

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Oct-18 to Dec-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.	%	%	%
Oct-18	15	93.3	6.6	0.0

Nov-18	6	100.0	0.0	0.0
Dec-18	1	100.0	0.0	0.0

Qualitative feedback - Oct-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	Crediton Community Hospital	Extremely Unlikely	Nurse [name withheld] who I saw in the bladder clinic was miserable. Felt uncomfortable with her and I would not like to see her again.			56-65	White British	
2	Exmouth Community Hospital	Extremely Likely						
3	Exmouth Community Hospital	Extremely Likely	The advice I have been given seems to be improving my problem.	No, it has worked well.	Male	Over 65	White British	
4	Exmouth Community Hospital	Extremely Likely	Well looked after by friendly and dedicated staff - [names withheld]. Hopefully now on the road to recovery?!! [Name withheld].	No.	Male	Over 65	White British	
5	Exmouth Community Hospital	Extremely Likely	The service we received was first class.		Male	Over 65	White British	
6	Exmouth Community Hospital	Extremely Likely	Wonderful expert on all aspects of bladder & bowel problems. So glad to have seen the expert.		Female	Over 65	White British	

			[Name withheld]					
7	Exmouth Community Hospital	Extremely Likely	Helpful advice given and reassurance.	No.	Female	Over 65	White British	
8	Franklyn House	Extremely Likely	Very well explained!			Over 65	White British	
9	Franklyn House	Extremely Likely	The warm, friendly manner I was dealt with & the clear, concise but understandable explanations I was given.		Female	46-55	White British	
10	Franklyn House	Likely	Kind, caring, professional. Time to spend explaining and supporting - really believed that the nurse cared and wanted to do all she could to help me. [Name withheld]		Female	Over 65	White British	
11	North Devon District Hospital	Extremely Likely	The lady I saw was really nice and helpful. I learned a lot from my visit today.			56-65	White British	
12	North Devon District Hospital	Extremely Likely			Female	Over 65	White British	Do not publish
13	North Devon District Hospital	Likely	Fast and efficient with appointment. [Name withheld] was lovely and put me at ease straightaway.		Female	46-55	White British	
14	Sidmouth Community Hospital	Extremely Likely	Really helpful advice and friendly service. Appointment at my local hospital so makes transport easy.		Female	36-45	White British	
15	Sidmouth Community Hospital	Extremely Likely	I have been given good advice and found the staff most kind and helpful.					

Qualitative feedback - Nov-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	North Devon District Hospital	Extremely Likely	Friendly & professional staff.		Female	36-45	White British	
2	North Devon District Hospital	Extremely Likely	Kind & helpful service.	None.	Female	56-65	White British	
3	North Devon District Hospital	Extremely Likely	Very kind & informative.			Over 65	White British	
4	North Devon District Hospital	Extremely Likely	Friendly, caring, professional, respectful. Explained things clearly. Thank you.	No.	Female	56-65	White British	
5	North Devon District Hospital	Extremely Likely	All my problems were addressed and professionally dealt with.		Female	Over 65	White British	
6	Sidmouth Community Hospital	Extremely Likely	Accurate initial measurement of my problem. Sympathetic, clear explanation of cause. Exercise plan recommended, including pelvic floor exercises. Daily management improved. Use of furosemide a great success, giving much better sleep pattern so all good news.	No. The whole experience from January to November much appreciated. Really improved my quality of life.	Male	Over 65	White British	

Qualitative feedback - Dec-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	North Devon District Hospital	Extremely Likely	[Name withheld] was fantastic today. Made me feel really at ease and so easy to talk to. She dealt with my problems in such a professional manner and felt everything is in hand.		Female	26-35	White British	