

The Centre (Barnstaple) - 'Friends and Family Test' - Aug-15 to Sep-15

We would like you to think about your recent experiences of our service. How likely are you to recommend our service to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.

Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance.

The calculation is as follows:

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

The Trust's target score is 75%.

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Aug-15	5	100.0	0.0	0.0
Sep-15	9	100.0	0.0	0.0

Qualitative Feedback - The Centre (Barnstaple) - Aug-15

	'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	Extremely likely	Good service, friendly, efficient.		Female	26-35	White British	No tick
2	Extremely likely	Quick and easy.		Female	16-25	White British	No tick
3	Extremely likely	Friendly, welcoming, easy to talk to.		Female	16-25	White British	No tick
4	Extremely likely	Very friendly and informative staff. I felt very comfortable and extremely happy with the service provided.		Female	16-25	White British	No tick
5	Extremely likely	This service is amazing and we really couldn't do without it. Effective, sensitive and empowering.			46-55	White British	No tick

Qualitative Feedback - The Centre (Barnstaple) - Sep-15

	'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	Extremely likely	Very knowledgeable, kind and efficient. Thank you.					No tick
2	Extremely likely	Lovely lady. So reassuring and calm!					No tick
3	Extremely likely	First visit was a little lacking in info. Second was lovely, friendly & explained in detail.		Female	26-35	White British	No tick

4	Extremely likely	J. & R. have been lovely & supportive. Totally understanding of my situation.	None.	Female	16-25	White British	No tick
5	Extremely likely	Very good - barely hurt and very useful and effective to have.		Female	16-25	White British	No tick
6	Extremely likely	Everyone was friendly and helpful. And the nurse was very helpful.	N/A.	Female	16-25	White British	No tick
7	Extremely likely	Very friendly nurse that put me at ease instantly. Fab service.		Female	26-35	White British	No tick
8	Extremely likely	Because a pain / problem I was having (with then diagnosed thrush) was dealt really well here and very discreetly. The GP had said there was no problem on 3 occasions but here I found the answer for making me feel heard and respected. Thank you.	Online bookings - or a viewable calendar of available appointments. For the clinic to be advertised in local GP surgeries e.g. Caen Medical Centre.	Female	26-35	White British	No tick
9	Likely	Friendly staff but difficult to decide what's best method based on info. given.					No tick