

## The Centre (Barnstaple) - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	42	100.0	0.0	0.0
Aug-17	59	100.0	0.0	0.0

## Qualitative Feedback - The Centre (Barnstaple) - Jul-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	Happy.	No.	Female	16-25	White British	
2	Extremely Likely	Friendly and helpful staff.		Male	16-25	White British	
3	Extremely Likely	The help and advice I have been given has been outstanding.	None.	Female	26-35	White British	
4	Extremely Likely	Friendly, helpful staff.		Female	46-55	Mixed / Multiple ethnic groups	
5	Extremely Likely	Lovely, friendly service. Was seen on time and was out of the door in no time - thank you!	More of the same!	Female	26-35	White British	
6	Extremely Likely	Lovely doctors & nurses!		Female	16-25	White British	
7	Extremely Likely	All staff were friendly, helpful and informative. Thank you.	No.	Female	26-35	White British	
8	Extremely Likely	Quick to be seen. Friendly staff.	No.	Female	16-25	White British	
9	Extremely Likely	I was really anxious, but was made to feel really relaxed.		Female	16-25	White British	
10	Extremely Likely	Friendly and helpful.		Female	16-25	White British	
11	Extremely Likely	Very reassuring, helpful and made me feel at ease. Offered great advice too! Thank you.		Female	26-35	White British	
12	Extremely Likely	Lovely doctor! Very reassuring & helpful.					
13	Extremely Likely	Lovely people and very gentle and helpful.	No.	Female	16-25	White British	
14	Extremely Likely	Very friendly & helpful professional staff.		Female	16-25	White British	
15	Extremely Likely			Male	26-35	White British	Do not publish
16	Extremely Likely	Very friendly, made me feel at ease -		Female	16-25	White British	

		nurse [name withheld].					
17	Extremely Likely	Because the people that dealt with actually listen to me and are doings to help me.	No.	Female	16-25	White British	
18	Extremely Likely	Very nice people and service.		Male	26-35	White British	
19	Extremely Likely	Because they're lovely staff.		Female	16-25	White British	
20	Extremely Likely	Friendly, efficient service.		Female	26-35	White British	
21	Extremely Likely	Essential service to all users - do not put out to others - only have praise.		Male	36-45	White British	
22	Extremely Likely	Very friendly team.		Female	26-35	White British	
23	Extremely Likely	It's quick and easy & makes everybody safer. Why not get a check-up?		Male	16-25		
24	Extremely Likely	Good staff manner with patients.					
25	Extremely Likely	Very friendly and welcoming and understanding.	Nothing.	Female	26-35	White British	
26	Extremely Likely	Very friendly and helpful. Very welcoming.	N/A.	Female	26-35	White British	
27	Extremely Likely	Helpful, considerate and friendly response from all staff. And respectful of my indecisiveness!		Female	26-35	White British	
28	Extremely Likely	Very quick service, nice staff.		Female	16-25	White British	
29	Extremely Likely	The staff were kind and talked me through the whole process and made me feel comfortable.					
30	Extremely Likely	Very helpful. Quick. Explained everything.		Male	16-25	White British	
31	Extremely Likely	Seen to quickly, friendly service and non-judgemental.		Female	16-25	White British	
32	Extremely Likely			Male	56-65	White British	Do not publish
33	Extremely Likely	I was really nervous about getting my implant taken out but [name withheld] was so gentle and reassuring after me being so stuck to not having another one she advised me to so I did and I'm really glad, brilliant service and can't	No - it was perfect.	Female	16-25	White British	

		thank [name withheld] enough.					
34	Extremely Likely	Easy to make the appointment. Easy to find info online. Not so easy to find the clinic in the building without asking.	Better signs to the clinic so you don't have to ask directions.	Male	36-45	White British	
35	Extremely Likely	Helpful, polite staff & service.		Female	16-25	White British	
36	Likely			Female	26-35	White British	Do not publish
37	Likely	Informative & quick.		Female	16-25	White British	
38	Likely	Accessible and easy to deal with.	N/A.	Female	16-25	White British	
39	Likely	Local, friendly service, welcoming & put you at ease. Non-judgemental.		Female	26-35	White British	
40	Likely	Swift, sympathetic & discrete attention.	Not at present.	Male	Over 65	White British	
41	Likely			Female	16-25	White British	Do not publish
42	Likely	Lots of help and information.					

### Qualitative Feedback - The Centre (Barnstaple) - Aug-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			Female	16-25	White British	Do not publish
2	Extremely Likely	The nurse was helpful & made me feel comfortable.		Female	16-25	White British	
3	Extremely Likely			Female	26-35	White British	Do not publish
4	Extremely Likely	Very helpful & informative.	No.	Female	16-25	White British	
5	Extremely Likely	Excellent service. Staff professional & friendly.		Female	26-35	White British	
6	Extremely Likely	Very quick to get an appointment. Easy and approachable staff.		Female	16-25	White British	
7	Extremely Likely	Friendly service & professional.		Female	16-25	White British	

8	Extremely Likely	Very friendly & explained all procedures. Informed me on all choices. Thank you.	No.	Female	26-35	White British	
9	Extremely Likely	Rang and seen within 24 hours. Given information and advice. Informed of procedure all the way. Didn't feel a thing.		Female	26-35	White British	
10	Extremely Likely	Polite, helpful, friendly.	N/A.	Female	16-25	White British	
11	Extremely Likely	Efficient, polite, discreet, service. I wasn't made to feel uncomfortable in any way.	No.	Male	46-55	White British	
12	Extremely Likely	Comfortable and friendly.	No.	Female	16-25	White British	
13	Extremely Likely	Really helpful and friendly, always happy to come.		Female	16-25		
14	Extremely Likely	Nurses are kind and make you feel comfortable.		Female	16-25	White British	
15	Extremely Likely	Quick apt time, very friendly and professional.		Female	16-25	White British	
16	Extremely Likely	Super prompt and easy to deal with! Lovely staff too.		Female	16-25	White British	
17	Extremely Likely	The nurse that handled me was extremely friendly and was very comforting to talk to about my issue. Every time I come to the clinic I am greeted by friendly staff and smiling faces.		Female	16-25	White British	
18	Extremely Likely			Female	16-25	White British	
19	Extremely Likely	I have found the service to be extremely effective & helpful so far.		Female	26-35	White British	
20	Extremely Likely	The staff were amazing! So friendly and welcoming. They made what could have been a stressful encounter easy and stress free! Thank you!!!		Female	16-25	White British	
21	Extremely Likely	Very helpful staff, quick & friendly care.	No.	Female	26-35	White British	
22	Extremely Likely	Kind staff.		Female	16-25	White British	

23	Extremely Likely	Made me feel at ease and really friendly.		Female	16-25	White British	
24	Extremely Likely	Friendly person.	No.	Male	16-25	White British	
25	Extremely Likely	I have had all the help I needed and didn't have to wait a long time to do so. I thank you all for all your amazing work and help!	Not at all!	Female	16-25	White British	
26	Extremely Likely	Very helpful & friendly!		Female	16-25	White British	
27	Extremely Likely	Lots of information. Friendly. Helpful.		Female	Under 16	White British	
28	Extremely Likely	This clinic is amazing & very professional. I have been coming for over 10 years, hence bringing my daughter today also. Great staff. Very friendly.	No. Just keep it up & running.	Female	46-55	White British	
29	Extremely Likely	Helpful advice - friendly service. Totally put my mind at rest.		Female	36-45	White British	
30	Extremely Likely	Very friendly staff, made me at ease and gave me all the information I needed.		Female	16-25	White British	
31	Extremely Likely	Quick & efficient.		Female	16-25	White British	
32	Extremely Likely	Very friendly and informative.		Female	36-45	White British	
33	Extremely Likely			Male	26-35	White British	
34	Extremely Likely	The care & treatment I have been given was exceptional. First class service from the nurse, will come again for sure!		Female	36-45	White British	
35	Extremely Likely	Very understanding & make you feel comfortable. Thank you.		Female	26-35	White British	
36	Extremely Likely	Very helpful & friendly.		Female	56-65	White British	
37	Extremely Likely	Nurse had a pleasant manner. Made me feel at ease.		Female	26-35	White British	
38	Extremely Likely	Very polite staff, very understandable.		Female	Under 16	White British	
39	Extremely Likely	Everyone was lovely & helpful.		Female	16-25	White British	
40	Extremely Likely	Fast appointment, friendly service,		Female	26-35	White British	

		gentle, understanding people.					
41	Extremely Likely	Very friendly & professional. Felt at ease!	No.	Female	26-35	White British	
42	Extremely Likely	Professional and friendly. Made to feel very comfortable by all staff I came in contact with. Fantastic service. Thank you.		Female	36-45	White British	
43	Extremely Likely	Very pleasant, lovely staff.	None.	Female	16-25	White British	
44	Extremely Likely	Very friendly, professional service.		Female	26-35	White British	
45	Extremely Likely	Always friendly and help you as much as they can.		Female	26-35	White British	
46	Extremely Likely	So helpful and friendly, great advice, felt totally at ease. Thank you.		Female	26-35	White British	
47	Extremely Likely	Very informative and reassuring.		Female	26-35	White British	
48	Extremely Likely			Female	36-45	White British	
49	Extremely Likely	Brilliant service, friendly and professional.		Female	16-25	White British	
50	Extremely Likely	Very quick service. No hassle - very happy.		Female	26-35	White British	
51	Extremely Likely	Always very helpful, offer fantastic advice.	No.	Female	26-35	White British	
52	Extremely Likely	Absolutely lovely and brilliant. I was quite nervous - but totally put at ease! Thank you.		Female	36-45	White British	
53	Extremely Likely	Friendly, caring and happy smiley people.					
54	Extremely Likely	Kind and friendly and welcoming environment. Fast and exactly what I needed done.	None.	Female	16-25	White British	
55	Extremely Likely			Female	26-35	White British	
56	Extremely Likely	Extremely friendly staff as always. Always happy to help. Great team.		Female	16-25	White British	
57	Extremely Likely	[Name withheld] dealt with everything very well and resolved my complaint with a different member of staff	Just to make sure clear information is given to people from reception.	Female	16-25	White British	

		quickly and professionally. They were lovely when taking out my implant and gave lots of advice.					
58	Likely	Easy & efficient.	N/A.	Female	16-25	White British	
59	Likely	Easy to book an appointment. Quick & friendly appointment. Lovely staff.		Female	26-35	White British	