

The Centre (Barnstaple) - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	21	100.0	0.0	0.0
Apr-17	46	100.0	0.0	0.0

Qualitative Feedback - The Centre (Barnstaple) - Mar-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	Excellent service, great nurse.		Female	46-55	White British	
2	Extremely Likely			Female	16-25	White British	Do not publish
3	Extremely Likely			Female	36-45	White British	Do not publish
4	Extremely Likely	Kind staff. Prompt treatment.		Male	26-35	White British	
5	Extremely Likely	Always helpful and getting an appointment is easy. Staff are lovely and friendly.		Female	16-25	White British	
6	Extremely Likely	Friendly staff, very informative. I was nervous but didn't need to be. Thank you so much.	All excellent in my opinion.	Female	36-45	White British	
7	Extremely Likely	Very friendly staff, put me at ease straightaway. After an uncomfortable procedure was given a biscuit! Thanks so much x.		Female	26-35	White British	
8	Extremely Likely	I had no idea how helpful the clinic would be. The nurses know everything. They have told me far more [illegible] B.V. and cystitis than any doctor ever has!	No - it's great!	Female	36-45	White British	
9	Extremely Likely	Extremely quick & very pleasant appt. Time & service. Friendly, approachable staff - thank you!					
10	Extremely Likely	I was seen in a very timely manner by very friendly staff. The procedure was explained well by the nurse and done quickly.	No.	Female	16-25	White British	
11	Extremely Likely	Brilliant advice!		Female	26-35		
12	Extremely Likely	Punctual, friendly & professional - easy to book appointments and good range		Female	26-35	White British	

		of services.					
13	Extremely Likely	Really helpful and friendly.	No.	Female	16-25	White British	
14	Extremely Likely	Doctor was really chatty & friendly, made me feel really at ease. Kept me distracted so I didn't pass out.		Female	16-25	White British	
15	Extremely Likely	Always had nice treatment for all staff. Great advice and information.		Female	36-45		
16	Extremely Likely	Very helpful with information and guidance.		Female	16-25	White British	
17	Extremely Likely	Really helpful & wasn't made to feel awkward.		Female	16-25	White British	
18	Extremely Likely	Quick appointment, opening hours.		Female	26-35	White British	
19	Extremely Likely	Very friendly, human & patient. Non-judgmental, unlike previous experience.					
20	Extremely Likely	Everyone was so kind, caring and helpful.	Already a very good service.	Female	Over 65	White British	
21	Likely	Friendly, better than the doctors.		Female	16-25	White British	

Qualitative Feedback - The Centre (Barnstaple) - Apr-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	The service is really friendly and kind.		Female	16-25	White British	
2	Extremely Likely		Excellent service and made a very nervous patient feel at ease. Thanks ladies - you are amazing xx.	Female	46-55	White British	
3	Extremely Likely	Really lovely staff, punctual.		Female	36-45	White British	
4	Extremely Likely	Nurse was very nice & reassuring.		Female	36-45	White British	

5	Extremely Likely	Brilliant service, made really welcome. Told everything needed to know.		Female	36-45	White British	
6	Extremely Likely	The whole experience has been very smooth and all of the staff are extremely professional and friendly.		Female	36-45	White British	
7	Extremely Likely	Staff are extremely helpful and discrete of any issue you may have. It's clear how much knowledge & experience the staff have which helps you to feel at ease and likely to return again.		Female	26-35	White British	
8	Extremely Likely	Lovely staff, felt comfortable.		Female	26-35	White British	
9	Extremely Likely	Great service and advice. Very, very helpful.		Female	46-55		
10	Extremely Likely	Personal, open, friendly appointment.	N/A.	Male	36-45	White British	
11	Extremely Likely	Staff all very polite & friendly.		Female	16-25	White British	
12	Extremely Likely	Very friendly, very little embarrassment and very approachable.	No.	Female	16-25	White British	
13	Extremely Likely	Staff always so friendly & helpful. Very quick with giving appointments & accommodating my needs. Very sensitive & supportive.		Female	46-55	White British	
14	Extremely Likely	Very quick, easy appointments. Exactly what I wanted / needed, very friendly, approachable staff.	No.	Female	26-35	White British	
15	Extremely Likely	Lovely, supportive nurse.	No.	Female	26-35	White British	
16	Extremely Likely	They were nice and made me feel comfortable. Got all the tests I needed done.	No.	Female	16-25	White British	
17	Extremely Likely			Female	16-25	Other ethnic group	Do not publish
18	Extremely Likely	The dept. was clean. The staff were well presented, looking smart. The staff were efficient, helpful, pleasant and professional at all times.		Female	46-55	White British	

19	Extremely Likely	Always welcoming & relaxed.		Female	26-35	White British	
20	Extremely Likely	Helpful, friendly, easy & quick to be seen to.					
21	Extremely Likely	Good at dealing with things quickly.	No.	Female	16-25	White British	
22	Extremely Likely	I was made to feel very at ease and everything was explained thoroughly. The lady asking distracting questions was also brilliant. Thank you.	No.	Female	36-45	White British	
23	Extremely Likely	Very professional, very relaxing, and felt totally at ease. Everything explained in full.		Female	36-45	White British	
24	Extremely Likely	Everyone was friendly, professional and helpful.	It was running a little late.	Female	26-35	White British	
25	Extremely Likely	Very friendly staff and make you feel very comfortable and welcome.	No.	Female	26-35	White British	
26	Extremely Likely	Very informative. Friendly.		Female	16-25		
27	Extremely Likely	Very lovely staff and extremely helpful.	Not really. I was really satisfied.	Female	26-35	Black / African / Caribbean / Black British	
28	Extremely Likely	Excellent care - thorough, informative and answered all of my questions.		Female	26-35	White British	
29	Extremely Likely	Nurse made procedure very easy! Very kind & comforting.		Female	16-25	White British	
30	Extremely Likely	Lovely, friendly, quick treatment.	No, brilliant.	Female	36-45	White British	
31	Extremely Likely	C. was very swift in doing the implant change, great as I have issues with needles. I found her to be a very competent nurse and had a great experience today! Many thanks - no pain at all!					
32	Extremely Likely	Was really friendly and explained everything really well and in great detail.					
33	Extremely Likely	Friendly and made me feel very comfortable and gave good information.	No.	Female	16-25	White British	

34	Extremely Likely	Wonderful, caring, friendly service. Thank you!	No!		36-45	White British	
35	Extremely Likely	Friendly and confidential service. Reassuring and understanding staff.		Female	16-25	White British	
36	Extremely Likely			Female	26-35	White British	Do not publish
37	Extremely Likely	Staff are friendly and knowledgeable.		Female	16-25	White British	
38	Extremely Likely	Implant removal, made to feel comfortable.	None.	Female	16-25	White British	
39	Extremely Likely	Service was excellent, was seen to quickly and the staff were really friendly and so helpful.	None.	Female	26-35	White British	
40	Likely	Very friendly service and they did the job ok.		Female	36-45	White British	
41	Likely	Happy with the service I have here.		Female	46-55		
42	Likely		No.	Female	16-25	White British	
43	Likely			Female	36-45	White British	
44	Likely	Happy with the staff who helped me. Very nice and pleasant.		Female	16-25	White British	
45	Likely	Was made to feel very comfortable & welcome. Very lovely staff.		Female	36-45	White British	
46	Likely	Friendly and comfortable. Would recommend to a friend.		Female	16-25		