

**The Centre (Barnstaple) - ‘Friends and Family Test’ - Jan-17 to Feb-17**

*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 ‘Would recommend’ score is 75%**

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don’t know
	No.	%	%	%
Jan-17	18	100.0	0.0	0.0
Feb-17	5	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Barnstaple) - Jan-17

	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	Lovely experience, so welcoming, not daunting.		Female	16-25	White British	
2	Extremely Likely	Very friendly. Staff 5-star.		Female	26-35	Black / African / Caribbean / Black British	
3	Extremely Likely	Never had any problems. Friendly and professional.		Female	16-25	White British	
4	Extremely Likely	Everyone was very helpful. Thanks x.		Female	16-25	White British	
5	Extremely Likely	Friendly staff, quick & easy.		Female	16-25	Other ethnic group	
6	Extremely Likely	Really relaxed. I was very nervous but the nurse was very friendly and made me feel at ease.		Female	16-25	White British	
7	Extremely Likely	Helpful, very nice and give really good advice.	No.	Female	Under 16	White British	
8	Extremely Likely	Wasn't scaring. Nurse very nice.	No.	Female	16-25	White British	
9	Extremely Likely	Very helpful & informative.		Female	26-35	White British	
10	Extremely Likely	Very fast. Great service with a smile.	No.	Male	26-35	White British	
11	Extremely Likely	Very friendly and informative regards my treatment.		Female	16-25	White British	
12	Extremely Likely	Lovely nurse, great advice and quick and gentle procedure. Thank you.		Female	16-25	White British	
13	Extremely Likely	Very polite & carried out treatment in a gentle way. Didn't feel a thing during implant removal.	Only downside I had to wait 2 months for an early appt.	Female	26-35	White British	
14	Extremely Likely	Very helpful.		Female	16-25	White British	
15	Extremely Likely	Lovely & friendly staff. Thorough explanation & reassurance. Really quick & efficient.		Female	16-25	White British	

16	Extremely Likely	Very good.		Female	16-25	White British	
17	Extremely Likely	Brilliant - felt comfortable. Very quick, friendly service.		Female	16-25		
18	Likely	Friendly staff.		Female	16-25	White British	

### **Qualitative Feedback - The Centre (Barnstaple) - Feb-17**

	<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	Lovely, had a great experience. C. is amazing. Would recommend to anyone. Very gentle x.		Female	16-25	White British	
2	Extremely Likely	Friendly staff. Seen quickly.		Female	26-35	White British	
3	Extremely Likely	I have been very reassured. Very calm & positive nurse.		Female	16-25	White British	
4	Extremely Likely	Very nice staff. Done quickly. Everything is explained perfectly.		Female	16-25	White British	
5	Extremely Likely	The nurse I spoke to was friendly, knowledgeable & helpful. Great service. Thanks.		Female	26-35	White British	