

Bladder & Bowel Care Service (Paediatric) - Friends and Family Test - Oct-18 to Dec-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.	%	%	%
Oct-18	No data	No data	No data	No data

Nov-18	29	93.1	0.0	6.9
Dec-18	No data	No data	No data	No data

Qualitative feedback - Nov-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 supportive.	Just an update.		Female	6-8	White British	
2	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Very helpful and explained everything well.	Everything was explained well and a lot of support on what to do next. Put us at ease about what is going on with her.	Nothing. Very good visit.	Female	6-8	White British	
3	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Quick & supportive advice. Tried various things until we found the answer.	I was given lots of positive support.		Male	6-8	White British	

4	Axminster Community Hospital	Parent/ Guardian/ Carer	Yes	Good services.			Female		White British	
5	Castle Circus Health Centre	Parent/ Guardian/ Carer	Yes							Do not publish
6	Exmouth Childrens Centre	Parent/ Guardian/ Carer	Yes	We have had a positive experience / outcome.	[Name withheld] is very helpful & friendly.		Male	9-11	White British	
7	Exmouth Childrens Centre	Patient	Yes	Because [name withheld] is very helpful & feel listened to.	Seen on time, listened to, good advice.			6-8	White British	
8	Midvale Clinic	Patient	Yes	Happy now to poo in toilet.				Under 6		
9	Midvale Clinic	Parent/ Guardian/ Carer	Yes	Good advice to put in place to help.						
10	Midvale Clinic	Parent/ Guardian/ Carer	Yes	Very helpful, great advice and help, very clear and understanding.	Helpful, informative.		Male	Under 6	White British	
11	Newton Abbot Community Hospital	Patient	Yes				Female	12-15	White British	Do not publish
12	Newton Abbot Community Hospital	Parent/ Guardian/ Carer	Yes							
13	North Devon District Hospital	Not entered	Yes				Female	Under 6	White British	Do not publish
14	North Devon District Hospital	Not entered	Yes				Female	9-11	White British	Do not publish
15	North Devon District	Not entered	Yes	Thank you for helping me. Excellent						

	Hospital			information, clearly explained. Very helpful.						
16	North Devon District Hospital	Not entered	Yes	Really good service.				Under 6		
17	North Devon District Hospital	Not entered	Yes	Because the NHS is amazing!!!	That I learnt more about my bladder.		Male	6-8	White British	
18	North Devon District Hospital	Patient	Maybe	Yes.	That I found out what was wrong with my bladder.	I don't know.	Female	6-8	White British	
19	Not entered	Not entered	Yes	Without your support we would not be where we are today with [name withheld]'s B/M. Thank you.			Female	12-15	White British	
20	Okehampton Community Hospital	Patient	Yes	Because I think if you them that answer to your friends then if you tell it to your friends they no where to go.	To see the best doctor in the world.	Not really.	Female	6-8	White British	
21	Tiverton Community Hospital	Patient	Yes	Great service.	Very helpful staff.	Nothing.	Female	12-15	White British	
22	Whipton Childrens Centre	Patient	Yes	Happy with service.	Planning ongoing care.	More parking.	Female	9-11	White British	
23	Whipton Childrens Centre	Not entered	Yes	Because she is friendly and helped.				6-8	White British	
24	Whipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Very informative and helpful.	Very friendly and good advice.		Male	9-11	White British	
25	Whipton Childrens	Not entered	Yes		Very friendly.	Nothing.	Female	9-11	White British	

	Centre									
26	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes				Male	9-11	White British	Do not publish
27	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	I gave the answer 'Yes' because it's really useful to have a service that helps everyone.	I've walked away with great information and really pleased help is there.		Male	6-8	White British	
28	Wipton Childrens Centre	Parent/ Guardian/ Carer	Yes	Great service.	Talked through the issues thoroughly.		Female	6-8	White British	
29	Wipton Childrens Centre	Patient	I don't know			The doctor helped me understand a bit more and helped suggest ideas.	Female	16-18	White British	
30	Wipton Childrens Centre	Patient	Not entered	My friends don't really need the service.	She was friendly and helpful.	Nothing.	Female	12-15	White British	
31	Wipton Childrens Centre	Not entered	Not entered	Not something I'd talk to my friends about.			Male	9-11	White British	