

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Aug-18 to Sep-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.	%	%	%
Aug-18	11	100.0	0.0	0.0
Sep-18	17	94.1	0.0	5.9

Qualitative feedback - Aug-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	Franklyn House	Extremely Likely	Great staff made me feel very comfortable.		Female	Over 65	White British	
2	North Devon District Hospital	Extremely Likely	[Name withheld] very knowledgeable, helpful & easy to talk to.		Female	Over 65	White British	
3	North Devon District Hospital	Extremely Likely	Very friendly and helpful treatment.	Car parking expensive & difficult.	Female	Over 65	White British	
4	North Devon District Hospital	Extremely Likely	Kind, clear explanation by [name withheld], feel confident that I can do the exercises suggested!					
5	North Devon District Hospital	Extremely Likely						
6	South Molton Community Hospital	Extremely Likely	Very impressed at the detail of the consultation. Great, clear explanation & have left feeling reassured & motivated!	Continue to provide physio here at South Molton as and when possible. Thank you.	Female	36-45	White British	
7	South Molton Community Hospital	Extremely Likely	After having been diagnosed with IBS many years ago I have at last been advised by [name withheld] to try the FODMAP diet which as been most successful. I am extremely grateful and relieved to say there has been a great improvement to my health.	No. It was excellent.	Female	Over 65	White British	
8	South Molton Community	Extremely Likely	I was reluctant to attend as I did not feel the appointment would			56-65	White British	

	Hospital		be of help but found it very helpful indeed, very useful.					
9	Torrington Community Hospital	Extremely Likely	It was all very good.					
10	Torrington Community Hospital	Extremely Likely	Very professional & informative. Left feeling confident that my problem will be resolved.			46-55	White British	
11	Torrington Community Hospital	Extremely Likely	Lovely & understating & was determined to help me.		Female	46-55	White British	

Qualitative feedback - Sep-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	Barnstaple Health Centre	Extremely Likely	Explained things as clear as possible, also put me at complete ease.		Male	56-65	White British	
2	Barnstaple Health Centre	Extremely Likely	Excellent advice & care.	None.	Female	46-55	White British	
3	Castle Circus Health Centre	Extremely Likely			Female	Over 65	White British	Do not publish
4	Castle Circus Health Centre	Not entered	I felt relaxed and everything was explained very well.		Female	36-45	White British	
5	Newton Abbot Community Hospital	Extremely Likely	Efficient & professional.		Male	Over 65	White British	
6	Newton Abbot Community Hospital	Extremely Likely		No, it was excellent.				

7	Newton Abbot Community Hospital	Extremely Likely	Very helpful and put me at ease.	Sorry - don't know enough to comment.	Male	56-65	White British	
8	Newton Abbot Community Hospital	Extremely Likely	Prompt attention and friendly service.		Male	Over 65	White British	
9	Newton Abbot Community Hospital	Extremely Likely	Problem urination too often.	More seating area.	Male	56-65	White British	
10	Newton Abbot Community Hospital	Extremely Likely	Well explained about my problem.					
11	Newton Abbot Community Hospital	Extremely Likely	Very good service.	None.	Male	56-65	White British	
12	Newton Abbot Community Hospital	Extremely Likely	Information, friendly and helpful.	No.	Male	Over 65	White British	
13	Newton Abbot Community Hospital	Extremely Likely	All questions answered.	Have a selection of pads available to see & discuss.	Female	Over 65	White British	
14	Newton Abbot Community Hospital	Extremely Likely	Very friendly, helpful.	None.	Female	26-35	White British	
15	Newton Abbot Community Hospital	Extremely Likely	Excellent care and attention to detail.	No, as the service was excellent.	Male	Over 65	White British	
16	Newton Abbot Community Hospital	Extremely Likely	Very friendly and efficient.	Keep up the good work.	Male	Over 65	White British	
17	Newton Abbot Community Hospital	Extremely Likely	Very pleasant nurse. Explained everything well.	Everything was fine.	Male	Over 65	White British	
18	Newton Abbot Community Hospital	Unlikely	Cost of car parking as apps normally are on time & of short duration so £2.50 is very steep.	Reduce and pay hourly or percentage for realistic revenue or install barrier pay scheme.				

19	Newton Abbot Community Hospital	Not entered	My problem has improved because of the help I was given.	None.		Over 65	White British	
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