

## The Centre (Barnstaple) - 'Friends and Family Test' - Jun-15 to Jul-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.	%	%	%
Jun-15	1	100.0	0.0	0.0
Jul-15	2	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Barnstaple) - Jun-15

	Month	'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	Jun	Extremely likely	Last time I came the doctor and team were extremely helpful + really took care of me. So I just wanted to say thank you.		Female	16-25	White British	No tick

### Qualitative Feedback - The Centre (Barnstaple) - Jul-15

	Month	'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	Jul	Extremely likely	Confidence in the knowledge of the health professionals.	Some patients may still be feeling the stigma of attending an open clinic and worried they will be unpopular with their GP for attending.	Female	56-65	White British	No tick
2	Jul	Extremely likely	Everyone was very caring + professional. Implant procedure was done very well. Very informative.	N/A.	Female	16-25	White British	No tick