

## The Centre (Barnstaple) - 'Friends and Family Test' - Jun-16 to Aug-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.	%	%	%
Jun-16	No data	No data	No data	No data
Jul-16	7	100.0	0.0	0.0

Aug-16	80	100.0	0.0	0.0
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**Qualitative Feedback - The Centre (Barnstaple) - Jul-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	They were lovely. Really welcoming, calming and explained procedure v. clearly + well.					
2	Extremely likely	Extremely friendly, caring, helpful + informative. Definitely use again.	No.	Female	16-25	White British	
3	Extremely likely	Very friendly + welcoming.	No.	Female	16-25	White British	
4	Extremely likely	If you've got a problem it needs fixing!		Male	26-35	White British	
5	Extremely likely	Extremely helpful, friendly & make you feel at ease.	N/A.	Female	16-25	White British	
6	Extremely likely	Staff have always been kind and friendly.	No.	Female	16-25	White British	
7	Extremely likely	Very helpful, professional and I got what I wanted.		Female	16-25	White British	

### Qualitative Feedback - The Centre (Barnstaple) - Aug-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	Everyone is so friendly, made me feel v. comfortable.		Female	16-25	White British	
2	Extremely likely	Very quick & helpful.	N/A.	Male	16-25	White British	
3	Extremely likely	Extremely nice nurses. Put you at ease straightaway. Very quick also.		Female	16-25		
4	Extremely likely	Very helpful advice.		Male	16-25	White British	
5	Extremely likely	Professional, helpful, fast response, quick follow up.		Female	36-45	White British	
6	Extremely likely	Very reassuring, friendly and helpful. Also, didn't have to wait long at all.					
7	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
8	Extremely likely	Friendly, professional service.		Male	16-25	White British	
9	Extremely likely	Good advice, more than GP, really reassuring. Gave me an app. to have etc.		Female	16-25	White British	
10	Extremely likely	Great, friendly service and make you feel very comfortable.		Male	16-25	White British	
11	Extremely likely	Always given great service & advice, well looked after and helpful.		Female	16-25	White British	
12	Extremely likely	Very well looked after. Punctual appointment start. Put me at					

		ease.					
13	Extremely likely	Friendly staff who were very helpful.		Male	16-25	White British	
14	Extremely likely	Quick appointment, very helpful.		Female	16-25	White British	
15	Extremely likely	Good staff and very friendly and professional.	No.	Female	16-25	White British	
16	Extremely likely	Quick and easy appointments and get treated quickly.		Male	26-35		
17	Extremely likely	The staff are nice and they will tell you everything you need to know and they everything right and they ask 'do you have any questions?'					
18	Extremely likely	Quick and easy.		Male	26-35		
19	Extremely likely	Very polite and make you feel welcome.					
20	Extremely likely	Friendly staff, usually on time & convenient appointments.			46-55	White British	
21	Extremely likely	I have had good experiences here.	No.	Female	16-25	White British	
22	Extremely likely	Very helpful. Great, friendly service.		Female	36-45	White British	
23	Extremely likely	Very quick and efficient.		Female	16-25	White British	
24	Extremely likely	Very friendly and helpful.		Female	16-25	White British	
25	Extremely likely	Staff were really friendly.	No.	Female	16-25	White British	
26	Extremely likely	Very helpful.		Female	16-25	White British	
27	Extremely likely	Very helpful.		Female	16-25	White British	
28	Extremely likely	Excellent, professional treatment. My thanks to all staff, very much appreciated.		Male	36-45	White British	
29	Extremely likely	Very friendly & good		Female			

		information given! Lovely staff.					
30	Extremely likely	I would recommend as they are extremely nice here and they always look after you.	No.	Female	16-25	White British	
31	Extremely likely	Very in depth with questions asked.	N/A.	Female	16-25	White British	
32	Extremely likely	I feel so comfortable coming here. The staff can always answer my questions and I get everything I need done quickly and professionally.		Female	16-25	White British	
33	Extremely likely	Give you time you need. Listens, gives advice. Makes sure your safe and that everything else is fine - not just what the appointment was for.	No.	Female	16-25	White British	
34	Extremely likely	Helpful information beforehand. Very nice + relaxing.		Female	26-35	White British	
35	Extremely likely	Really kind and helpful, made me feel very comfortable and at ease.		Female	16-25	White British	
36	Extremely likely	Quick, simple and friendly, feel looked after.	Appointment availability - ability to book apt. at weekend?	Female	16-25	White British	
37	Extremely likely	Very friendly and helpful. Made me feel comfortable.		Female	16-25	White British	
38	Extremely likely	N/A.	N/A.	Male	16-25	White British	
39	Extremely likely	Very helpful and informative.		Male	16-25	White British	
40	Extremely likely	Very welcoming + lovely staff - thank you.		Female	16-25	White British	
41	Extremely likely	Always very friendly, helpful and non-judgemental.	Online appointment booking.	Female	26-35	White British	

42	Extremely likely	Friendly, efficient service.		Male	26-35	White British	
43	Extremely likely	Friendly, made to feel very comfortable.		Female	26-35	White British	
44	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
45	Extremely likely	Lovely service from all the staff!		Male	16-25	White British	
46	Extremely likely	Staff very considerate and friendly. Feel at ease.		Female	46-55	White British	
47	Extremely likely	Very helpful service.		Male	26-35	White British	
48	Extremely likely	Friendly, understanding staff.	None.	Female	26-35	White British	
49	Extremely likely	Very quick & helpful.	Nope. It's fantastic.	Male	16-25	White British	
50	Extremely likely	Very friendly service, makes you feel comfortable.		Female	16-25	White British	
51	Extremely likely	Very helpful + welcoming. Felt comfortable + very approachable staff.		Female	16-25	White British	
52	Extremely likely	Very friendly, helpful, doctor. Had a newborn baby with me, very good.	No.	Female	26-35	White British	
53	Extremely likely	Friendly. Saw me straightaway. Main sure I knew what I needed to.		Female	16-25	White British	
54	Extremely likely	Very friendly and helpful.	No.	Female	36-45	White British	
55	Extremely likely	The staff here are so friendly and have made me feel comfortable and at ease. I wouldn't hesitate to come here again.					
56	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised

							comments to be made public
57	Extremely likely			Female	36-45	White British	
58	Extremely likely	Friendly staff, good service.		Female	26-35	White British	
59	Extremely likely	Fantastic Drs / nurses, very helpful, make you feel relaxed.	No.	Female	16-25	White British	
60	Extremely likely	Friendly staff. Didn't make me feel bad for having to come.		Female	16-25	White British	
61	Extremely likely	Very friendly staff who look after you.		Female	16-25		
62	Extremely likely			Female	16-25		
63	Extremely likely	Because I have been reassured about my problem, which was smaller than I imagined, with all the relevant information. Also been informed of the correct procedure to access to the tablets I need.		Male	36-45	White British	
64	Extremely likely	Appointments available in a matter of days + drop in. Lovely staff x.		Female	16-25	White British	
65	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
66	Extremely likely	Polite, discreet, clear explanations, understanding & guidance.		Female	36-45	White British	
67	Extremely likely	Just really happy with the information & advice given. Along with really kind women.					
68	Extremely likely	Professional, friendly, informative, felt unjudged and					

		comfortable throughout.					
69	Extremely likely	Easy-going, comfortable, friendly staff.		Male	16-25	White British	
70	Extremely likely	Helpful nurses and really lovely.		Female	16-25	White British	
71	Extremely likely	Put you at ease and explained all your options clearly and concisely so informed decisions can be made.	None - all good.	Male	16-25	White British	
72	Extremely likely	Really helpful.		Female	26-35	White British	
73	Extremely likely	Friendly and helpful.		Female	16-25	White British	
74	Extremely likely	Very friendly / very helpful.		Male	16-25		
75	Extremely likely	Friendly, professional service. Thank you.		Female	46-55	White British	
76	Extremely likely	Very friendly and professional. My procedure wasn't painful at all, very happy.		Female	26-35	Other ethnic group	
77	Extremely likely	Friendly service.		Female	26-35	White British	
78	Extremely likely	My perception of the whole experience at the clinic was extremely professional, all the staff were extremely lovely and un-judgemental!!! Thank you all - it is very much appreciated.	The service is excellent - no improvements needed!	Male	46-55	White British	
79	Likely		Would of appreciated the lady Dr announce she had a colleague with her when she reappeared when I was in a state of undress!	Male	26-35	White British	
80	Likely	Easy. Quick, hassle free.		Male	26-35	White British	