

The Centre (Exeter) - '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 No. | Would recommend % | Would not recommend % | Neither likely nor unlikely to recommend / Don't know % |
|--------|------------------|----------------------|--------------------------|--|
| Apr-15 | 75 | 98.7 | 0.0 | 1.3 |
| May-15 | 171 | 100.0 | 0.0 | 0.0 |

Qualitative Feedback - The Centre (Exeter) - Apr-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 - Exeter | Extremely likely | | | Female | 16-25 | White British | No tick |
| 2 | Apr | The Centre - Exeter | Extremely likely | Absolutely fantastic! A really personal touch to an invaluable service. Everyone went out of their way to help as much as possible and to make me feel comfortable. | | Female | 16-25 | White British | No tick |
| 3 | Apr | The Centre - Exeter | Extremely likely | Friendly, fast. | | | | | No tick |
| 4 | Apr | The Centre - Exeter | Extremely likely | Quickly seen, really nice nurse. | | Female | 16-25 | White British | No tick |
| 5 | Apr | The Centre - Exeter | Extremely likely | Friendly and not waiting long. | No. | Female | 16-25 | White British | No tick |
| 6 | Apr | The Centre - Exeter | Extremely likely | Friendly, non-judging, efficient staff. | | Female | 16-25 | White British | No tick |
| 7 | Apr | The Centre - Exeter | Extremely likely | Helpful, courteous, informative staff. | | | | | No tick |
| 8 | Apr | The Centre - Exeter | Extremely likely | It was a lot easier than I thought it would be. | N/A. | Male | 16-25 | White British | No tick |
| 9 | Apr | The Centre - Exeter | Extremely likely | F. was very friendly and made me feel at ease and was helpful. | Sometimes the waiting period is very long. | Female | 16-25 | White British | No tick |
| 10 | Apr | The Centre - Exeter | Extremely likely | Staff are very | | Male | 26-35 | White | No tick |

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|----|-----|---------------------|------------------|---|--------------------------|--------|-------|---|---------|
| | | Exeter | | supportive and understanding, very forthcoming with information. | | | | British | |
| 11 | Apr | The Centre - Exeter | Extremely likely | Friendly staff, easy to talk too. | | | | | No tick |
| 12 | Apr | The Centre - Exeter | Extremely likely | Very friendly team, thank you for putting me at ease, was very anxious. | | Male | 26-35 | White British | No tick |
| 13 | Apr | The Centre - Exeter | Extremely likely | They were extremely welcoming and the nurse was really friendly and easy to talk too. Explained the things in detail so I could understand what is going on. Thank you for the great service! | N/A. | Female | 16-25 | Other ethnic group | No tick |
| 14 | Apr | The Centre - Exeter | Extremely likely | I was a bit concerned but all staff were nice and helpful and I had nothing to be concerned about. | No. | Female | 46-55 | Black / African / Caribbean / Black British | No tick |
| 15 | Apr | The Centre - Exeter | Extremely likely | I think this is such a valuable service and feel very lucky to have it just up the road from me. | Not that I can think of. | Female | 16-25 | White British | No tick |
| 16 | Apr | The Centre - Exeter | Extremely likely | Very friendly staff and gave me all the information I needed. | | Female | 16-25 | White British | No tick |

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|----|-----|---------------------|------------------|---|--|--------|-------|---------------|--|
| 17 | Apr | The Centre - Exeter | Extremely likely | Very friendly nurse. Help me to feel at ease. | | | | | No tick |
| 18 | Apr | The Centre - Exeter | Extremely likely | Sympathetic treatment. | | Male | 36-45 | White British | No tick |
| 19 | Apr | The Centre - Exeter | Extremely likely | | | Male | 26-35 | White British | I DO NOT wish my anonymised comments to be made public |
| 20 | Apr | The Centre - Exeter | Extremely likely | | | Male | 26-35 | White British | I DO NOT wish my anonymised comments to be made public |
| 21 | Apr | The Centre - Exeter | Extremely likely | Everyone very friendly and helpful, especially as I was so nervous. My nurse gave me much confidence about my problem. Very thankful. | | Female | 16-25 | White British | No tick |
| 22 | Apr | The Centre - Exeter | Extremely likely | The nurse was great, also the blood test was amazing. I felt nothing! And a needle phobic! | | Male | 36-45 | White British | No tick |
| 23 | Apr | The Centre - Exeter | Extremely likely | Very friendly, made me feel less nervous and more comfortable. | | Female | 16-25 | White British | No tick |
| 24 | Apr | The Centre - Exeter | Extremely likely | Really quick - really helpful - had everything I needed and more. | I was first in line so not sure about speed after not being first. | Male | 16-25 | White British | No tick |

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|----|-----|---------------------|------------------|---|-----|--------|-------|---|---------|
| 25 | Apr | The Centre - Exeter | Extremely likely | I've been treated really well. | No. | Male | 16-25 | White British | No tick |
| 26 | Apr | The Centre - Exeter | Extremely likely | Great service and advice. | | Female | 26-35 | White British | No tick |
| 27 | Apr | The Centre - Exeter | Extremely likely | Very caring. | No. | | 16-25 | White British | No tick |
| 28 | Apr | The Centre - Exeter | Extremely likely | | | Male | 36-45 | Black / African / Caribbean / Black British | No tick |
| 29 | Apr | The Centre - Exeter | Extremely likely | The doctor and nurse were friendly, and put me at ease. All the information I needed was explained in full and instructions for after care. | | | | | No tick |
| 30 | Apr | The Centre - Exeter | Extremely likely | Easy and efficient, staff are also very friendly and approachable. | | | | | No tick |
| 31 | Apr | The Centre - Exeter | Extremely likely | Treated with respect and dignity. Good health service. | | Male | 36-45 | White British | No tick |
| 32 | Apr | The Centre - Exeter | Extremely likely | Very helpful and really kind. Lady was really helpful. | | | | | No tick |
| 33 | Apr | The Centre - Exeter | Extremely likely | Very friendly lady who made me feel very at ease. | | Female | 26-35 | White British | No tick |
| 34 | Apr | The Centre - Exeter | Extremely likely | The ladies were kind and helpful when I | | Female | 16-25 | White British | No tick |

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|----|-----|---------------------|------------------|---|-----|--------|-------|---|---------|
| | | | | was very distressed. | | | | | |
| 35 | Apr | The Centre - Exeter | Extremely likely | C. has been excellent, professional and kind. So was F.!! | | | | | No tick |
| 36 | Apr | The Centre - Exeter | Extremely likely | Really lovely nurses, put me at ease and were very efficient. Thank you! | | Female | 16-25 | White British | No tick |
| 37 | Apr | The Centre - Exeter | Extremely likely | The doctor was very lovely and helpful. | | Female | 16-25 | Black / African / Caribbean / Black British | No tick |
| 38 | Apr | The Centre - Exeter | Extremely likely | Very kind and efficient personnel. | | Female | 16-25 | Other ethnic group | No tick |
| 39 | Apr | The Centre - Exeter | Extremely likely | Easy to get through the procedure, confidential. | | Male | 16-25 | White British | No tick |
| 40 | Apr | The Centre - Exeter | Extremely likely | Efficient appointment service. Friendly staff - especially A. made me feel really relaxed. Excellent service and advice. Many thanks! | No. | Female | 26-35 | White British | No tick |
| 41 | Apr | The Centre - Exeter | Extremely likely | Because the nurse was very friendly and made me feel comfortable. And also everyone should get checked so even if it was awful I'd tell them to come! | | Female | 16-25 | White British | No tick |

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|----|-----|---------------------|------------------|--|-------|--------|-------|---------------|---------|
| 42 | Apr | The Centre - Exeter | Extremely likely | Nurse extremely professional and kind with great knowledge and advice to make you feel at ease. | None. | Female | 26-35 | White British | No tick |
| 43 | Apr | The Centre - Exeter | Extremely likely | Thorough and confident consultation with Dr B. All other staff welcoming, thanks. | | Female | 36-45 | White British | No tick |
| 44 | Apr | The Centre - Exeter | Extremely likely | Such friendly service, and obviously very effective. Dr B. explained each movement in advance for which I'm very grateful. | | Female | 36-45 | White British | No tick |
| 45 | Apr | The Centre - Exeter | Extremely likely | All the nurses are extremely nice and go above and beyond to help. | | | | | No tick |
| 46 | Apr | The Centre - Exeter | Extremely likely | Very kind, non-judgemental. Felt comfortable asking questions in a safe environment. | | Female | 26-35 | White British | No tick |
| 47 | Apr | The Centre - Exeter | Extremely likely | Great people and care, all is really good. I can recommend for my family and friend. | | | | | No tick |
| 48 | Apr | The Centre - Exeter | Extremely likely | They were very professional and informative and | | | | | No tick |

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|----|-----|---------------------|------------------|---|---------------------|--------|-------|---|---------|
| | | | | looked after me after fainting. | | | | | |
| 49 | Apr | The Centre - Exeter | Extremely likely | Really helpful and friendly staff, quite quick. | No. | Male | 16-25 | White British | No tick |
| 50 | Apr | The Centre - Exeter | Extremely likely | Extremely helpful with treatment etc. (especially as I was nervous). | | Female | 16-25 | White British | No tick |
| 51 | Apr | The Centre - Exeter | Extremely likely | Very helpful and made the experience easy. | | Male | 16-25 | White British | No tick |
| 52 | Apr | The Centre - Exeter | Extremely likely | Very helpful staff, not too long wait. | | Female | 16-25 | White British | No tick |
| 53 | Apr | The Centre - Exeter | Extremely likely | The woman who saw me was lovely and so understanding and felt very relaxed. | | Female | 16-25 | White British | No tick |
| 54 | Apr | The Centre - Exeter | Extremely likely | Very helpful, not rushed, very understanding, great solution to problem. | | Female | 16-25 | Mixed / Multiple ethnic groups | No tick |
| 55 | Apr | The Centre - Exeter | Extremely likely | Very supportive staff. | Wait times reduced. | Male | 16-25 | White British | No tick |
| 56 | Apr | The Centre - Exeter | Extremely likely | Quick and easy to access. | Not really. | Female | 16-25 | White British | No tick |
| 57 | Apr | The Centre - Exeter | Extremely likely | Friendly service and staff. | No. | Female | 26-35 | Black / African / Caribbean / Black British | No tick |
| 58 | Apr | The Centre - Exeter | Extremely likely | Everyone was very friendly and calming. | | Female | 16-25 | Mixed / Multiple ethnic | No tick |

| | | | | | | | | groups | |
|----|-----|---------------------|------------------|--|---|--------|----------|---------------|---------|
| 59 | Apr | The Centre - Exeter | Extremely likely | Approachable, efficient and very helpful. | No. | Female | 26-35 | White British | No tick |
| 60 | Apr | The Centre - Exeter | Extremely likely | Professional, prompt attentive. | | Female | 46-55 | White British | No tick |
| 61 | Apr | The Centre - Exeter | Extremely likely | Really friendly staff. | | Female | 16-25 | White British | No tick |
| 62 | Apr | The Centre - Exeter | Extremely likely | Lovely and informative practitioner. | | | | | No tick |
| 63 | Apr | The Centre - Exeter | Extremely likely | | | | | | No tick |
| 64 | Apr | The Centre - Exeter | Likely | Because you made me feel comfortable. | Quicker service. | Female | under 16 | White British | No tick |
| 65 | Apr | The Centre - Exeter | Likely | Very informative advice. Seen very quickly - little waiting time. | One late night opening, one day a week. | Female | 26-35 | White British | No tick |
| 66 | Apr | The Centre - Exeter | Likely | Very good. | The service was very good. | Female | 56-65 | White British | No tick |
| 67 | Apr | The Centre - Exeter | Likely | | | | | | No tick |
| 68 | Apr | The Centre - Exeter | Likely | I've received helpful information that I've found to be very useful. | Tea and cakes. | Female | 16-25 | White British | No tick |
| 69 | Apr | The Centre - Exeter | Likely | If they need it, I'll recommend it. Everyone is very friendly, and makes it less intimidating. | Waiting times. | Female | 16-25 | White British | No tick |
| 70 | Apr | The Centre - Exeter | Likely | Friendly and helpful. Confidential. | Quicker waiting times. | Female | 16-25 | White British | No tick |

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|----|-----|---------------------|-----------------------------|---------------------------------|---|------|-------|---------------|--|
| 71 | Apr | The Centre - Exeter | Likely | Professional, friendly service. | Clearer, easier to find information on website. | Male | 36-45 | White British | No tick |
| 72 | Apr | The Centre - Exeter | Likely | Very friendly and helpful. | N/A. | Male | 16-25 | White British | No tick |
| 73 | Apr | The Centre - Exeter | Likely | | | Male | 16-25 | White British | No tick |
| 74 | Apr | The Centre - Exeter | Likely | | | Male | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 75 | Apr | The Centre - Exeter | Neither likely nor unlikely | | | Male | 26-35 | White British | No tick |

Qualitative Feedback - The Centre (Exeter) - 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 | May | The Centre - Exeter | Extremely likely | The Centre are extremely knowledgeable in areas such as contraception etc. As a student I feel The Centre (nurses, doctors, reception staff) are all so welcoming and non-judgemental. Couldn't | | Female | 16-25 | White British | No tick |

| | | | | | | | | | |
|----|-----|---------------------|------------------|---|---|--------|-------|--------------------|---------|
| | | | | recommend enough! | | | | | |
| 2 | May | The Centre - Exeter | Extremely likely | Implant removal. | | Female | 36-45 | White British | No tick |
| 3 | May | The Centre - Exeter | Extremely likely | Never been here before. Recently moved into the area, was made to feel very comfortable. Lovely nurses! | | | | | No tick |
| 4 | May | The Centre - Exeter | Extremely likely | D. and T. were absolutely lovely! Very reassuring and let me know all the information I needed. Great nurses. | None. | Female | 16-25 | White British | No tick |
| 5 | May | The Centre - Exeter | Extremely likely | Thank you so much x. | Less waiting time. Staff very pleasant. | Female | 16-25 | White British | No tick |
| 6 | May | The Centre - Exeter | Extremely likely | Friendly, reassuring, helpful, always able to answer any questions. | | Female | 16-25 | White British | No tick |
| 7 | May | The Centre - Exeter | Extremely likely | Good, friendly service. | | | 16-25 | White British | No tick |
| 8 | May | The Centre - Exeter | Extremely likely | Lovely doctors and nurses, really helpful. | | | | | No tick |
| 9 | May | The Centre - Exeter | Extremely likely | Very good and clear information given good advice and empathy. | | Female | 26-35 | Other ethnic group | No tick |
| 10 | May | The Centre - Exeter | Extremely likely | The nurses are so friendly and helpful and put you at ease. | | | | | No tick |
| 11 | May | The Centre - Exeter | Extremely likely | Really friendly chat, made to feel | | | | | No tick |

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|----|-----|---------------------|------------------|---|----------------------------------|--------|-------|---------------|---------|
| | | | | comfortable, really informative. | | | | | |
| 12 | May | The Centre - Exeter | Extremely likely | Because they are very helpful and give good advice when you need it there, brilliant. | | | | | No tick |
| 13 | May | The Centre - Exeter | Extremely likely | Always a quick service with very friendly staff! | No! | Female | 16-25 | White British | No tick |
| 14 | May | The Centre - Exeter | Extremely likely | Super-efficient, friendly and reassuring advice given. My nurse was very thorough and supportive. Very warm, friendly person. | | Female | 36-45 | White British | No tick |
| 15 | May | The Centre - Exeter | Extremely likely | Everyone was very lovely and helpful. Thank you. | | | | | No tick |
| 16 | May | The Centre - Exeter | Extremely likely | Very friendly service. | | Female | 16-25 | White British | No tick |
| 17 | May | The Centre - Exeter | Extremely likely | An excellent and friendly service. | | Female | 36-45 | | No tick |
| 18 | May | The Centre - Exeter | Extremely likely | Professionalism, rapid response, nice staff. | U do a great job. Keep doing it! | Female | 26-35 | White British | No tick |
| 19 | May | The Centre - Exeter | Extremely likely | 5* service as always. Every town / city should have a walk-in centre / clinic like / as good as Exeter! | | | 46-55 | White British | No tick |
| 20 | May | The Centre - Exeter | Extremely likely | | | | 26-35 | White British | No tick |
| 21 | May | The Centre - Exeter | Extremely likely | Very helpful. | | Female | 46-55 | White British | No tick |

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|----|-----|---------------------|------------------|--|--|--------|---------|--------------------------------|--|
| 22 | May | The Centre - Exeter | Extremely likely | Very nice. Makes you feel at ease. Sympathetic. | No. | Female | 26-35 | White British | No tick |
| 23 | May | The Centre - Exeter | Extremely likely | | | Female | 26-35 | White British | No tick |
| 24 | May | The Centre - Exeter | Extremely likely | I was made to wait for ages. I don't mind as I know you are properly short-staffed and stressed but maybe tell me how long the queue is next time so I can nip out for a coffee. | Be a little faster with waiting times. | Female | 16-25 | Mixed / Multiple ethnic groups | No tick |
| 25 | May | The Centre - Exeter | Extremely likely | Very professional and friendly. | | Male | 16-25 | White British | No tick |
| 26 | May | The Centre - Exeter | Extremely likely | Was seen on time, was extremely friendly and helpful and made to feel at ease. | | Female | 16-25 | White British | No tick |
| 27 | May | The Centre - Exeter | Extremely likely | So helpful and reassuring, not patronising at all, really quick and nice. | No. | Female | 16-25 | White British | No tick |
| 28 | May | The Centre - Exeter | Extremely likely | Very supportive and confidential, efficient and friendly. | | Male | over 65 | White British | No tick |
| 29 | May | The Centre - Exeter | Extremely likely | | | Male | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 30 | May | The Centre - Exeter | Extremely likely | Very thoughtful and put at ease. | No. | Male | 56-65 | White British | No tick |

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|----|-----|---------------------|------------------|--|----------------------------------|--------|-------|---------------|---------|
| 31 | May | The Centre - Exeter | Extremely likely | Very friendly service, made me feel very comfortable. Been coming here for contraception for a while and never had a bad experience. | No. | Female | 16-25 | White British | No tick |
| 32 | May | The Centre - Exeter | Extremely likely | Efficient and friendly. | None. | Female | 46-55 | White British | No tick |
| 33 | May | The Centre - Exeter | Extremely likely | Really helpful and professional, very approachable. | N/A. | Female | 26-35 | White British | No tick |
| 34 | May | The Centre - Exeter | Extremely likely | All polite and professional. | A private reception with a door. | Male | 36-45 | White British | No tick |
| 35 | May | The Centre - Exeter | Extremely likely | Helpful. | | | | | No tick |
| 36 | May | The Centre - Exeter | Extremely likely | An Incredible Team That Care and HELP! | | Male | 46-55 | White British | No tick |
| 37 | May | The Centre - Exeter | Extremely likely | Love A. I've had her twice and she always puts me at ease nurse. | | Female | 16-25 | White British | No tick |
| 38 | May | The Centre - Exeter | Extremely likely | Very helpful, informative and help given. | | Male | 16-25 | White British | No tick |
| 39 | May | The Centre - Exeter | Extremely likely | The nurse was lovely, kind, helpful, reassuring and a treasure to you, keep hold of her - A. | None. | Female | 36-45 | White British | No tick |
| 40 | May | The Centre - Exeter | Extremely likely | Very helpful, I was very nervous. A. was very kind and patient. | | Female | 16-25 | White British | No tick |
| 41 | May | The Centre - Exeter | Extremely likely | Advice and check-up. | | | | | No tick |

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|----|-----|---------------------|------------------|--|-----------------------------------|--------|-------|---------------|--|
| | | Exeter | | A massive relief of stress with the knowledge given. | | | | | |
| 42 | May | The Centre - Exeter | Extremely likely | | | Male | | White British | I DO NOT wish my anonymised comments to be made public |
| 43 | May | The Centre - Exeter | Extremely likely | | | Female | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 44 | May | The Centre - Exeter | Extremely likely | Really good service, really friendly and everything's confidential. | More nice pictures and magazines. | Female | 16-25 | White British | No tick |
| 45 | May | The Centre - Exeter | Extremely likely | Fantastic service. Quick, friendly and professional. Many thanks. | | | | | No tick |
| 46 | May | The Centre - Exeter | Extremely likely | Extremely understanding staff and very assuring of my health and what is best for my health. | No. | Male | 16-25 | White British | No tick |
| 47 | May | The Centre - Exeter | Extremely likely | Friendly, made to feel easy going / relaxed, good advice. | | Male | 16-25 | White British | No tick |
| 48 | May | The Centre - Exeter | Extremely likely | Lovely, friendly staff put me at ease, thank you. | | Female | 46-55 | White British | No tick |
| 49 | May | The Centre - Exeter | Extremely likely | I can't stress how satisfied I am with the way I was treated at | | Female | 36-45 | White British | No tick |

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|----|-----|---------------------|------------------|---|-----|--------|-------|---------------|---------|
| | | | | the centre. J. at the reception and L.P. were absolutely lovely. | | | | | |
| 50 | May | The Centre - Exeter | Extremely likely | | | Male | 56-65 | White British | No tick |
| 51 | May | The Centre - Exeter | Extremely likely | The nurses were incredibly helpful. I felt comfortable and reassured. What wonderful staff! | | Female | 16-25 | White British | No tick |
| 52 | May | The Centre - Exeter | Extremely likely | | | Male | 16-25 | White British | No tick |
| 53 | May | The Centre - Exeter | Extremely likely | Extremely friendly and helpful staff. | No. | Female | 16-25 | White British | No tick |
| 54 | May | The Centre - Exeter | Extremely likely | The nurses were lovely and she even held my hand when I was being a coward. | No. | Female | 16-25 | White British | No tick |
| 55 | May | The Centre - Exeter | Extremely likely | Ran out of pills. | No. | Female | 16-25 | White British | No tick |
| 56 | May | The Centre - Exeter | Extremely likely | Always friendly, welcoming and willing to help and offer the best solution. | | | | | No tick |
| 57 | May | The Centre - Exeter | Extremely likely | The lady member of staff respected me completely. I was Not treated as a 'number' but someone with sensitivity and she was sensitive to my worries. | | | | | No tick |

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|----|-----|---------------------|------------------|--|-----|--------|-------|-----------------------|--|
| 58 | May | The Centre - Exeter | Extremely likely | | | Female | 16-25 | Other ethnic group | No tick |
| 59 | May | The Centre - Exeter | Extremely likely | I was comforted and felt very supported. I was made to feel relaxed and both my doctor and nurse were lovely. The procedure itself was very smooth and I liked the fact I was talked through every step of the way. Thank you! | | | | | No tick |
| 60 | May | The Centre - Exeter | Extremely likely | | | Female | 36-45 | White British | I DO NOT wish my anonymised comments to be made public |
| 61 | May | The Centre - Exeter | Extremely likely | Friendly staff and seen quickly. | | | | | No tick |
| 62 | May | The Centre - Exeter | Extremely likely | Quick and easy to get the answers I need. | No. | Female | 16-25 | White British | No tick |
| 63 | May | The Centre - Exeter | Extremely likely | Easy to get an appointment. Friendly. Good advice. Great service. | | Female | 26-35 | White British | No tick |
| 64 | May | The Centre - Exeter | Extremely likely | Wonderful service, happy staff, very understanding. | | | | | No tick |
| 65 | May | The Centre - Exeter | Extremely likely | T. helped me and supported me very much. Very kind and easy to talk. Thanks | | Female | 26-35 | Asian / Asian British | No tick |

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|----|-----|---------------------|------------------|--|---|--------|-------|---------------|---------|
| | | | | very much. | | | | | |
| 66 | May | The Centre - Exeter | Extremely likely | | | | | | No tick |
| 67 | May | The Centre - Exeter | Extremely likely | I have never had any issues with the service at all. Everybody is very supportive and helpful. | I would like to see updated information about when doctors and nurses are available online. | Female | 16-25 | White British | No tick |
| 68 | May | The Centre - Exeter | Extremely likely | Quick and easy. Lots of information given and was in and out without having to return. | | Female | 16-25 | White British | No tick |
| 69 | May | The Centre - Exeter | Extremely likely | Friendly. | | Female | 16-25 | White British | No tick |
| 70 | May | The Centre - Exeter | Extremely likely | Very friendly service and easy! | | | | | No tick |
| 71 | May | The Centre - Exeter | Extremely likely | I am always seen very quickly by friendly staff. | | Female | 26-35 | White British | No tick |
| 72 | May | The Centre - Exeter | Extremely likely | Helpful people / staff, nice atmosphere, good advice. | It's perfect!!! | Female | 26-35 | White British | No tick |
| 73 | May | The Centre - Exeter | Extremely likely | Friendly, helpful staff. | | Female | 16-25 | White British | No tick |
| 74 | May | The Centre - Exeter | Extremely likely | Friendly, helpful, clear info. given. Would recommend. | N/A. | | 16-25 | White British | No tick |
| 75 | May | The Centre - Exeter | Extremely likely | Good service. | | Female | 26-35 | White British | No tick |
| 76 | May | The Centre - Exeter | Extremely likely | Very convenient and friendly advice. The nurses and doctors are | More availability to see an actual Doctor. | Female | 16-25 | White British | No tick |

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|----|-----|---------------------|------------------|--|--|--------|-------|---------------|---------|
| | | | | always extremely helpful. | | | | | |
| 77 | May | The Centre - Exeter | Extremely likely | Very knowledgeable and friendly and helpful advice. | Shorter waiting time for a pre-booked appointment. | Female | 26-35 | White British | No tick |
| 78 | May | The Centre - Exeter | Extremely likely | Contraception. | | | | | No tick |
| 79 | May | The Centre - Exeter | Extremely likely | Very helpful, thanks. | No. | Female | 16-25 | White British | No tick |
| 80 | May | The Centre - Exeter | Extremely likely | Excellent service from all areas and nurses made me feel at ease having a smear test. | None. | Female | 36-45 | White British | No tick |
| 81 | May | The Centre - Exeter | Extremely likely | I was misdirected over the phone as I needed to see a doctor not a nurse but the nurse was very helpful and made sure I left with what I came for. | | | | | No tick |
| 82 | May | The Centre - Exeter | Extremely likely | Very friendly staff. | | Female | 16-25 | White British | No tick |
| 83 | May | The Centre - Exeter | Extremely likely | L. was extremely helpful, offering advice on the morning after pill and contraception advice in general. | No. | Female | 16-25 | White British | No tick |
| 84 | May | The Centre - Exeter | Extremely likely | My nurse was extremely friendly and efficient. | | Female | 16-25 | White British | No tick |
| 85 | May | The Centre - Exeter | Extremely likely | Really helpful and kind service. | | | | | No tick |

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| 86 | May | The Centre - Exeter | Extremely likely | Staff very helpful and friendly. | | Female | 36-45 | White British | No tick |
| 87 | May | The Centre - Exeter | Extremely likely | Helpful info, lovely service and quick service! | No. | Female | 16-25 | White British | No tick |
| 88 | May | The Centre - Exeter | Extremely likely | The nurses are really friendly and very helpful. | No, was lovely. | Female | 16-25 | White British | No tick |
| 89 | May | The Centre - Exeter | Extremely likely | Very quick. Friendly and helpful staff. | Nope, it was great. | Female | 16-25 | White British | No tick |
| 90 | May | The Centre - Exeter | Extremely likely | Friendly, helpful staff. Advice given kindly and relevant to reason for visit. Happy staff especially for a Friday. | | Female | 26-35 | White British | No tick |
| 91 | May | The Centre - Exeter | Extremely likely | Very friendly and efficient service. | No - all good. | Female | 36-45 | White British | No tick |
| 92 | May | The Centre - Exeter | Extremely likely | Friendly staff. Previously had implant with GP and it was very painful. Today I didn't feel a thing. | | Female | 26-35 | White British | No tick |
| 93 | May | The Centre - Exeter | Extremely likely | Confidential, non-judgemental staff! Very friendly and reassuring. | Open more often. | Female | 16-25 | White British | No tick |
| 94 | May | The Centre - Exeter | Extremely likely | All relevant advice given professionally and all action dealt with effectively. Always polite and able to help. | | | | | No tick |
| 95 | May | The Centre - Exeter | Extremely likely | Very nice staff, felt at | | | | | No tick |

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| | | Exeter | | ease. | | | | | |
| 96 | May | The Centre - Exeter | Extremely likely | The nurse was extremely helpful and she answered all of my questions. | | Female | 16-25 | Other ethnic group | No tick |
| 97 | May | The Centre - Exeter | Extremely likely | I thought the help I was given was very good. | No. | Female | 16-25 | White British | No tick |
| 98 | May | The Centre - Exeter | Extremely likely | Excellent service, professional and well-mannered staff. | | Male | 26-35 | White British | No tick |
| 99 | May | The Centre - Exeter | Extremely likely | | | | 36-45 | White British | No tick |
| 100 | May | The Centre - Exeter | Extremely likely | Because the staff were lovely (A. and K.) very supportive and kind. Thank you x. | | Female | 36-45 | Other ethnic group | No tick |
| 101 | May | The Centre - Exeter | Extremely likely | | | Female | 16-25 | Asian / Asian British | I DO NOT wish my anonymised comments to be made public |
| 102 | May | The Centre - Exeter | Extremely likely | Very friendly and easy to talk to. | | | | | No tick |
| 103 | May | The Centre - Exeter | Extremely likely | Lovely and friendly. | | Female | 16-25 | White British | No tick |
| 104 | May | The Centre - Exeter | Extremely likely | Seen fast. Very lovely nurse that made me feel safe, listened to and respected. | | Female | 26-35 | White British | No tick |
| 105 | May | The Centre - Exeter | Extremely likely | I was particularly happy with the way the nurse addressed my issue. She talked | No, this was very good. | Female | 16-25 | Black / African / Caribbean / Black | No tick |

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| | | | | me through everything step by step and was all smiles and made me feel calm. She also prescribed other various alternatives to help me. She was friendly and very helpful. | | | | British | |
| 106 | May | The Centre - Exeter | Extremely likely | Friendly and prompt service. | | Female | 26-35 | White British | No tick |
| 107 | May | The Centre - Exeter | Extremely likely | Exceptionally kind doctor and staff. Explained everything clearly during a traumatic time. I would not have gone to my GP. Very reassuring to have this service. It is a Vital service for Exeter. I was treated with compassion. Thank you. | | Female | 36-45 | White British | No tick |
| 108 | May | The Centre - Exeter | Extremely likely | Friendly and non-judgemental service. | Keep to appointment times (the nurse did apologise though). | Female | 16-25 | White British | No tick |
| 109 | May | The Centre - Exeter | Extremely likely | Friendly / helpful staff. | | Male | 36-45 | White British | No tick |
| 110 | May | The Centre - Exeter | Extremely likely | | | Female | 16-25 | White British | I DO NOT wish my anonymised comments to be |

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| | | | | | | | | | made public |
| 111 | May | The Centre - Exeter | Extremely likely | Speedy and polite. | No. | Female | 16-25 | White British | No tick |
| 112 | May | The Centre - Exeter | Extremely likely | So helpful and friendly. | | | | | No tick |
| 113 | May | The Centre - Exeter | Extremely likely | Very friendly doctor and nurse during my procedure. | | Female | 26-35 | White British | No tick |
| 114 | May | The Centre - Exeter | Extremely likely | | | | | | No tick |
| 115 | May | The Centre - Exeter | Extremely likely | Really friendly and happy, loved having a chat. | | Female | 16-25 | White British | No tick |
| 116 | May | The Centre - Exeter | Extremely likely | Very helpful and quick. | | | | | No tick |
| 117 | May | The Centre - Exeter | Extremely likely | Treated with respect, very friendly, were sensitive to my needs and helped resolve my problem. Very good service. | | | | | No tick |
| 118 | May | The Centre - Exeter | Extremely likely | Doctor very nice, helpful and calming. | | Female | 36-45 | White British | No tick |
| 119 | May | The Centre - Exeter | Extremely likely | Excellent service and advice. | | | | | No tick |
| 120 | May | The Centre - Exeter | Extremely likely | Very helpful and friendly. Brilliant. | | | | | No tick |
| 121 | May | The Centre - Exeter | Extremely likely | Amazing service, very friendly, for a first time for this kind of appointment I was put completely at ease. Thanks. | | | | | No tick |

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| 122 | May | The Centre - Exeter | Extremely likely | Nice, friendly, staff that make you feel easy with the procedure!!! | | | 36-45 | White British | No tick |
| 123 | May | The Centre - Exeter | Extremely likely | Very friendly staff and they make you feel comfortable. | | Female | 16-25 | White British | No tick |
| 124 | May | The Centre - Exeter | Extremely likely | | | Female | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 125 | May | The Centre - Exeter | Extremely likely | Always given great help by lovely people who know their stuff. | | | | | No tick |
| 126 | May | The Centre - Exeter | Extremely likely | Very caring members of staff. | | | | | No tick |
| 127 | May | The Centre - Exeter | Extremely likely | Polite, helpful and efficient. | | Female | 16-25 | White British | No tick |
| 128 | May | The Centre - Exeter | Extremely likely | The nurse was really nice and comforting. | No. | Female | 16-25 | White British | No tick |
| 129 | May | The Centre - Exeter | Extremely likely | Very friendly, caring and helpful. | No. | Female | 16-25 | White British | No tick |
| 130 | May | The Centre - Exeter | Extremely likely | Great service. | | Female | 26-35 | Mixed / Multiple ethnic groups | No tick |
| 131 | May | The Centre - Exeter | Extremely likely | Brilliant service, lovely staff. I felt comfortable which is always important when dealing with women's health issues. | | Female | 26-35 | White British | No tick |

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| 132 | May | The Centre - Exeter | Extremely likely | Friendly, efficient, professional staff. | | | | | No tick |
| 133 | May | The Centre - Exeter | Extremely likely | The nurse I had was lovely. She was understanding, supportive and patient, plus went out of her way to make me feel comfortable. 10/10. | | Female | 26-35 | White British | No tick |
| 134 | May | The Centre - Exeter | Extremely likely | Friendly and professional. | | Female | 16-25 | White British | No tick |
| 135 | May | The Centre - Exeter | Extremely likely | Staff friendly, informative and helpful. Easy to book appointments. Good location. | | Female | 16-25 | White British | No tick |
| 136 | May | The Centre - Exeter | Extremely likely | | | Male | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 137 | May | The Centre - Exeter | Extremely likely | Doctor I saw was very helpful. | | | 16-25 | White British | No tick |
| 138 | May | The Centre - Exeter | Extremely likely | | | Female | 46-55 | White British | No tick |
| 139 | May | The Centre - Exeter | Extremely likely | The service has just been so brilliant! No queue and the most lovely, friendly and helpful nurse. Thank you F.! And thank you to the NHS. | | Female | 16-25 | White British | No tick |
| 140 | May | The Centre - Exeter | Extremely likely | Happy. | | Female | 16-25 | White | No tick |

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| | | Exeter | | | | | | British | |
| 141 | May | The Centre - Exeter | Extremely likely | It is friendly and nice here and supportive. | No. | Female | 16-25 | White British | No tick |
| 142 | May | The Centre - Exeter | Extremely likely | Friendly and efficient. | | Female | 16-25 | White British | No tick |
| 143 | May | The Centre - Exeter | Extremely likely | I feel that the NHS provide a good service and are very friendly and welcoming. They provide the advice you need and make you feel relaxed and at ease. | The waiting times are a little long so if there's any way to shorten that. | Female | 16-25 | White British | No tick |
| 144 | May | The Centre - Exeter | Extremely likely | Friendly and easy going staff. | | Female | 16-25 | White British | No tick |
| 145 | May | The Centre - Exeter | Extremely likely | Everyone was extremely friendly and helpful. | | Female | 16-25 | White British | No tick |
| 146 | May | The Centre - Exeter | Extremely likely | Everyone is lovely and very caring. | Open for longer hours. Hard to find an appointment when not at work. | Female | 16-25 | White British | No tick |
| 147 | May | The Centre - Exeter | Extremely likely | I felt very reassured and calm throughout the procedure, the staff were amazing. | | | | | No tick |
| 148 | May | The Centre - Exeter | Extremely likely | | | Female | 56-65 | White British | I DO NOT wish my anonymised comments to be made public |
| 149 | May | The Centre - Exeter | Extremely likely | Very friendly, felt completely looked after. | | Female | 46-55 | White British | No tick |

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| 150 | May | The Centre - Exeter | Extremely likely | Efficient, non-judgemental, convenient, friendly and helpful. | | Female | 36-45 | White British | No tick |
| 151 | May | The Centre - Exeter | Extremely likely | All on time, lovely staff, clear. | | Male | 16-25 | White British | No tick |
| 152 | May | The Centre - Exeter | Likely | Convenience. | | Female | 36-45 | White British | No tick |
| 153 | May | The Centre - Exeter | Likely | Nurses are very friendly and non-judgemental - very important when usually a bit embarrassed. Waiting time is too long though! | | Female | 16-25 | White British | No tick |
| 154 | May | The Centre - Exeter | Likely | Friendly and efficient. | More leaflets on different areas of health in the waiting room. | Female | 16-25 | White British | No tick |
| 155 | May | The Centre - Exeter | Likely | They were very kind and made sure I was feeling okay. | | Female | 16-25 | White British | No tick |
| 156 | May | The Centre - Exeter | Likely | | | | | | No tick |
| 157 | May | The Centre - Exeter | Likely | Helpful and friendly staff. | Reception staff could be more friendly. | Female | 16-25 | White British | No tick |
| 158 | May | The Centre - Exeter | Likely | Fairly long wait - but quick once called through - convenient. | More details of opening times for each clinic / department on website. | Female | 16-25 | White British | No tick |
| 159 | May | The Centre - Exeter | Likely | Quick service, friendly | | Male | 16-25 | White | No tick |

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| | | Exeter | | nurse. | | | | British | |
| 160 | May | The Centre - Exeter | Likely | Helpful and kind. | N/A. | Female | 16-25 | White British | No tick |
| 161 | May | The Centre - Exeter | Likely | Most of my friends aren't single so don't need this. | | Male | 26-35 | White British | No tick |
| 162 | May | The Centre - Exeter | Likely | Was really looked after, made me feel comfortable. | I waited for such a long time. | Female | 16-25 | White British | No tick |
| 163 | May | The Centre - Exeter | Likely | Helpful service, good advice. | | Female | 16-25 | White British | No tick |
| 164 | May | The Centre - Exeter | Likely | I found it very informative. | No. | Female | 16-25 | White British | No tick |
| 165 | May | The Centre - Exeter | Likely | Better service and easier to get appointments than GP surgery. | | Female | 26-35 | White British | No tick |
| 166 | May | The Centre - Exeter | Likely | Would have been helpful to be given implant straight away. | | Female | 16-25 | White British | No tick |
| 167 | May | The Centre - Exeter | Likely | Staff helpful and very friendly and understanding. | | Female | 16-25 | White British | No tick |
| 168 | May | The Centre - Exeter | Likely | Really nice doctor, didn't have to wait long at all. | | Female | 16-25 | White British | No tick |
| 169 | May | The Centre - Exeter | Likely | Good service. | Quicker waiting times. | Female | 16-25 | White British | No tick |
| 170 | May | The Centre - Exeter | Likely | My appointment was half an hour late but I had a lovely nurse and was very happy with the treatment I | Perhaps let me know if running late. | Female | 16-25 | White British | No tick |

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| | | | | received. | | | | | |
| 171 | May | The Centre - Exeter | Likely | Very detailed information outlining the advantages and disadvantages of different contraception methods. | | Female | 26-35 | Other ethnic group | No tick |