

The Centre (Exeter) - 'Friends and Family Test' - Jan-15 to Mar-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.	%	%	%
Jan-15	No data	No data	No data	No data
Feb-15	366	98.4	1.1	0.5
Mar-15	130	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exeter) - Feb-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	Feb	The Centre - Exeter	Extremely likely	Lovely and easy to talk to.					No tick
2	Feb	The Centre - Exeter	Extremely likely	Very efficient - dealt with my needs straight away in friendly and professional manner.	No.	Female	16-25	White British	No tick
3	Feb	The Centre - Exeter	Extremely likely	Quick and easy. Everyone friendly and helpful.	None.	Female	16-25	White British	No tick
4	Feb	The Centre - Exeter	Extremely likely	Not too long wait. Relaxed and confident that I am being given good advice.		Female	46-55	White British	No tick
5	Feb	The Centre - Exeter	Extremely likely	Very helpful and friendly.					No tick
6	Feb	The Centre - Exeter	Extremely likely	Very quick with seeing me and helpful with every question I asked.		Female	16-25		No tick
7	Feb	The Centre - Exeter	Extremely likely						No tick
8	Feb	The Centre - Exeter	Extremely likely	Very helpful.	No.		26-35	White British	No tick
9	Feb	The Centre - Exeter	Extremely likely	Staff are kind, well informed, realistic and professional.					No tick

10	Feb	The Centre - Exeter	Extremely likely	Dr B was extremely friendly, informative and non-judgmental. Such a relief after treatment received from my GP.	No fire alarms mid appointment!	Female	16-25	White British	No tick
11	Feb	The Centre - Exeter	Extremely likely	Because they are really good and take their time if you are scared.					No tick
12	Feb	The Centre - Exeter	Extremely likely	Helpful, reassuring, quick		Female	16-25	White British	No tick
13	Feb	The Centre - Exeter	Extremely likely	Good advice, seen quickly, easily get appointments.		Female	16-25	White British	No tick
14	Feb	The Centre - Exeter	Extremely likely						No tick
15	Feb	The Centre - Exeter	Extremely likely	Helpful - clear head more confident.					No tick
16	Feb	The Centre - Exeter	Extremely likely	The staff are lovely, made me feel very comfortable and explained everything. Great work!		Male	26-35	White British	No tick
17	Feb	The Centre - Exeter	Extremely likely	Very friendly staff.		Female	16-25	White British	No tick
18	Feb	The Centre - Exeter	Extremely likely	Direct and easy directions, friendly and comfortable.		Female	under 16	White British	No tick
19	Feb	The Centre - Exeter	Extremely likely	The nurse was very friendly and informative.		Female	16-25	White British	No tick
20	Feb	The Centre - Exeter	Extremely likely	Very friendly staff.		Female	16-25	White	No tick

		Exeter		Quick efficient visits every time.				British	
21	Feb	The Centre - Exeter	Extremely likely	They were really thorough.					No tick
22	Feb	The Centre - Exeter	Extremely likely	The professional who saw me was kind and polite, gave me time and space to discuss my queries, I did not feel rushed. She was compassionate and I felt listened to. The answer to my queries were comprehensive and helpful, I had her complete attention. Fantastic service.	None!	Male	26-35	White British	No tick
23	Feb	The Centre - Exeter	Extremely likely	The nurse I had, P, really put me at ease, and explained everything fully. A very friendly and understanding lady.	N/A.		36-45	White British	No tick
24	Feb	The Centre - Exeter	Extremely likely	Professional, discreet and understanding to my needs and situation.		Female	36-45	White British	No tick
25	Feb	The Centre - Exeter	Extremely likely	Very professional staff, kind and friendly and helped me to relax, during having a marina coil fitted. Also gave me advice about		Female	26-35	White British	No tick

				thrush and have booked an appointment with the GUM clinic for this.					
26	Feb	The Centre - Exeter	Extremely likely			Female	16-25	Mixed / Multiple ethnic groups	No tick
27	Feb	The Centre - Exeter	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
28	Feb	The Centre - Exeter	Extremely likely	Friendly staff, very helpful.					No tick
29	Feb	The Centre - Exeter	Extremely likely	Friendly doctors, efficient (no pain) treatment (implant).					No tick
30	Feb	The Centre - Exeter	Extremely likely	I felt happy to ask questions and I felt comfortable to be looked after by the team.	No.	Female	26-35	White British	No tick
31	Feb	The Centre - Exeter	Extremely likely	Very well explained, friendly attitude, helpful information.		Female	16-25	White British	No tick
32	Feb	The Centre - Exeter	Extremely likely	Very professional service. Helpful and friendly staff. Quicker to get an appointment than going to GP.		Female	36-45	White British	No tick
33	Feb	The Centre - Exeter	Extremely likely	Lovely Doctor, very friendly.		Female	16-25	White British	No tick
34	Feb	The Centre - Exeter	Extremely likely	Nice and helpful		Female	16-25	White	No tick

		Exeter		doctor.				British	
35	Feb	The Centre - Exeter	Extremely likely						No tick
36	Feb	The Centre - Exeter	Extremely likely	Very nice staff, good information.	No.	Female	16-25	White British	No tick
37	Feb	The Centre - Exeter	Extremely likely	Staff reassuring and explaining at each stage what they are doing to me. I was relaxed because of the friendliness. The female doctor was so friendly and good at explaining the process.		Female	36-45	Black / African / Caribbean / Black British	No tick
38	Feb	The Centre - Exeter	Extremely likely	Best to be safe and make sure getting right advice.		Female	16-25	White British	No tick
39	Feb	The Centre - Exeter	Extremely likely	Informative, easy to use service, Dr very nice.		Female	16-25	White British	No tick
40	Feb	The Centre - Exeter	Extremely likely						No tick
41	Feb	The Centre - Exeter	Extremely likely			Female	16-25		No tick
42	Feb	The Centre - Exeter	Extremely likely	Brilliant care, excellent advice, thanks.		Female	26-35	White British	No tick
43	Feb	The Centre - Exeter	Extremely likely	Very helpful and good advice. Felt at ease and understood.	Better waiting times.	Female	16-25	White British	No tick
44	Feb	The Centre - Exeter	Extremely likely	See nurse for injection.		Female	46-55	White British	No tick
45	Feb	The Centre - Exeter	Extremely likely	Everyone is so friendly, helpful and		Female	46-55	White British	No tick

				non-judgemental.					
46	Feb	The Centre - Exeter	Extremely likely	Kind, caring, helpful staff. 100% happy with the service given, bravo.					No tick
47	Feb	The Centre - Exeter	Extremely likely	I think this is a fantastic service, especially as it's free. Everyone is lovely and so helpful.		Female	26-35	White British	No tick
48	Feb	The Centre - Exeter	Extremely likely	Friendly staff and efficient.		Male	46-55	White British	No tick
49	Feb	The Centre - Exeter	Extremely likely	Very helpful and quick to see.					No tick
50	Feb	The Centre - Exeter	Extremely likely						No tick
51	Feb	The Centre - Exeter	Extremely likely	Nurse was very professional and approachable over a sensitive subject. Excellent service provided!		Female	16-25	White British	No tick
52	Feb	The Centre - Exeter	Extremely likely	Was made to feel at ease, and treated very efficiently and friendly.		Female	26-35	White British	No tick
53	Feb	The Centre - Exeter	Extremely likely	Friendly, knowledgeable staff, with an easiness to talk to.					No tick
54	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be

									made public
55	Feb	The Centre - Exeter	Extremely likely	Friendly, helpful nurses. Good service.					No tick
56	Feb	The Centre - Exeter	Extremely likely	Friendly reception staff. Friendly nurses very informative and helpful.					No tick
57	Feb	The Centre - Exeter	Extremely likely	Great service better to know your safe than sorry.	No.	Female	26-35	White British	No tick
58	Feb	The Centre - Exeter	Extremely likely	Quick, easy and friendly service.		Female	16-25	White British	No tick
59	Feb	The Centre - Exeter	Extremely likely	Nurses were very friendly and helpful.					No tick
60	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
61	Feb	The Centre - Exeter	Extremely likely	Everyone was very friendly and I got everything I needed done.		Female	16-25	White British	No tick
62	Feb	The Centre - Exeter	Extremely likely	The staff were all very friendly and helpful. I instantly felt at ease and wouldn't hesitate to use the service again.					No tick
63	Feb	The Centre - Exeter	Extremely likely	Excellent healthcare and supportive staff. Amazing.		Male	46-55	White British	No tick
64	Feb	The Centre - Exeter	Extremely likely	Friendly and efficient.		Female	16-25	White British	No tick
65	Feb	The Centre - Exeter	Extremely likely	Seen quickly, nice person who wasn't	Felt quite rushed.	Female	16-25	White British	No tick

				judgemental.					
66	Feb	The Centre - Exeter	Extremely likely	Excellent service, reassuring and kind.			46-55	White British	No tick
67	Feb	The Centre - Exeter	Extremely likely			Female	36-45	Other ethnic group	No tick
68	Feb	The Centre - Exeter	Extremely likely	Very easy to arrange an appointment, friendly staff.		Female		White British	No tick
69	Feb	The Centre - Exeter	Extremely likely	Really helpful. They gave me pills for a year and a lot of condoms. They offered me a lot of information/options and help.					No tick
70	Feb	The Centre - Exeter	Extremely likely	Friendly.					No tick
71	Feb	The Centre - Exeter	Extremely likely	Helpful.		Female	16-25	White British	No tick
72	Feb	The Centre - Exeter	Extremely likely	Very friendly - made welcome when I was unsure of certain things. Happy to answer any questions as well.	No - wouldn't change a thing.	Female	16-25	White British	No tick
73	Feb	The Centre - Exeter	Extremely likely	Very helpful and quick with diagnosis.		Male	26-35	White British	No tick
74	Feb	The Centre - Exeter	Extremely likely	Friendly staff, helpful information was given.		Female	16-25	White British	No tick
75	Feb	The Centre - Exeter	Extremely likely	If you are ill in any way with any connection to sexual disease it's	Service is excellent.	Male	16-25	White British	No tick

				vital to rectify the illness.					
76	Feb	The Centre - Exeter	Extremely likely	Relaxed approach but very professional and informative.	Checking in can be a bit embarrassing in confined area - maybe deeper booths.	Female	56-65	White British	No tick
77	Feb	The Centre - Exeter	Extremely likely	Friendly staff, work as quickly as possible.					No tick
78	Feb	The Centre - Exeter	Extremely likely	Quick, non-judgemental reassuring.		Male	26-35	White British	No tick
79	Feb	The Centre - Exeter	Extremely likely	Extremely friendly staff, fairly quick service, simple process.		Female	16-25	White British	No tick
80	Feb	The Centre - Exeter	Extremely likely	Very friendly and approachable.		Female	16-25	White British	No tick
81	Feb	The Centre - Exeter	Extremely likely	The girls are so friendly and very helpful. Advice is always great.	No.	Female	26-35	White British	No tick
82	Feb	The Centre - Exeter	Extremely likely	It does what you need it to and promptly! Thank you.					No tick
83	Feb	The Centre - Exeter	Extremely likely	The nurses made me feel comfortable as possible and reassured me about my nerves.	Just keep doing what you're doing.	Male	26-35	White British	No tick
84	Feb	The Centre - Exeter	Extremely likely	Very friendly, helpful, made it a calm experience.		Male	16-25	White British	No tick
85	Feb	The Centre - Exeter	Extremely likely	Lovely staff member (A), very kind and					No tick

				caring manner!					
86	Feb	The Centre - Exeter	Extremely likely	I appreciate the care taken by the staff.	None.	Male	56-65	White British	No tick
87	Feb	The Centre - Exeter	Extremely likely	Respectful, honest, friendly, caring happy staff, made me feel at ease. Also, know what they're talking about.	No.	Female	16-25	White British	No tick
88	Feb	The Centre - Exeter	Extremely likely	Good service, explained things very well and friendly.		Male	16-25	White British	No tick
89	Feb	The Centre - Exeter	Extremely likely	Quick/helpful service.	Not being able to book appointments is inconvenient.	Female	16-25	White British	No tick
90	Feb	The Centre - Exeter	Extremely likely	Very professional and friendly as well as informative.					No tick
91	Feb	The Centre - Exeter	Extremely likely	Very professional and understanding - felt at ease.		Female	16-25	White British	No tick
92	Feb	The Centre - Exeter	Extremely likely	Dr P was the nicest Doctor to talk to when it came to personal problems. So, thank you.					No tick
93	Feb	The Centre - Exeter	Extremely likely	Friendly, efficient.	Timings counter, like post office if at the GUM drop in?	Female	36-45	White British	No tick
94	Feb	The Centre - Exeter	Extremely likely	Very informative. Made to feel very comfortable in an uncomfortable situation.		Female	16-25	White British	No tick

95	Feb	The Centre - Exeter	Extremely likely	Friendly, discreet, thorough.		Female	16-25	White British	No tick
96	Feb	The Centre - Exeter	Extremely likely	Very friendly service and I felt reassured and comforted during the procedure.	N/A.	Female	26-35	White British	No tick
97	Feb	The Centre - Exeter	Extremely likely	Friendly people! and quick.		Female	16-25	White British	No tick
98	Feb	The Centre - Exeter	Extremely likely	The nurse I saw was really lovely.		Female	16-25	White British	No tick
99	Feb	The Centre - Exeter	Extremely likely	Made me feel calm and welcome, two very lovely ladies fitting my implant.	No.	Female	16-25	White British	No tick
100	Feb	The Centre - Exeter	Extremely likely	Always been extremely helpful.	All perfect.	Female	26-35	White British	No tick
101	Feb	The Centre - Exeter	Extremely likely	Whilst I expected a wait when I got to see the nurse she was absolutely lovely!		Female	26-35	White British	No tick
102	Feb	The Centre - Exeter	Extremely likely	Very good staff.		Female	26-35	White British	No tick
103	Feb	The Centre - Exeter	Extremely likely	Very professional, quick service.		Female	26-35	White British	No tick
104	Feb	The Centre - Exeter	Extremely likely	Nurse was extremely helpful and reassuring. Felt as though I could be really honest. Very positive, took my case very personally (not as if she was just going through routine) would love to speak					No tick

				again.					
105	Feb	The Centre - Exeter	Extremely likely	Very friendly and quick to help.		Female	26-35	White British	No tick
106	Feb	The Centre - Exeter	Extremely likely			Female	26-35	Other ethnic group	No tick
107	Feb	The Centre - Exeter	Extremely likely	Lovely people.		Female	16-25	White British	No tick
108	Feb	The Centre - Exeter	Extremely likely	Staff so friendly, welcoming and very informative!					No tick
109	Feb	The Centre - Exeter	Extremely likely	Great staff who immediately put me at ease.		Female	36-45	White British	No tick
110	Feb	The Centre - Exeter	Extremely likely	I have always had a friendly service.	No.	Female	46-55	White British	No tick
111	Feb	The Centre - Exeter	Extremely likely	Because all the people are really nice and made it very easy and did not make you feel embarrassed at all.		Female	16-25	White British	No tick
112	Feb	The Centre - Exeter	Extremely likely	Friendly, helpful nurse/doctor. Very informative!		Female	16-25	White British	No tick
113	Feb	The Centre - Exeter	Extremely likely	Pain-free as possible. Easily accessible. Welcoming atmosphere. Free! condoms, quick appointments and friendly nurses.	No, was wonderful.		16-25	White British	No tick
114	Feb	The Centre - Exeter	Extremely likely	Friendly advice, welcoming	No.	Female	16-25	White British	No tick

				environment - good tips and offer to have future help.					
115	Feb	The Centre - Exeter	Extremely likely	Informative, concise and exhaustive. Friendly staff, willing to help patients at all costs.		Female	16-25	White British	No tick
116	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
117	Feb	The Centre - Exeter	Extremely likely	Very friendly throughout. Comforting. Everything explained clearly.	No.	Female	26-35	White British	No tick
118	Feb	The Centre - Exeter	Extremely likely	The two ladies today and in fact all the staff are very warm and friendly and make me feel at ease and safe. Thanks guys.		Female	26-35	White British	No tick
119	Feb	The Centre - Exeter	Extremely likely	Because everybody here is very helpful and do all they can to help you. xxx	Free food.	Female	16-25	White British	No tick
120	Feb	The Centre - Exeter	Extremely likely	Excellent, polite and helpful, non-judgemental staff (though a bit busy so had to wait)		Female	36-45	White British	No tick
121	Feb	The Centre - Exeter	Extremely likely	Very helpful.		Female	16-25	White British	No tick
122	Feb	The Centre - Exeter	Extremely likely	Very lovely staff very	I am on the Pill and	Female	16-25	White	No tick

		Exeter		helpful.	told different things on who I should see doctor or nurse.			British	
123	Feb	The Centre - Exeter	Extremely likely			Female	under 16	White British	No tick
124	Feb	The Centre - Exeter	Extremely likely	Friendly, considerate staff, effective service.		Female	16-25	White British	No tick
125	Feb	The Centre - Exeter	Extremely likely	Very friendly staff make you feel at ease. Have all the answers and advice to help.		Female	16-25	White British	No tick
126	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
127	Feb	The Centre - Exeter	Extremely likely	Very kind, understanding. Give good advice, very helpful, polite.		Female	16-25	White British	No tick
128	Feb	The Centre - Exeter	Extremely likely	Give good advice and very friendly.					No tick
129	Feb	The Centre - Exeter	Extremely likely	Friendly and helpful.		Female	16-25	White British	No tick
130	Feb	The Centre - Exeter	Extremely likely	Nurse very friendly and answered all my questions.					No tick
131	Feb	The Centre - Exeter	Extremely likely			Female	under 16	White British	No tick
132	Feb	The Centre - Exeter	Extremely likely	My nurse was very helpful and kind.		Female	under 16	White British	No tick
133	Feb	The Centre - Exeter	Extremely likely	The staff are very helpful and friendly and the appointments take no time at all.		Female	16-25	White British	No tick
134	Feb	The Centre - Exeter	Extremely likely	It was a very quick		Female	16-25	White	No tick

		Exeter		wait and the woman I saw was very nice.				British	
135	Feb	The Centre - Exeter	Extremely likely	The service is always good here. Friendly, professional staff, clean advice and dignified treatment given. Thank you.		Female	36-45	White British	No tick
136	Feb	The Centre - Exeter	Extremely likely	Friendly and efficient staff.		Female	16-25	White British	No tick
137	Feb	The Centre - Exeter	Extremely likely	Always lovely and helpful - I have been treated with care and kindness as have visiting family. x	Open 'til 7 some nights - helpful for full time workers.	Female	26-35	White British	No tick
138	Feb	The Centre - Exeter	Extremely likely	Useful service, quick and easy.	None.	Female	16-25	White British	No tick
139	Feb	The Centre - Exeter	Extremely likely	Always really nice and efficient staff I am given the information I need.	Call when results have arrived cause you only did it the first couple of times. More physical examination would seem logical to me.	Female	16-25		No tick
140	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
141	Feb	The Centre - Exeter	Extremely likely	Very informative and helpful discreet service.	Wifi in waiting room.	Female	26-35	White British	No tick
142	Feb	The Centre - Exeter	Extremely likely			Male	26-35	White British	No tick
143	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised

									comments to be made public
144	Feb	The Centre - Exeter	Extremely likely	Dr. M was extremely kind and helpful. Everything was very clearly explained.					No tick
145	Feb	The Centre - Exeter	Extremely likely	Very friendly and helpful, they make you feel comfortable.		Female	26-35	White British	No tick
146	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
147	Feb	The Centre - Exeter	Extremely likely	Very helpful.		Female	16-25	White British	No tick
148	Feb	The Centre - Exeter	Extremely likely	Clean, friendly professional and efficient. Thank you.	No.	Female	56-65	White British	No tick
149	Feb	The Centre - Exeter	Extremely likely	Friendly treatment - professional and make you feel very comfortable.					No tick
150	Feb	The Centre - Exeter	Extremely likely	Really friendly doctor, great service.		Female	16-25	White British	No tick
151	Feb	The Centre - Exeter	Extremely likely			Female	26-35	White British	No tick
152	Feb	The Centre - Exeter	Extremely likely	Always really friendly staff and I always end up with what I need quickly.		Female	26-35	White British	No tick
153	Feb	The Centre - Exeter	Extremely likely	Really lovely Drs and nurses. Incredibly helpful and comfortable to talk to.		Female	26-35	White British	No tick
154	Feb	The Centre - Exeter	Extremely likely	Quick.		Female	16-25	White	No tick

		Exeter						British	
155	Feb	The Centre - Exeter	Extremely likely				36-45	White British	I DO NOT wish my anonymised comments to be made public
156	Feb	The Centre - Exeter	Extremely likely	Friendly, thoughtful.		Female	16-25	White British	No tick
157	Feb	The Centre - Exeter	Extremely likely	Easy to get appointment.		Female	26-35	White British	No tick
158	Feb	The Centre - Exeter	Extremely likely		Do you need two appointments for a coil fit? I think one appointment to fit/coil and discuss?	Female	26-35	White British	No tick
159	Feb	The Centre - Exeter	Extremely likely						No tick
160	Feb	The Centre - Exeter	Extremely likely	Friendly staff, provide excellent all relevant information.		Female	16-25	White British	No tick
161	Feb	The Centre - Exeter	Extremely likely	Friendly staff. Service provided very quick.		Female	16-25	White British	No tick
162	Feb	The Centre - Exeter	Extremely likely	Very helpful, friendly and quick service.	N/A.	Female	16-25	White British	No tick
163	Feb	The Centre - Exeter	Extremely likely	All staff have been attentive caring and don't make you feel daft for any queries.	Lower waiting time.	Female	26-35	White British	No tick
164	Feb	The Centre - Exeter	Extremely likely	Very friendly service. Fast and efficient.	No.	Female	16-25	White British	No tick
165	Feb	The Centre - Exeter	Extremely likely	Friendly and professional.		Female	16-25	White British	No tick
166	Feb	The Centre - Exeter	Extremely likely	Friendly, awesome and very caring.	No, it's all great!	Male	36-45	Black / African /	No tick

								Caribbean / Black British	
167	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
168	Feb	The Centre - Exeter	Extremely likely	Really friendly and welcoming. Did not make experience embarrassing made me feel comfortable.					No tick
169	Feb	The Centre - Exeter	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
170	Feb	The Centre - Exeter	Extremely likely	Friendly and helpful.					No tick
171	Feb	The Centre - Exeter	Extremely likely	Very speedy, friendly service.		Female	36-45	White British	No tick
172	Feb	The Centre - Exeter	Extremely likely	Very friendly and professional.					No tick
173	Feb	The Centre - Exeter	Extremely likely	I travel from Plymouth for this service. They treated me after a rape 4 years ago and were excellent.		Female	16-25	White British	No tick
174	Feb	The Centre - Exeter	Extremely likely	I've always used the clinic for contraception and removal of contraception and find the doctors really	Keep going as you are!	Female	36-45	White British	No tick

				friendly, helpful and feel my choices are valued.					
175	Feb	The Centre - Exeter	Extremely likely	Very helpful and reassuring.					No tick
176	Feb	The Centre - Exeter	Extremely likely	Very helpful and attentive.	No.	Female	16-25	White British	No tick
177	Feb	The Centre - Exeter	Extremely likely	Very friendly and helpful service.		Female	16-25	White British	No tick
178	Feb	The Centre - Exeter	Extremely likely	Excellent, efficient, friendly.					No tick
179	Feb	The Centre - Exeter	Extremely likely	Really friendly, helpful. I feel really relaxed.	No.	Female	26-35	White British	No tick
180	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
181	Feb	The Centre - Exeter	Extremely likely	Quick, easy, polite.					No tick
182	Feb	The Centre - Exeter	Extremely likely	Very helpful appointment.		Female	16-25	Other ethnic group	No tick
183	Feb	The Centre - Exeter	Extremely likely	Fast and friendly.					No tick
184	Feb	The Centre - Exeter	Extremely likely	Friendly, quick and helpful!		Female	16-25	White British	No tick
185	Feb	The Centre - Exeter	Extremely likely	Really friendly and was able to see a nurse within half an hour.		Female	16-25	Mixed / Multiple ethnic groups	No tick
186	Feb	The Centre - Exeter	Extremely likely	Very friendly, information given very good.		Female	16-25	White British	No tick
187	Feb	The Centre -	Extremely likely	Friendly staff, very	No.	Female	16-25	White	No tick

		Exeter		helpful. Not long waiting times.				British	
188	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
189	Feb	The Centre - Exeter	Extremely likely	Great, the lady in charge was really nice and made me feel very comfortable. Great service.					No tick
190	Feb	The Centre - Exeter	Extremely likely	Dr J was extremely helpful and made me feel very comfortable. Thank you, J.		Female	26-35	White British	No tick
191	Feb	The Centre - Exeter	Extremely likely	Very friendly service.		Female	26-35	White British	No tick
192	Feb	The Centre - Exeter	Extremely likely	The contraceptive nurse I spoke to was fantastic, she explained everything in detail. I feel much more at ease with my choice now. Thank you x.	No. we had a lovely chat, I didn't want to leave.	Female	16-25	White British	No tick
193	Feb	The Centre - Exeter	Extremely likely	Very helpful and informative service. Very prompt also.	Walk-in STI and implant puttings.	Female	16-25	White British	No tick
194	Feb	The Centre - Exeter	Extremely likely	L was lovely and very informative.		Female	26-35	White British	No tick
195	Feb	The Centre - Exeter	Extremely likely	Very friendly and helpful staff.		Female	16-25	White British	No tick
196	Feb	The Centre - Exeter	Extremely likely	Appointments available quickly, friendly, good advice.		Female	16-25	White British	No tick

197	Feb	The Centre - Exeter	Extremely likely	Extremely friendly, useful, welcoming.		Female	16-25	White British	No tick
198	Feb	The Centre - Exeter	Extremely likely	Always friendly and helpful.		Female	16-25	White British	No tick
199	Feb	The Centre - Exeter	Extremely likely	Very comfortable/relaxed.					No tick
200	Feb	The Centre - Exeter	Extremely likely	Easy and quick.	No.	Female	26-35	White British	No tick
201	Feb	The Centre - Exeter	Extremely likely	Reliable and very friendly staff.					No tick
202	Feb	The Centre - Exeter	Extremely likely	The nurse was extremely helpful.	Nope.	Female	16-25	White British	No tick
203	Feb	The Centre - Exeter	Extremely likely	Very kind, helpful and understanding.					No tick
204	Feb	The Centre - Exeter	Extremely likely			Female	26-35	Asian / Asian British	No tick
205	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
206	Feb	The Centre - Exeter	Extremely likely	Seen quickly, good service.					No tick
207	Feb	The Centre - Exeter	Extremely likely	Very quick and efficient. Friendly nurses.		Female	26-35	White British	No tick
208	Feb	The Centre - Exeter	Extremely likely	Nurses are always really friendly, welcoming and informed. Very efficient visit.		Female	36-45	White British	No tick
209	Feb	The Centre - Exeter	Extremely likely						No tick
210	Feb	The Centre - Exeter	Extremely likely	Easier than getting doctor's appointment.					No tick

211	Feb	The Centre - Exeter	Extremely likely	Always fast service, really friendly and professional.		Female	16-25	White British	No tick
212	Feb	The Centre - Exeter	Extremely likely	Excellent service always happy, clear on information and nice - very important.	None.	Female	26-35	White British	No tick
213	Feb	The Centre - Exeter	Extremely likely	Lovely nurse, understanding and approachable.					No tick
214	Feb	The Centre - Exeter	Extremely likely	Brilliant service.	Waiting time.	Female	16-25	White British	No tick
215	Feb	The Centre - Exeter	Extremely likely	Staff very friendly and helpful.					No tick
216	Feb	The Centre - Exeter	Extremely likely	Lovely lady made me feel at ease.					No tick
217	Feb	The Centre - Exeter	Extremely likely	Nurses are lovely and reasoning very helpful with questions.					No tick
218	Feb	The Centre - Exeter	Extremely likely	Very friendly and helpful staff.		Female	16-25	White British	No tick
219	Feb	The Centre - Exeter	Extremely likely	Friendly, helpful, well organized.		Female	16-25	White British	No tick
220	Feb	The Centre - Exeter	Extremely likely	Very friendly and helpful. They couldn't do any more.		Female	16-25	White British	No tick
221	Feb	The Centre - Exeter	Extremely likely	Very good, easy to make an appointment. Nice service.	No.	Female	26-35	White British	No tick
222	Feb	The Centre - Exeter	Extremely likely	Friendly, approachable staff.	No.	Female	16-25	White British	No tick
223	Feb	The Centre - Exeter	Extremely likely	Emergency contraception.		Female	16-25	White British	No tick

224	Feb	The Centre - Exeter	Extremely likely	Friendly staff and naturally very quick at seeing to you, even on walk-in appointments.					No tick
225	Feb	The Centre - Exeter	Extremely likely	Very professional, friendly, helpful. I never feel uncomfortable.					No tick
226	Feb	The Centre - Exeter	Extremely likely	She was very kind, clear and helpful.					No tick
227	Feb	The Centre - Exeter	Extremely likely	Very helpful - saw me quickly.					No tick
228	Feb	The Centre - Exeter	Extremely likely	Great service.			16-25	White British	No tick
229	Feb	The Centre - Exeter	Extremely likely	Nurse was lovely.		Female	16-25	White British	No tick
230	Feb	The Centre - Exeter	Extremely likely			Female	26-35	Asian / Asian British	No tick
231	Feb	The Centre - Exeter	Extremely likely	Friendly and efficient.	No.	Female	16-25	White British	No tick
232	Feb	The Centre - Exeter	Extremely likely	Extremely helpful and informative. Lovely nurse and kind.	N/A.	Female	16-25	White British	No tick
233	Feb	The Centre - Exeter	Extremely likely	Nurses and doctors are kind and friendly. Always very helpful. Explain things clearly.	Always seem to be late going into appointments - this is sometimes inconvenient.	Female	16-25	White British	No tick
234	Feb	The Centre - Exeter	Extremely likely	The nurses I spoke to were very helpful and caring.	Don't put injection fluid in the fridge.	Female	16-25	White British	No tick
235	Feb	The Centre - Exeter	Extremely likely	Because staff are very	No.	Female	16-25	White	No tick

		Exeter		friendly.				British	
236	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
237	Feb	The Centre - Exeter	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
238	Feb	The Centre - Exeter	Extremely likely	Quick waiting time and friendly nurse.		Female	16-25	White British	No tick
239	Feb	The Centre - Exeter	Extremely likely	Friendly, efficient nurses and staff.		Female	16-25	White British	No tick
240	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
241	Feb	The Centre - Exeter	Extremely likely	Helpful advice. Short waiting time.		Female	16-25	White British	No tick
242	Feb	The Centre - Exeter	Extremely likely	Answered all my questions; gave me valuable information.		Female	16-25	Other ethnic group	No tick
243	Feb	The Centre - Exeter	Extremely likely	Helpful advice given.					No tick
244	Feb	The Centre - Exeter	Extremely likely	Very helpful, reassuring, made me feel comfortable, great listening.		Female	26-35	White British	No tick
245	Feb	The Centre - Exeter	Extremely likely	Very helpful and friendly.		Female	26-35	White British	No tick
246	Feb	The Centre - Exeter	Extremely likely	Very quick service and friendly.	Just a shame I couldn't get an implant re-fit on a Saturday.	Female	26-35	White British	No tick
247	Feb	The Centre - Exeter	Extremely likely	Really friendly nurse		Female	16-25	Mixed /	No tick

		Exeter		today at 12:30 on contraception (sorry forgot her name), quite satisfied with the short waiting time and everything.				Multiple ethnic groups	
248	Feb	The Centre - Exeter	Extremely likely	Friendly staff, provides information needed e.g. what to expect (implant).	None.		16-25	White British	No tick
249	Feb	The Centre - Exeter	Extremely likely	Helpful and confident in the services provided.		Female	26-35	White British	No tick
250	Feb	The Centre - Exeter	Extremely likely	Very friendly and got appointment quickly.		Female	16-25	White British	No tick
251	Feb	The Centre - Exeter	Extremely likely	Helpful.	Perfect.	Female	16-25	White British	No tick
252	Feb	The Centre - Exeter	Extremely likely	Nurse was extremely helpful and kind. Listened to me which was nice.	N/A.	Female	16-25	White British	No tick
253	Feb	The Centre - Exeter	Extremely likely	The nurses and doctors are always lovely and really helpful!	No, it's really good!	Female	16-25	White British	No tick
254	Feb	The Centre - Exeter	Extremely likely	Very quick to see someone, the nurse made me feel very comfortable. Thank you.					No tick
255	Feb	The Centre - Exeter	Extremely likely	Lovely lady, caring, helpful! Happy client.		Female	16-25	White British	No tick
256	Feb	The Centre -	Extremely likely	F was excellent, I felt					No tick

		Exeter		so comfortable and she put me at great ease. Extremely helpful.					
257	Feb	The Centre - Exeter	Extremely likely	Nurse (her name was T) was lovely and kind, no judgement. Thank you!	More doctors so less time to wait for appointment.	Female	16-25	White British	No tick
258	Feb	The Centre - Exeter	Extremely likely	Very helpful - trainee nurse was brilliant.	No.	Female	16-25	White British	No tick
259	Feb	The Centre - Exeter	Extremely likely	The nurse I had, T was a delight and extremely informative. The service was quick as well.		Female	16-25	White British	No tick
260	Feb	The Centre - Exeter	Extremely likely			Male	16-25	Black / African / Caribbean / Black British	I DO NOT wish my anonymised comments to be made public
261	Feb	The Centre - Exeter	Extremely likely			Male	26-35	White British	No tick
262	Feb	The Centre - Exeter	Extremely likely	Very polite and helpful.		Female	16-25	White British	No tick
263	Feb	The Centre - Exeter	Extremely likely	Very nice staff, didn't make it feel awkward.		Female	16-25	White British	No tick
264	Feb	The Centre - Exeter	Extremely likely	Good service.		Male	26-35	White British	No tick
265	Feb	The Centre - Exeter	Extremely likely	Very good service, felt comfortable and happy talking to nurses about anything and they are very		Female	16-25	White British	No tick

				good at making people feel at ease about their problems.					
266	Feb	The Centre - Exeter	Extremely likely	Really friendly and really experienced.		Female	16-25	White British	No tick
267	Feb	The Centre - Exeter	Extremely likely	Efficient, friendly, informative experience. Positive atmosphere and knowledgeable people.		Male	46-55	White British	No tick
268	Feb	The Centre - Exeter	Extremely likely	Very clear feedback, very helpful.		Male	16-25	White British	No tick
269	Feb	The Centre - Exeter	Extremely likely	Always made to feel very comfortable.	No.	Male	36-45	White British	No tick
270	Feb	The Centre - Exeter	Extremely likely	Friendly, helpful staff, quick and efficient service - very reassuring. Thank you!	None.	Male	36-45	White British	No tick
271	Feb	The Centre - Exeter	Extremely likely	Doctor/nurse were reassuring and respectful of confidentiality.		Female	56-65	White British	No tick
272	Feb	The Centre - Exeter	Extremely likely	Kind and friendly service.					No tick
273	Feb	The Centre - Exeter	Extremely likely	Very friendly staff. Never had blood taken, S made me feel very at ease.		Male	26-35	White British	No tick
274	Feb	The Centre - Exeter	Extremely likely	People were helpful, nice and understanding.		Male	26-35	White British	No tick
275	Feb	The Centre - Exeter	Extremely likely	Very kind and made		Female	16-25	White	No tick

		Exeter		me feel comfortable.				British	
276	Feb	The Centre - Exeter	Extremely likely	Very helpful and extremely professional.		Male	26-35	White British	No tick
277	Feb	The Centre - Exeter	Extremely likely	Very friendly staff. No discrimination. Everyone is happy to help.	No.	Male	16-25	White British	No tick
278	Feb	The Centre - Exeter	Extremely likely	Extremely informative and helpful.					No tick
279	Feb	The Centre - Exeter	Extremely likely	Everyone is very friendly.					No tick
280	Feb	The Centre - Exeter	Extremely likely	Helpful and useful advice. Quick to see a nurse also.					No tick
281	Feb	The Centre - Exeter	Extremely likely	Quick friendly service.	N/A.	Female	16-25	White British	No tick
282	Feb	The Centre - Exeter	Extremely likely	L was very lovely and explained everything in full.		Female	16-25	White British	No tick
283	Feb	The Centre - Exeter	Extremely likely	Good service.	No.	Female	16-25	White British	No tick
284	Feb	The Centre - Exeter	Extremely likely	The nurse I was saw was extremely friendly and understanding.	Waiting times were far too long (30min wait).				No tick
285	Feb	The Centre - Exeter	Extremely likely			Female	16-25	Other ethnic group	I DO NOT wish my anonymised comments to be made public
286	Feb	The Centre - Exeter	Extremely likely	Friendly.		Female	16-25	White British	No tick
287	Feb	The Centre - Exeter	Extremely likely	Easy to make an appointment or see a	No.	Female	16-25	White British	No tick

				doctor on the day.					
288	Feb	The Centre - Exeter	Extremely likely	Very friendly staff.	Time waiting for appointment!	Female	26-35	White British	No tick
289	Feb	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
290	Feb	The Centre - Exeter	Extremely likely	Friendly staff, I felt comfortable and was happy with the care they provided.	No.	Female	16-25	White British	No tick
291	Feb	The Centre - Exeter	Extremely likely						No tick
292	Feb	The Centre - Exeter	Extremely likely	Lady was friendly, not "pushy" and helpful!					No tick
293	Feb	The Centre - Exeter	Extremely likely	I have friends who are interested in coming.		Female	16-25	White British	No tick
294	Feb	The Centre - Exeter	Extremely likely	Excellent service - good listening and solutions given to my problem immediately. Thank you.		Female	36-45		No tick
295	Feb	The Centre - Exeter	Extremely likely	Lots of really valuable advice - made me feel really comfortable.		Female	16-25	White British	No tick
296	Feb	The Centre - Exeter	Extremely likely	J and K were very helpful and made me feel very comfortable. Thank you for your help.		Female	26-35	White British	No tick
297	Feb	The Centre - Exeter	Extremely likely	Lovely people.		Female	16-25	White British	No tick
298	Feb	The Centre - Exeter	Extremely likely	Brilliant! Everyone is					No tick

		Exeter		so friendly.					
299	Feb	The Centre - Exeter	Extremely likely	E was friendly very polite.		Female	26-35	Black / African / Caribbean / Black British	No tick
300	Feb	The Centre - Exeter	Extremely likely	Quick and attentive service. Very nice staff.	No.	Female	16-25	White British	No tick
301	Feb	The Centre - Exeter	Extremely likely	Kind, efficient.		Female	36-45	White British	No tick
302	Feb	The Centre - Exeter	Extremely likely	Such helpful, friendly staff that made me feel so relaxed. Thank you.					No tick
303	Feb	The Centre - Exeter	Extremely likely	Friendly, informative service. Prompt and efficient. Thanks.		Female	26-35	White British	No tick
304	Feb	The Centre - Exeter	Extremely likely	Coil removal.		Female	26-35	White British	No tick
305	Feb	The Centre - Exeter	Extremely likely	Really friendly and helpful.					No tick
306	Feb	The Centre - Exeter	Extremely likely	The nurse I had was lovely.		Female	16-25	White British	No tick
307	Feb	The Centre - Exeter	Extremely likely	Lady was very helpful and sensitive to my feelings. Thank you.		Female	16-25	White British	No tick
308	Feb	The Centre - Exeter	Extremely likely	The staff are nice and pro.					No tick
309	Feb	The Centre - Exeter	Extremely likely	Booked appointment over the phone which was easy and straight forward. Both	Keep up the good work and smile!	Female	16-25	Other ethnic group	No tick

				appointments I hadn't had to wait and were treated before the booked time. Nurses were both times very helpful and friendly.					
310	Feb	The Centre - Exeter	Extremely likely	Discreet, friendly, simple and non-judgmental.	None I can think of, service is very good.	Male	56-65	White British	No tick
311	Feb	The Centre - Exeter	Extremely likely	Very friendly and helpful nurse.					No tick
312	Feb	The Centre - Exeter	Extremely likely	Very friendly and informative.					No tick
313	Feb	The Centre - Exeter	Extremely likely			Male	16-25	White British	No tick
314	Feb	The Centre - Exeter	Extremely likely	Very prompt service. Friendly staff from start to end. Good advice given regarding contraceptive methods.		Female	16-25	White British	No tick
315	Feb	The Centre - Exeter	Extremely likely	She was lovely and understanding and extremely helpful.					No tick
316	Feb	The Centre - Exeter	Extremely likely	The nurse was extremely friendly and I was seen to quickly.		Female	16-25	Black / African / Caribbean / Black British	No tick
317	Feb	The Centre - Exeter	Extremely likely	All staff helpful and friendly.	N/A.		26-35	White British	No tick
318	Feb	The Centre - Exeter	Extremely likely	It was quick and easy.	Not really.	Female	16-25	White British	No tick

319	Feb	The Centre - Exeter	Likely	Easy and stress free.		Female	16-25	White British	No tick
320	Feb	The Centre - Exeter	Likely	The last visits I have had here over the last few years staff have been incredibly friendly, supportive and judgement free which is so important to encourage people to come back again.	Maintain being supportive, friendly and especially judgement free!	Female	16-25	White British	No tick
321	Feb	The Centre - Exeter	Likely	It's good service and friendly.					No tick
322	Feb	The Centre - Exeter	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
323	Feb	The Centre - Exeter	Likely	Very helpful and friendly doctor.		Female	16-25	White British	No tick
324	Feb	The Centre - Exeter	Likely	Friendly service, made me feel relaxed.	No.	Male	26-35	White British	No tick
325	Feb	The Centre - Exeter	Likely	Very friendly and helpful nurses and doctor.	No. Just quite a long wait.	Female	16-25	White British	No tick
326	Feb	The Centre - Exeter	Likely	Friendly staff, quick service for a drop-in service.		Male	26-35	White British	No tick
327	Feb	The Centre - Exeter	Likely	The nurse who helped me was very approachable and helpful, friendly when I talked about my problem.					No tick

328	Feb	The Centre - Exeter	Likely	Practical, helpful and matter of fact. Thanks.	Downstairs reception is very dark.	Female			No tick
329	Feb	The Centre - Exeter	Likely	Just easy and comfortable.	Wifi.	Male	16-25	White British	No tick
330	Feb	The Centre - Exeter	Likely	The staff are friendly and understanding and I was not shy about telling them anything.					No tick
331	Feb	The Centre - Exeter	Likely	Very attentive staff members, thorough explanations were given without prompts needed. I left feeling all my questions were answered.					No tick
332	Feb	The Centre - Exeter	Likely	Staff were very reassuring and understanding.		Female	26-35	White British	No tick
333	Feb	The Centre - Exeter	Likely	Very helpful and friendly.		Female	16-25	White British	No tick
334	Feb	The Centre - Exeter	Likely	Efficient service.		Female	16-25	White British	No tick
335	Feb	The Centre - Exeter	Likely						No tick
336	Feb	The Centre - Exeter	Likely	Good service.	No.	Female	16-25	White British	No tick
337	Feb	The Centre - Exeter	Likely		Appointment system. Incoming calls.	Male	46-55	White British	No tick
338	Feb	The Centre - Exeter	Likely		Longer opening times/open after 5pm, so people who work can access more	Female	26-35	White British	No tick

					easily.				
339	Feb	The Centre - Exeter	Likely	No.		Female	16-25	White British	No tick
340	Feb	The Centre - Exeter	Likely	Friendly and informative. Perfect service.					No tick
341	Feb	The Centre - Exeter	Likely	Very nice and understanding.	No.	Female	under 16	White British	No tick
342	Feb	The Centre - Exeter	Likely	Very helpful doctors.					No tick
343	Feb	The Centre - Exeter	Likely	Friendly staff, short waiting time.		Female	16-25	White British	No tick
344	Feb	The Centre - Exeter	Likely	Booked an appointment for 12:00, however was not seen until 12:30, was not seen until 12:30, would be nice if the reception advised me on this 30min delay.	See other side. QUOTE "Booked an appointment for 12:00, however was not seen until 12:30, was not seen until 12:30, would be nice if the reception advised me on this 30min delay."	Female	16-25	White British	No tick
345	Feb	The Centre - Exeter	Likely	Good quick service once seen the nurse but waited in waiting room for an hour.	Not really, great service. Waited in waiting room for an hour.	Female	16-25	White British	No tick
346	Feb	The Centre - Exeter	Likely	Very helpful.		Female	16-25	White British	No tick
347	Feb	The Centre - Exeter	Likely	Service always good.	Had to wait an hour to be seen. More available nurses during walk-in times.	Female	16-25	White British	No tick
348	Feb	The Centre - Exeter	Likely						No tick

		Exeter							
349	Feb	The Centre - Exeter	Likely						No tick
350	Feb	The Centre - Exeter	Likely	Seen quickly, helpful advice.		Female	16-25	White British	No tick
351	Feb	The Centre - Exeter	Likely			Female	16-25	White British	No tick
352	Feb	The Centre - Exeter	Likely	Felt really comfortable and happy with the service, reliable service and nice nurses!					No tick
353	Feb	The Centre - Exeter	Likely			Female	16-25	Other ethnic group	I DO NOT wish my anonymised comments to be made public
354	Feb	The Centre - Exeter	Likely	The wait is long but that's to be expected. The staff are wonderful, sympathetic and kind.	An exact time on the wait would be useful but I can understand how that would be difficult.	Female	16-25	White British	No tick
355	Feb	The Centre - Exeter	Likely	I think the staff is friendly and they give the results quickly.	Possibly quicker service.	Female	16-25	White British	No tick
356	Feb	The Centre - Exeter	Likely	Thorough and honest etc.		Male	16-25	White British	No tick
357	Feb	The Centre - Exeter	Likely	Friendly and helpful.					No tick
358	Feb	The Centre - Exeter	Likely	Fast response in walk-in centre to get new contraception.		Female	16-25	White British	No tick
359	Feb	The Centre - Exeter	Likely			Female	16-25	White British	I DO NOT wish my anonymised

									comments to be made public
360	Feb	The Centre - Exeter	Likely	Ease, confidentiality, helpfulness of staff.					No tick
361	Feb	The Centre - Exeter	Neither likely nor unlikely			Female	16-25		No tick
362	Feb	The Centre - Exeter	Neither likely nor unlikely	No reason.		Male	16-25	White British	No tick
363	Feb	The Centre - Exeter	Unlikely	Staff rude!			16-25	White British	No tick
364	Feb	The Centre - Exeter	Extremely unlikely	For contraception. The nurses here have always been so much more helpful than my doctors. Much more knowledgeable.					No tick
365	Feb	The Centre - Exeter	Extremely unlikely	Friendly professional, staff.					No tick
366	Feb	The Centre - Exeter	Extremely unlikely			Female	26-35	White British	No tick

Qualitative Feedback - The Centre (Exeter) - Mar-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	Mar	The Centre - Exeter	Extremely likely	Great, fast, friendly, knowledgeable staff. Made me feel at ease.	No.	Male	26-35	White British	No tick
2	Mar	The Centre - Exeter	Extremely likely	Very friendly and reassuring. Pleasant environment too.	More staff?	Female	46-55	White British	No tick

3	Mar	The Centre - Exeter	Extremely likely	Friendly and approachable.		Female	36-45	White British	No tick
4	Mar	The Centre - Exeter	Extremely likely	Staff are always friendly. The text service for reminding people of appointments is good.	None.	Male	16-25	White British	No tick
5	Mar	The Centre - Exeter	Extremely likely	The staff are friendly and welcoming. It's not easy to be put at ease when you go for an STI but they put you straight at ease.					No tick
6	Mar	The Centre - Exeter	Extremely likely	Friendly staff. Appointment booked, good time for me. Availability good.			26-35	White British	No tick
7	Mar	The Centre - Exeter	Extremely likely	Relaxed atmosphere. Told in thorough about tests/treatment.					No tick
8	Mar	The Centre - Exeter	Extremely likely	Excellent friendly service.		Female	46-55	White British	No tick
9	Mar	The Centre - Exeter	Extremely likely	Very friendly, professional service.	No.	Female	16-25	White British	No tick
10	Mar	The Centre - Exeter	Extremely likely	The nurse, E, was very helpful and put my mind at rest. She was very informative.			36-45	White British	No tick
11	Mar	The Centre - Exeter	Extremely likely	Make feel relaxed, and happy to talk with nurses here.		Female	26-35	White British	No tick
12	Mar	The Centre - Exeter	Extremely likely	Quick service, friendly		Female	16-25	White	No tick

		Exeter		staff, always had a pleasant experience here.				British	
13	Mar	The Centre - Exeter	Extremely likely	Everyone was very nice and supportive. The nurses took great care of me. I got given lots of information and what I can do. I would recommend to a friend!	No suggestions.	Female	16-25	White British	No tick
14	Mar	The Centre - Exeter	Extremely likely	Very happy to help and try to understand the problem and sort it out. Very professional. Thank you.					No tick
15	Mar	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
16	Mar	The Centre - Exeter	Extremely likely	Very quick time and easy to get an appointment. Easy to talk to staff.	None.	Female	16-25	White British	No tick
17	Mar	The Centre - Exeter	Extremely likely	Efficient and deal with problems brilliantly. Friendly.	Speed up waiting.	Female	16-25	White British	No tick
18	Mar	The Centre - Exeter	Extremely likely	Very friendly nurses! Don't judge you! Thank you x.					No tick
19	Mar	The Centre - Exeter	Extremely likely	Friendly staff.	Not really.	Female	16-25	Other ethnic group	No tick
20	Mar	The Centre - Exeter	Extremely likely	Amazing nurses and	No!	Female	16-25	White	No tick

		Exeter		doctor, so kind and friendly.				British	
21	Mar	The Centre - Exeter	Extremely likely	Always helpful and gives good advice.	No.	Female	16-25	White British	No tick
22	Mar	The Centre - Exeter	Extremely likely	Very friendly and helpful. Helped me reach a sensible decision.					No tick
23	Mar	The Centre - Exeter	Extremely likely	Excellent service.		Female	46-55	White British	No tick
24	Mar	The Centre - Exeter	Extremely likely	Very lovely woman with lots of helpful info!	Less waiting time.		16-25	White British	No tick
25	Mar	The Centre - Exeter	Extremely likely	Really helpful.	Nope.	Female	16-25	White British	No tick
26	Mar	The Centre - Exeter	Extremely likely			Female	under 16	White British	No tick
27	Mar	The Centre - Exeter	Extremely likely			Female	16-25	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
28	Mar	The Centre - Exeter	Extremely likely	Very discreet.					No tick
29	Mar	The Centre - Exeter	Extremely likely	I received helpful advice and kind respectful care. I was booked in for an appointment with only a week to wait. The whole process was not as embarrassing as I thought it would be.		Female	56-65	White British	No tick
30	Mar	The Centre - Exeter	Extremely likely	To get myself checked	No.		26-35	White	No tick

		Exeter		to make sure I'm clean of any infections. Thanks.				British	
31	Mar	The Centre - Exeter	Extremely likely	Staff pleasant and made me feel at ease.	No.	Female	16-25	White British	No tick
32	Mar	The Centre - Exeter	Extremely likely	N/A.			26-35	White British	No tick
33	Mar	The Centre - Exeter	Extremely likely	Professional yet extremely friendly staff who made one feel at ease and explained things thoroughly.		Male	46-55	White British	No tick
34	Mar	The Centre - Exeter	Extremely likely	Everyone friendly and helpful. Can be seen on the day.		Female	16-25	White British	No tick
35	Mar	The Centre - Exeter	Extremely likely				26-35	White British	No tick
36	Mar	The Centre - Exeter	Extremely likely	Good service, short waiting time, good advice.	N/A.	Male	16-25	White British	No tick
37	Mar	The Centre - Exeter	Extremely likely	It's important to get your sexual health tested.		Female	26-35	White British	No tick
38	Mar	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
39	Mar	The Centre - Exeter	Extremely likely	It is better safe than sorry.	More nurses.	Male	16-25	White British	No tick
40	Mar	The Centre - Exeter	Extremely likely	Very thorough and well-explained and nice.	Nope.	Female	16-25	White British	No tick
41	Mar	The Centre - Exeter	Extremely likely	My coil removal went very smoothly,		Female	26-35	White British	No tick

				friendly doctor/nurse, professional and advice given. Thank you.					
42	Mar	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
43	Mar	The Centre - Exeter	Extremely likely	Always a friendly helpful service.		Female	46-55	White British	No tick
44	Mar	The Centre - Exeter	Extremely likely	Received very thorough treatment from E - very friendly service.		Female	16-25	White British	No tick
45	Mar	The Centre - Exeter	Extremely likely	Very helpful and friendly.		Female	16-25	White British	No tick
46	Mar	The Centre - Exeter	Extremely likely	Very helpful.		Female	26-35	White British	No tick
47	Mar	The Centre - Exeter	Extremely likely	The staff are always friendly and helpful.	No.	Female	26-35	Asian / Asian British	No tick
48	Mar	The Centre - Exeter	Extremely likely	Great service, helpful and informative. Lovely staff.		Female	16-25	White British	No tick
49	Mar	The Centre - Exeter	Extremely likely	Because the service is convenient.		Female	16-25	White British	No tick
50	Mar	The Centre - Exeter	Extremely likely	Have found staff highly efficient, caring and helpful. Much appreciated!!					No tick
51	Mar	The Centre - Exeter	Extremely likely						No tick
52	Mar	The Centre - Exeter	Extremely likely	Excellent service,		Female	26-35	White	No tick

		Exeter		great staff.				British	
53	Mar	The Centre - Exeter	Extremely likely	All colleagues were lovely!!					No tick
54	Mar	The Centre - Exeter	Extremely likely	Friendly and kind.	Nope.	Male	16-25	White British	No tick
55	Mar	The Centre - Exeter	Extremely likely	Friendly, helpful, informative, knowledgeable, professional.	No.	Female	36-45	White British	No tick
56	Mar	The Centre - Exeter	Extremely likely	Helpful and non-judgmental.		Female	16-25	White British	No tick
57	Mar	The Centre - Exeter	Extremely likely	Good quick. Nice people.		Female	16-25	White British	No tick
58	Mar	The Centre - Exeter	Extremely likely			Male	16-25	Mixed / Multiple ethnic groups	I DO NOT wish my anonymised comments to be made public
59	Mar	The Centre - Exeter	Extremely likely	The nurse (L) was lovely and very professional. Made me feel very comfortable.	No	Female	16-25	White British	No tick
60	Mar	The Centre - Exeter	Extremely likely	L was absolutely lovely, made me feel so at ease and comfortable. Absolutely fantastic!	Not at all! Everything was great.	Female	16-25	White British	No tick
61	Mar	The Centre - Exeter	Extremely likely	Every time I have come the nurses/doctors are always helpful and thoughtful.		Female	26-35	White British	No tick
62	Mar	The Centre - Exeter	Extremely likely	The service is very well	No. The text service is		36-45	White	No tick

		Exeter		set up, appointments are easily available, choice of dates etc. flexible and staff are very informative, respectful and offer clear advice/guidance.	an excellent idea.			British	
63	Mar	The Centre - Exeter	Extremely likely	Good service. Sometimes friendly staff - sometimes not. Often delays. Quick appointment making/easy.					No tick
64	Mar	The Centre - Exeter	Extremely likely	Very reassuring.	Easier to find tele no's etc.	Female	36-45	White British	No tick
65	Mar	The Centre - Exeter	Extremely likely	Friendly service.		Female	16-25	White British	No tick
66	Mar	The Centre - Exeter	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
67	Mar	The Centre - Exeter	Extremely likely	The nurse provided me with great information and was incredibly nice.					No tick
68	Mar	The Centre - Exeter	Extremely likely	Seen very quickly, comprehensive details given. Friendly, helpful, non-judgemental. Made time for me. Listened. Very kind.	N/A.	Female	26-35	White British	No tick
69	Mar	The Centre -	Extremely likely			Female	26-35	White	No tick

		Exeter						British	
70	Mar	The Centre - Exeter	Extremely likely	Very informative, and put me at ease.		Female	16-25	White British	No tick
71	Mar	The Centre - Exeter	Extremely likely	Very friendly doctors made me feel extremely at ease! Thank you.					No tick
72	Mar	The Centre - Exeter	Extremely likely	I have been given lots of useful advices, the nurse that seen me was wonderful!! Talk me through all the options, great service, friendly people. Thank you.		Female	16-25	Other ethnic group	No tick
73	Mar	The Centre - Exeter	Extremely likely	Friendly, quick, helpful!	Update specific clinic times on website.	Female	16-25	White British	No tick
74	Mar	The Centre - Exeter	Extremely likely	Very happy with the service and my doctor! Thank you!		Female	36-45		No tick
75	Mar	The Centre - Exeter	Extremely likely	Friendly and helpful, very efficient.		Male	26-35	White British	No tick
76	Mar	The Centre - Exeter	Extremely likely	Great service, did not have to wait long to see the nurse.		Female	26-35	White British	No tick
77	Mar	The Centre - Exeter	Extremely likely	Helpful and friendly advice, very informative.	No.	Female	16-25	White British	No tick
78	Mar	The Centre - Exeter	Extremely likely	Great staff. Fast appointment time.	Better toilets? Shelf to put samples on when in there. Good it's all in one room.	Female	16-25	White British	No tick
79	Mar	The Centre - Exeter	Extremely likely	Nurse was very					No tick

		Exeter		friendly and professional. Made me very comfortable.					
80	Mar	The Centre - Exeter	Extremely likely	It has been easy for me to call and book and appointment (GUM) with GP quickly. Quick diagnosis and treatment. Felt very well treated and helped. Thank you! Very short waiting room time.	Nope! It's been great - thanks!	Female	26-35	White British	No tick
81	Mar	The Centre - Exeter	Extremely likely	Very helpful.		Female	16-25	White British	No tick
82	Mar	The Centre - Exeter	Extremely likely			Female	46-55	White British	No tick
83	Mar	The Centre - Exeter	Extremely likely	Timely, efficient, considerate.			46-55	Mixed / Multiple ethnic groups	No tick
84	Mar	The Centre - Exeter	Extremely likely	Friendly staff who make you feel comfortable and looked after. Help/services provided is excellent.	No.	Female	16-25	White British	No tick
85	Mar	The Centre - Exeter	Extremely likely	Reasonably short wait time and courteous staff.					No tick
86	Mar	The Centre - Exeter	Extremely likely	Nice staff.		Female	16-25	White British	No tick

87	Mar	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick
88	Mar	The Centre - Exeter	Extremely likely	Everything has been highly efficient and informative. I trust that everything I needed was taken care of.					No tick
89	Mar	The Centre - Exeter	Extremely likely	Friendly and professional.		Male	16-25	White British	No tick
90	Mar	The Centre - Exeter	Extremely likely	Friendly, helpful.	No.	Female	26-35	White British	No tick
91	Mar	The Centre - Exeter	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
92	Mar	The Centre - Exeter	Extremely likely	Very friendly, helpful and efficient - both when booking appointment and at reception today. Doctor and nurse really fantastic! Thank you.		Female	36-45	White British	No tick
93	Mar	The Centre - Exeter	Extremely likely	Staff very friendly.	No.	Female	26-35	White British	No tick
94	Mar	The Centre - Exeter	Extremely likely	Implant removal.	N/A.	Female	16-25	White British	No tick
95	Mar	The Centre - Exeter	Extremely likely	I have been to the clinic a few times and I think it's an amazing service. I always recommend people to		Female	36-45	White British	No tick

				come here. Lovely nurses too. Thank you.					
96	Mar	The Centre - Exeter	Extremely likely	Everyone I have seen very informative, nice and friendly. Easy to make appointments. Great service.		Female	16-25	White British	No tick
97	Mar	The Centre - Exeter	Extremely likely	Really helpful people, always explain fully.	Nope. Perfect.	Female	16-25	White British	No tick
98	Mar	The Centre - Exeter	Extremely likely	You were so kind to me and saw me even though I was late. You were extremely friendly and efficient - very professional.		Female	26-35	White British	No tick
99	Mar	The Centre - Exeter	Extremely likely	Wasn't waiting too long and the nurse was very friendly and helpful.	Receptionist could be friendlier.	Female	16-25	White British	No tick
100	Mar	The Centre - Exeter	Extremely likely	Very friendly/helpful staff. Was very informative and quick.	No.	Female	16-25	White British	No tick
101	Mar	The Centre - Exeter	Extremely likely	Good service, especially for sexual health. Staff very friendly and helpful.	No.	Female	16-25	Asian / Asian British	No tick
102	Mar	The Centre - Exeter	Extremely likely	Everyone is so welcoming and makes you feel at ease and don't judge, just listen and are very good at giving the information that is needed.		Female	26-35	White British	No tick

103	Mar	The Centre - Exeter	Extremely likely	Good services, thank you xxx.					No tick
104	Mar	The Centre - Exeter	Extremely likely	Very comforting nurses and a lot less painful than I thought.	No.	Female	16-25	White British	No tick
105	Mar	The Centre - Exeter	Extremely likely	The nurse was lovely, very polite and helpful!		Female	16-25	White British	No tick
106	Mar	The Centre - Exeter	Extremely likely	She was absolutely wonderful, thorough and clear about all aspects! Very friendly and chatty!					No tick
107	Mar	The Centre - Exeter	Extremely likely	Felt comfortable and relaxed. Friendly atmosphere.	None.	Female	36-45	White British	No tick
108	Mar	The Centre - Exeter	Extremely likely	Fantastic service, fast and efficient. Dr A and L were so lovely and informative! They took away any embarrassment which I had, they prove the NHS is as good as private care, which I have experienced. Thank you.		Male	16-25	White British	No tick
109	Mar	The Centre - Exeter	Extremely likely	Paranoid about Herpes outbreak. New partner; unsure how to bring subject up.		Female	26-35	White British	No tick
110	Mar	The Centre - Exeter	Extremely likely			Female	16-25	White British	No tick

111	Mar	The Centre - Exeter	Extremely likely	The receptionists are polite and helpful. My appointment was exactly on time. I was very friendly, helpful and professional. The building is clean and has a nice atmosphere.	Maybe make clearer where the toilets are located.	Female	16-25	Mixed / Multiple ethnic groups	No tick
112	Mar	The Centre - Exeter	Extremely likely	Friendly and non-judgemental service-also very efficient and punctual, with clear advice on what happens next with test results etc.		Female	46-55	White British	No tick
113	Mar	The Centre - Exeter	Extremely likely	Helpful and friendly staff.					No tick
114	Mar	The Centre - Exeter	Extremely likely	Very friendly.		Female	16-25	Other ethnic group	No tick
115	Mar	The Centre - Exeter	Extremely likely	Good, helpful, friendly service.		Female	16-25	White British	No tick
116	Mar	The Centre - Exeter	Extremely likely	Wonderful lady - very encouraging comments about my weight loss. Very helpful.		Female	16-25	White British	No tick
117	Mar	The Centre - Exeter	Extremely likely	Wonderful, caring and compassionate staff. I felt comfortable and confident after I left.		Female	36-45	White British	No tick
118	Mar	The Centre - Exeter	Extremely likely	No fuss, excellent	None.	Female	46-55	White	No tick

		Exeter		service, kind staff.				British	
119	Mar	The Centre - Exeter	Likely	Is easy to use.	Friendly reception staff. Would help experience.	Female	16-25	White British	No tick
120	Mar	The Centre - Exeter	Likely	Caring staff.		Female	16-25	Mixed / Multiple ethnic groups	No tick
121	Mar	The Centre - Exeter	Likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
122	Mar	The Centre - Exeter	Likely	N/A.	N/A.	Male	16-25	Mixed / Multiple ethnic groups	No tick
123	Mar	The Centre - Exeter	Likely	Very professional. Made me feel comfortable.		Female	26-35	White British	No tick
124	Mar	The Centre - Exeter	Likely	Friendly staff, efficient, not intimidating.					No tick
125	Mar	The Centre - Exeter	Likely						No tick
126	Mar	The Centre - Exeter	Likely						No tick
127	Mar	The Centre - Exeter	Likely	Long time waiting for an appointment.	No.	Male	16-25	Mixed / Multiple ethnic groups	No tick
128	Mar	The Centre - Exeter	Likely	Easy and quick.	More magazines in the waiting room.	Female	16-25	White British	No tick
129	Mar	The Centre - Exeter	Likely	Helpful and		Female	16-25	White	No tick

		Exeter		understanding doctors.				British	
130	Mar	The Centre - Exeter	Likely	The women are all really nice.					No tick