

## The Centre (Barnstaple) - 'Friends and Family Test' - Feb-16 to May-16

*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.	%	%	%
Feb-16	2	100.0	0.0	0.0
Mar-16	No data	No data	No data	No data

Apr-16	5	100.0	0.0	0.0
May-16	1	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Barnstaple) - Feb-16

	'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	I prefer coming here than my doctor's as always am put at ease & feel so comfortable discussing any issue without being judged. It's really easy to book in as well & staff are very friendly.	N/A.	Female	26-35	White British	No tick
2	Extremely likely	Made to feel at ease. V. friendly staff.		Female	26-35	White British	No tick

### Qualitative Feedback - The Centre (Barnstaple) - Apr-16

	'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	All staff including the receptionist S. Dr M. and S. so	No - excellent service.	Female	46-55	White British	No tick

		very kind. All were so polite put my mind at ease, were very reassuring and made sure understood everything. Did not rush me. Made sure I was comfortable and happy on leaving.					
2	Extremely likely	V. helpful advice. Everyone's so friendly + make you feel cosy + comfortable.		Female	16-25	White British	No tick
3	Extremely likely	Friendly and a kind time given service!					No tick
4	Extremely likely	It was very helpful.	N/A.	Male	under 16	White British	No tick
5	Extremely likely	Very well looked after. Explained what was happening. All went well.		Female	36-45	White British	No tick

### **Qualitative Feedback - The Centre (Barnstaple) - May-16**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Very helpful, fast service and very friendly & understanding.		Female	16-25	White British	No tick