Very helpful.	Information to be fed back to school!		Male	12-15	White British	
53	Tiverton Community Hospital	Parent/Guardian/Carer	Yes				Male	6-8	White British	Do not publish
54	Tiverton Community Hospital	Parent/Guardian/Carer	Yes					Under 6	White British	Do not publish
55	Tiverton Community Hospital	Not entered	Yes	Tiverton is very convenient venue from our home address in Witheridge.			Male	6-8	White British	
56	Tiverton Community Hospital	Parent/Guardian/Carer	Maybe		Clear direction and prompt help.		Female	6-8	White British	
57	Whipton Childrens Centre	Parent/Guardian/Carer	Yes	Very helpful and informative.						
58	Whipton Childrens Centre	Parent/Guardian/Carer	Yes	Caring, good advice, asking the child's opinion!		Nothing.	Female	Under 6	White British	
59	Whipton Childrens Centre	Not entered	Yes	Helpful from the minute we walked in. Very supportive and friendly approach.	The support that was given, friendly towards myself and child.		Male	Under 6	White British	

60	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Very clear advice and very child-friendly.	Plenty of time to discuss the issues & clear follow-up plan discussed.	Nothing - just wish we could have come sooner!	Male	6-8	White British	
61	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	How everyone is friendly and helpful.						
62	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Very helpful & friendly with good advice.			Male	Under 6	White British	
63	Wipton Childrens Centre	Not entered	Yes				Female	Under 6	White British	Do not publish
64	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Very friendly, helpful advice.	[Name withheld] was friendly, amazing.		Male	Under 6	White British	
65	Wipton Childrens Centre	Patient	Yes					6-8	White British	
66	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Very helpful, spoke clearly and explained things well.	Polite, friendly nurse.	Nothing.	Male	12-15	White British	
67	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	The nurse is really helpful and listens to the problems and issues we have.	Location and time of appointment.	Nothing.	Male	6-8	White British	
68	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Started to help my son to get on the path to toilet training.	Clear guidance.	Nothing.	Male	Under 6	White British	
69	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
70	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes		[Name withheld] was kind.		Female	6-8		

71	Whipton Childrens Centre	Patient	Not entered	It would seem weird and they are in good health as far as I know.	The medicine prescribed.	Listened, more treated me like my age.	Male	12-15	White British	
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Qualitative feedback - May-18

	Location	Children and young people's FFT card completed by:	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	Patient request for anonymised comments not to be made public
1	North Devon District Hospital	Parent / Guardian / Carer	Yes	Because it's been very helpful in getting me to understand about toileting and how it works.	Squatty potty unicorn x.	Nothing.	Male	16-18	White British	
2	Tiverton Community Hospital	Patient	Yes	Very helpful service.	Pleasant, friendly nurse with very practical ways to help me.	Nothing!	Female			

Qualitative feedback - Jun-18

	Location	Children and young people'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	Patient request for anonymised comments not to be made public
1	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Helpful advice to manage issues. Very friendly and good with my son.	Generally on time. Speaks to my son and me equally.		Male	9-11	White British	
2	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Because they have been very helpful with the situation with my child. They have been coming for a long time.	That this could be our last visit with the clinic.	Nothing. Have been very helpful.	Male	9-11	White British	
3	Axminster Community Hospital	Not entered	Yes	Consultant was very helpful, giving good advice and referring for further investigation.	On time and helpful.	No.	Female	9-11	White British	
4	Bideford Community Hospital	Not entered	Yes	Absolutely fantastic. Should of come years ago. Thank you so so much. x				Under 6	White British	
5	Bideford Community Hospital	Patient	Yes	The nurse was very kind and informative and supportive and I've been given useful information to follow	Everything. I felt supported and I didn't feel embarrassed.	Can't think of anything.	Female		White British	

				up. I didn't feel embarrassed.						
6	Castle Circus Health Centre	Patient	Yes					Under 6		Do not publish
7	Castle Circus Health Centre	Parent/ Guardian/ Carer	Yes	Very helpful and kind.	Nothing bad to report.	Having a reception on top floor.	Female	6-8	White British	
8	Castle Circus Health Centre	Parent/ Guardian/ Carer	Yes	Very helpful and friendly.	Good information and advice given.	Nothing.	Male	Under 6	White British	
9	Castle Circus Health Centre	Patient	Yes	Good support & advice.	Friendly & supportive & receiving help.			9-11	White British	
10	Castle Circus Health Centre	Patient	Yes	Good lady helped me.	Good.			6-8	White British	
11	Castle Circus Health Centre	Patient	Yes	Good lady.				Under 6		
12	Castle Circus Health Centre	Patient	Yes	Good.				6-8	White British	
13	Castle Circus Health Centre	Parent/ Guardian/ Carer	Yes	Initially poor service. Lost paperwork, too long time to get [illegible] but appt. went really well.	Very friendly & helpful.	Seen my daughter quick.	Female	9-11	White British	
14	Exmouth Childrens Centre	Not entered	Yes	Great advice & support. Understanding.			Male	9-11	White British	
15	Exmouth Childrens Centre	Not entered	Yes	Because I found it helpful and supportive.			Female	12-15	White British	
16	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes	[Name withheld], the lady we see, is very helpful & the treatment is making a difference.	On time. Friendly. Helpful.		Male	9-11	White British	
17	Exmouth Childrens	Parent/ Guardian/	Yes	Good advice & friendly staff.						

	Centre	Carer								
18	Exmouth Childrens Centre	Patient	Yes	Very helpful & clear advice. Thank you.						
19	Exmouth Childrens Centre	Patient	Yes	Because you've helped me!	Everything.	Nothing.	Male	9-11	White British	
20	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes	Always excellent advice & help given.	Good advice.		Male	Under 6	White British	
21	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	Do not publish
22	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes	The support we have received has been amazing and we have finally arrived at where we need to be. Huge thanks for everything.	Very friendly, supportive & understanding.	Nothing. Absolutely brilliant.	Male	9-11	White British	
23	Newton Abbot Community Hospital	Patient	Yes					Under 6		
24	Newton Abbot Community Hospital	Patient	Yes	Kind & friendly.						
25	Newton Abbot Community Hospital	Patient	Yes	We have always been able to phone up and talk directly to the consultant / specialist nurses when infections have occurred or extra appointments have been needed. I have felt listened to and everything has been explained to me		Nothing to improve. Thank you to the bowel and bladder team for all their support and care. It is much appreciated.	Female	9-11	White British	

				clearly. The scans and alarm for bedtime have been very useful too.						
26	Newton Abbot Community Hospital	Not entered	Yes				Male	6-8		
27	Newton Abbot Community Hospital	Patient	Yes	Good support from [name withheld].	Good advice.	Nothing.	Male	6-8	White British	
28	Newton Abbot Community Hospital	Patient	Yes	Because the doctor was nice.		No.	Male	9-11	White British	
29	Newton Abbot Community Hospital	Patient	Yes	Good support.				6-8		
30	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes							
31	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes	The information I received today will be very helpful.						
32	Newton Abbot Community Hospital	Patient	Yes				Male	12-15		
33	North Devon District Hospital	Not entered	Yes		[Name withheld] was brilliant. She spoke clearly to [name withheld] and was very informative.	Nothing. She was great!	Male	6-8	White British	
34	North Devon District Hospital	Patient	Not entered	Clear and easy to understand - little bit over simplified (this is.. this is...).	A plan of what to do next.	Chosen more age appropriate videos / resources.	Female	12-15	White British	

35	Okehampton Community Hospital	Parent/ Guardian/ Carer	Yes	Very knowledgeable nurse, answered all our questions and was reassuring and friendly too.	Local so easy to get to and minimises amount of school missed.	N/A.	Male	6-8	White British	
36	Paignton Hospital	Patient	Yes	Good.			Female	9-11		
37	Paignton Hospital	Patient	Yes	Helped me.			Male	6-8		
38	South Molton Community Hospital	Patient	Not entered				Female	9-11	White British	Do not publish
39	Whipton Childrens Centre	Parent/ Guardian/ Carer	Yes							
40	Whipton Childrens Centre	Not entered	Yes				Male	Under 6	White British	Do not publish
41	Whipton Childrens Centre	Parent/ Guardian/ Carer	Yes	As have helped me & daughter controlling her wetting problem.			Female		White British	
42	Whipton Childrens Centre	Patient	Yes	Nice, clean environment. Pleasant & helpful staff.	Efficient. No waiting time.		Female	12-15	White British	
43	Whipton Childrens Centre	Parent/ Guardian/ Carer	Yes	[Name withheld] is so informative and helpful.	Building facilities.	Nothing.	Female	Under 6	White British	
44	Whipton Childrens Centre	Patient	Yes	Because it has great healthcare.	Friendly and helpful.	Nothing.	Female	9-11	White British	
45	Whipton Childrens Centre	Patient	Yes	Because the people hear are nice and friendly.	They help me with my problems.	Nothing.	Female	9-11	White British	
46	Whipton Childrens Centre	Not entered	Yes	Seen quickly and well informed.						

Qualitative feedback - Jul-18

	Location	Children and young people'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	Patient request for anonymised comments not to be made public
1	North Devon District Hospital	Not entered	Yes	I was very pleased with this service!	Lots of helpful, friendly advice.	Nothing!	Male	6-8		
2	Okehampton Community Hospital	Parent/ Guardian/ Carer	Yes	Very happy with service.	No waiting times.	Nothing.	Female	6-8	White British	
3	Okehampton Community Hospital	Patient	Yes	Very efficient service in a clean environment, local to my home.	Friendly, helpful staff.		Female	Under 6	White British	