

**The Centre (Barnstaple) - 'Friends and Family Test' - Apr-15 to May-15**

**Quantitative Results**

The Friends and Family Test (FFT) 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:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'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.	%	%	%
Apr-15	5	100.0	0.0	0.0
May-15	2	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Barnstaple) - Apr-15 to May-15

	Month	Service attended	'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 the service you have received?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Apr	The Centre - Barnstaple	Extremely likely	Always been helpful when I've been for appointments and also on the phone. However, I've always had to wait a long time when I've had an appointment.		Female	36-45	White British	No tick
2	Apr	The Centre - Barnstaple	Extremely likely	Friendly, helpful, happy staff.	No.	Female	26-35	White British	No tick
3	Apr	The Centre - Barnstaple	Extremely likely	I got seen as soon as I contacted the hospital (!) and very kind and helpful.		Male	16-25	White British	No tick
4	Apr	The Centre - Barnstaple	Extremely likely			Male	16-25	White British	No tick
5	Apr	The Centre - Barnstaple	Extremely likely			Male	26-35	White British	No tick
1	May	The Centre - Barnstaple	Extremely likely	Wonderful people, young lady on reception, nurse and doctor all put you immediatley at ease, thank you!!	To be honest in my opinion this clinic is very professional.		over 65	White British	No tick
2	May	The Centre - Barnstaple	Extremely likely	That it is completely confidential and the	No.	Female	under 16	White British	No tick

				people you talk to are very approachable and understand everything you tell them. Make you feel welcome.					
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