

Bladder & Bowel Care Service (Paediatric) - Friends and Family Test - Aug-18 to Sep-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.	%	%	%
Aug-18	31	100.0	0.0	0.0
Sep-18	No data	No data	No data	No data

Qualitative feedback - Aug-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	Very thorough meeting - answered all our questions & gave a clear plan for treatment. Very patient & approachable.	See over.		Male	6-8	White British	
2	Axminster Community Hospital	Not entered	Yes				Male	9-11	White British	
3	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes				Female	6-8	White British	Do not publish
4	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Very friendly.			Male	9-11	White British	
5	Castle Circus Health Centre	Patient	Yes	Hopefully, they have helped with my problem.				12-15	White British	
6	Castle Circus Health Centre	Patient	Yes	Good help for poo problem.				6-8		
7	Castle Circus Health Centre	Not entered	Yes	Helped my tummy feel better.				6-8		

8	Castle Circus Health Centre	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	
9	Exmouth Children's Centre	Not entered	Yes		When I got my colouring chart.		Female	Under 6	White British	
10	N/A	Parent/ Guardian/ Carer	Yes	Very friendly and made it clear what was happening.			Male	6-8	White British	
11	Newton Abbot Community Hospital	Patient	Yes	Brilliant!!	My poo helped.	No.		Under 6	White British	
12	Newton Abbot Community Hospital	Not entered	Yes	Good to help me.				6-8	White British	
13	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	Do not publish
14	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes	The manner in which we were advised, good information.	Caring attitude. Lots of good information. Extra help if we need it.		Male	6-8	White British	
15	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes	Explained, listened, helpful, happy patient.			Female	9-11		
16	Newton Abbot Community Hospital	Patient	Yes	But would be worried about them knowing.			Male	6-8		
17	Newton Abbot Community Hospital	Patient	Yes							
18	North Devon District Hospital	Parent/ Guardian/ Carer	Yes	Very helpful, explained everything clearly for me and my son to understand.	Appointment was on time. Dr explained everything well.		Male	6-8	White British	

19	North Devon District Hospital	Not entered	Yes	Good information.	Made me feel good.	Nothing.	Male	9-11	White British	
20	North Devon District Hospital	Not entered	Yes	The lady was very nice.	She was funny & helpful.	Nothing.	Male	6-8	White British	
21	Tiverton Community Hospital	Not entered	Yes				Male	9-11	White British	Do not publish
22	Tiverton Community Hospital	Parent/Guardian/Carer	Yes	Nice nurse who told us what we needed to know.			Female	6-8		
23	Tiverton Community Hospital	Parent/Guardian/Carer	Yes	Very helpful and knowledgeable. Made sense and was good to know we were not alone.	All of it.	Nothing.	Female	9-11	White British	
24	Whipton Children's Centre	Not entered	Yes	Lots of ideas I haven't previously tried.	Very helpful & supportive.		Male	6-8	White British	
25	Whipton Children's Centre	Patient	Yes	I used to be in nappies. Now I'm not.	Friendly.	Nothing.	Male	9-11	White British	
26	Whipton Children's Centre	Parent/Guardian/Carer	Yes	Really supportive & friendly. Reassuring advice.	Friendly & approachable.		Female	6-8	White British	
27	Whipton Children's Centre	Parent/Guardian/Carer	Yes	Good, knowledgeable advice. Friendly service.	Felt both adult and child were listened to.		Female	9-11	White British	
28	Whipton Children's Centre	Not entered	Yes				Male	9-11	White British	Do not publish
29	Whipton Children's Centre	Parent/Guardian/Carer	Yes	Helping us to understand the problem and giving plenty of practical advice on how we can	PTO!		Female	6-8	White British	

				start to improve things. Thanks.						
30	Wipton Children's Centre	Patient	Yes				Female	6-8	White British	Do not publish
31	Wipton Children's Centre	Patient	Yes	Because they describe what's happening to you.	When she showed me what exercises to do.	I don't know.	Male	6-8	White British	