

Bladder & Bowel Care Service (Adult) - Friends and Family Test - Jan-19 to Apr-19

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.	%	%	%
Jan-19	6	100.0	0.0	0.0

Feb-19	10	100.0	0.0	0.0
Mar-19	10	100.0	0.0	0.0
Apr-19	7	100.0	0.0	0.0

Qualitative feedback

	Month	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?	Patient request for anonymised comments not to be made public
1	Jan-19	Bideford Community Hospital	Extremely Likely	Friendly & informative.		
2	Jan-19	Bideford Community Hospital	Extremely Likely	Very full and helpful examination. In the circumstances, a pleasant experience.		
3	Jan-19	Bideford Community Hospital	Extremely Likely	Service given extremely clear and friendly.	N/A.	
4	Jan-19	Bideford Community Hospital	Extremely Likely	Friendly & efficient treatment.	None.	
5	Jan-19	Newton Abbot Community Hospital	Extremely Likely	Understanding, listen & caring.	No.	
6	Jan-19	North Devon District Hospital	Extremely Likely	Friendly, put at ease, felt I was listened to and given good advice to take forward.		
1	Feb-19	Newton Abbot Community Hospital	Extremely Likely	Friendly staff that listened to what I had to say and did their best to sort the issues I came in for.		
2	Feb-19	Newton Abbot Community Hospital	Extremely Likely	Very friendly. [Name withheld] was put at his ease so quickly and has no worries about accepting help.	No.	
3	Feb-19	Newton Abbot Community Hospital	Extremely Likely			

4	Feb-19	North Devon District Hospital	Extremely Likely	Satisfied with service received, very friendly and helpful.		
5	Feb-19	North Devon District Hospital	Extremely Likely	Very professional and caring service. Listened to me attentively. Very supportive and offered constructive advice.	No.	
6	Feb-19	North Devon District Hospital	Extremely Likely	Given helpful information.		
7	Feb-19	North Devon District Hospital	Extremely Likely	Really happy with the information I was given.		
8	Feb-19	North Devon District Hospital	Likely			
9	Feb-19	North Devon District Hospital	Likely	Some confusion regards face-to-face appt. Nurse thought it was telephone but I had been directed to attend clinic.		
10	Feb-19	North Devon District Hospital	Likely	Informative, understanding, hopefully useful.	No.	
1	Mar-19	Bideford Community Hospital	Extremely Likely	I was put at ease by the professional treatment, all concerns were explained in an informative, relaxed way.	None.	
2	Mar-19	Bideford Community Hospital	Extremely Likely	Been completely put at ease, really pleased with outcome.		
3	Mar-19	Ilfracombe Community Hospital	Extremely Likely	Because I've had a 'listening ear' at each appointment and a very good rapport with the nurse. Excellent treatment.		
4	Mar-19	North Devon District Hospital	Extremely Likely	[Name withheld] explained very clearly what could be helpful for me and also treated me kindly with a great deal of respect and understanding.	No, very thorough.	
5	Mar-19	North Devon District Hospital	Extremely Likely	Very friendly atmosphere, and good advice given very professionally.	No.	
6	Mar-19	North Devon District Hospital	Extremely Likely	Very polite and friendly.		

7	Mar-19	North Devon District Hospital	Extremely Likely	I found my visit very informative. I have recently been online to find out information but after my visit here I realise there are more positive exercises and routines to be done than I thought.	Have a sign up to say where the clinic for Bladder & Bowel actually is as I found it difficult to find.	
8	Mar-19	North Devon District Hospital	Extremely Likely	Nurses listen to my problems & gave me suggestions to try & help.		
9	Mar-19	North Devon District Hospital	Extremely Likely	[Name withheld]! Amazing experience. Thank you.		
10	Mar-19	North Devon District Hospital	Likely	Was given a lot of information which I could understand.		
1	Apr-19	Bideford Community Hospital	Extremely Likely	I was given lots of very helpful information, clearly explained. I was treated with care & respect. Examination was gentle. I feel more hopeful about my quality of life improving.	None.	
2	Apr-19	Bideford Community Hospital	Extremely Likely	Great short-term help & long-term treatment plan.		
3	Apr-19	Bideford Community Hospital	Extremely Likely	I found this clinic was very helpful. It was not rushed and everything was explained to me very well.	None at all. It is an excellent clinic and very friendly.	
4	Apr-19	Exmouth Community Hospital	Extremely Likely	Prompt and caring.		
5	Apr-19	Exmouth Community Hospital	Extremely Likely	Very efficient, knowledgeable, comforting, excellent explanations, examination with referral [illegible].		
6	Apr-19	North Devon District Hospital	Extremely Likely	Very quick on appointment. Very friendly staff. Good advice - knowledge.	No.	
7	Apr-19	North Devon District Hospital	Extremely Likely	Helpful, friendly, efficient, with a mind to confidentiality. Made an embarrassing subject easy to discuss. Thank you.	No.	