

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

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.	%	%	%
Jan-19	12	91.7	0.0	8.3

Feb-19	No data	No data	No data	No data
Mar-19	11	100.0	0.0	0.0
Apr-19	No data	No data	No data	No data

### Qualitative feedback

	Month	Location	Children and young people's FFT card completed by:	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?	Patient request for anonymised comments not to be made public
1	Jan-19	Axminster Community Hospital	Not entered	Yes	Good advice, helpful and friendly.			
2	Jan-19	Castle Circus Health Centre	Parent/Guardian /Carer	Yes	Help for wet at night.			
3	Jan-19	North Devon District Hospital	Parent/Guardian /Carer	Yes	Excellent, empathetic.	Everything.	N/A.	
4	Jan-19	North Devon District Hospital	Parent/Guardian /Carer	Yes	Finally got some answers for our 2-year old.	Very caring and understanding. Lovely team.	Nothing.	
5	Jan-19	South Molton	Not entered	Yes	I think she was good because, she explained			

		Community Hospital			things clearly. She made sure I knew that lots of other children had the same problem as me.			
6	Jan-19	Tiverton Community Hospital	Not entered	Yes	Because it's good. [Name withheld] was very friendly, knowledgeable & approachable.	That the jelly for my belly was tickly. Helpful, useful advice & support.		
7	Jan-19	Tiverton Community Hospital	Not entered	Yes	Because I think it will help my problem.	That they could help.	Nothing.	
8	Jan-19	Tiverton Community Hospital	Patient	Yes				Do not publish
9	Jan-19	Whipton Childrens Centre	Patient	Yes	Friendly, helpful, comprehensive, good listening.	As above.	Clearer pre-appointment info e.g. relocation - difficult to find [illegible].	
10	Jan-19	Whipton Childrens Centre	Parent/Guardian /Carer	Yes	Helpful & clear advice.	Warm & comfortable centre.		
11	Jan-19	Whipton Childrens Centre	Parent/Guardian /Carer	Yes	It has given us the tools to put us back in control of my daughter's bowel problems.	Informative and friendly.	Nothing.	
12	Jan-19	Whipton Childrens Centre	Patient	Maybe				
1	Mar-19	Axminster Community Hospital	Parent/Guardian /Carer	Yes	Very good communication. Friendly. Good service.	Friendly staff, very good at their job being able to help me understand what the issues could be and the plan of action.		
2	Mar-19	Axminster Community Hospital	Parent/Guardian /Carer	Yes	Very thorough & friendly staff who were prepared for our appointment with a clear plan going forward. Took time to	See over.		

					explain all areas & answered further questions/concerns.			
3	Mar-19	Bideford Community Hospital	Parent/Guardian /Carer	Yes	Very helpful & friendly service. [Name withheld] took the time to explain to our daughter, easing her mind.	[Name withheld] communicated with our daughter.	Nothing.	
4	Mar-19	Castle Circus Health Centre	Patient	Yes	Helpful advice.			
5	Mar-19	Castle Circus Health Centre	Parent/Guardian /Carer	Yes	Car park difficult to park. Helpful nurse.			
6	Mar-19	Midvale Clinic	Patient	Yes	Good with me.			
7	Mar-19	Midvale Clinic	Parent/Guardian /Carer	Yes	Help at last - after asked for ever for help.	Help needed to move forward.		
8	Mar-19	Midvale Clinic	Patient	Yes	Will help me.	Will help my poo.		
9	Mar-19	North Devon District Hospital	Patient	Yes	Because they nice and caring.	They helped me.	Nothing.	
10	Mar-19	North Devon District Hospital	Patient	Yes	Because if my friends had my problem they could come down here.	Going on the special toilet.		
11	Mar-19	North Devon District Hospital	Not entered	Yes		Good.	Nothing.	
12	Mar-19	North Devon District Hospital	Not entered	Not entered	She was helpful.			