

The Centre (Barnstaple) - Friends and Family Test - May-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.	%	%	%
May-17	147	100.0	0.0	0.0

Qualitative Feedback - The Centre (Barnstaple) - May-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, professional service. Clinic is near to where I live (6 miles) so I really appreciate not having to drive to our main local hospital in Barnstaple.	None - completely satisfied.	Female	Over 65	White British	
2	Extremely Likely	Very good service, friendly people. Made something not very nice much more bearable.		Female	56-65	White British	
3	Extremely Likely	Time given & explained everything really well.		Female	36-45	White British	
4	Extremely Likely	Very friendly and helpful.	No.	Female	26-35	White British	
5	Extremely Likely	Excellent service received!!		Female	36-45	White British	
6	Extremely Likely	C. was so lovely and explained everything so well.		Female	46-55	White British	
7	Extremely Likely	Brilliant. Really friendly and supportive. Great time and really would recommend.	None.	Female	16-25	White British	
8	Extremely Likely	Staff are friendly and approachable. No question is a silly question.		Male	16-25	White British	
9	Extremely Likely			Female	16-25	White British	Do not publish
10	Extremely Likely	Ladies were all really friendly, put me right at ease. Thank you x.	None.	Female	46-55	White British	
11	Extremely Likely	Everyone was great! Such lovely ladies made me feel so comfortable.		Female	16-25		
12	Extremely Likely	Always so helpful & supportive.		Female	36-45	White British	
13	Extremely Likely	Always fantastic customer service & [illegible]. Always happy to help.		Female	16-25		
14	Extremely Likely	Nice nurse, very helpful in explaining and keeping me calm.		Female	16-25	White British	
15	Extremely Likely	Helpful, kind, lots of info. given.		Female	26-35	White British	

16	Extremely Likely	I have had very friendly & supportive service.		Female	46-55		
17	Extremely Likely	Very polite and caring service.	No. First visit and I was made to feel welcome.	Female	36-45	White British	
18	Extremely Likely	Friendly & professional. Very efficient.	None, it's perfect!		26-35	White British	
19	Extremely Likely	All wonderful!	No.	Female	46-55	White British	
20	Extremely Likely	Always feel very at ease! My nurse today was absolutely lovely! L. is a delight x.		Female	26-35	White British	
21	Extremely Likely	Put at ease straightaway. Thanks for making a difficult time better & easier.	None.	Female	36-45	White British	
22	Extremely Likely	Very friendly and professional.	N/A.	Female	26-35	White British	
23	Extremely Likely	Everyone are so kind & helpful - [illegible] as well.		Female	46-55	White British	
24	Extremely Likely	Easy to book an appointment. Friendly staff. Appointments are handled very efficiently.		Female	16-25	White British	
25	Extremely Likely	Friendly, informative, thorough ladies. I felt at ease & knew what was happening. Thank you.		Female	26-35	White British	
26	Extremely Likely	Very helpful staff. Great help.					
27	Extremely Likely	Very helpful.		Female	36-45	White British	
28	Extremely Likely	Dedicated advice and was happy to answer all questions asked. Didn't rush me and generally friendly.	More drop-in days in the week to avoid long waits.	Female	16-25	White British	
29	Extremely Likely	It's free & staff are friendly.		Male	16-25	White British	
30	Extremely Likely	Treatment is great. Doctors don't make you feel awkward. Helpful and kind to talk to about issues like abuse.	No.	Female	16-25	White British	
31	Extremely Likely	Understanding and thorough.					
32	Extremely Likely	Very friendly staff. Gave me lots of info. - very helpful.		Female	26-35	White British	
33	Extremely Likely	Very friendly & useful.		Female	16-25	White British	
34	Extremely Likely	Friendly, knowledgeable approach,	N/A.	Female	26-35	White British	

		listens to the issues and gives logical advice to solve them.					
35	Extremely Likely	Treated professionally & with respect. Thank you.					
36	Extremely Likely			Female	46-55	White British	Do not publish
37	Extremely Likely	Everyone was great.	None.	Female	36-45	White British	
38	Extremely Likely	Always able to make an appointment. Appointments on time. Friendly staff.		Female	56-65	White British	
39	Extremely Likely	Very friendly staff, very helpful.		Female	16-25	White British	
40	Extremely Likely	Doctor very kind and put you at ease, telling you everything that's going on.	None. All was good.	Female	46-55	White British	
41	Extremely Likely			Female	46-55	White British	Do not publish
42	Extremely Likely	Prompt, professional service.	None.	Female	Under 16	White British	
43	Extremely Likely				16-25	White British	
44	Extremely Likely	Staff are really friendly and helpful.		Female	16-25	White British	
45	Extremely Likely	Brilliant nurses. Excellent help and advice and just felt really comfortable when being checked over.		Male	26-35	White British	
46	Extremely Likely	Good service, easy to get an appointment. Friendly staff.		Female	26-35	Other ethnic group	
47	Extremely Likely			Female	56-65	White British	Do not publish
48	Extremely Likely	Always friendly staff. Efficient & kind.		Male	26-35	White British	
49	Extremely Likely	Everyone is so friendly and chatty, make you feel very comfortable.	No. I received excellent care, thank you.	Female	16-25	White British	
50	Extremely Likely	Very friendly, welcoming staff while having such an uncomfortable procedure.		Female	26-35	White British	
51	Extremely Likely			Male	26-35	White British	Do not publish
52	Extremely Likely	Very helpful and friendly.		Female	26-35	White British	
53	Extremely Likely	Friendly, helpful staff. Explains well. Very happy.		Female	36-45	White British	
54	Extremely Likely	Very helpful.		Female	16-25	White British	
55	Extremely Likely	I was seen fairly quickly and staff were		Female	26-35	White British	

		really helpful & friendly.					
56	Extremely Likely	Friendly staff. Made me feel less nervous. Thank you!		Female	16-25	White British	
57	Extremely Likely	Very friendly staff & made me feel comfortable for my first coil fit! Thank you.	N/A.	Female	16-25	White British	
58	Extremely Likely	Everyone so helpful. Kind and thoughtful of our feelings.	All good.	Female	56-65	White British	
59	Extremely Likely	I contracted lice about a week ago from a bed & breakfast bedroom. I contacted 111 today at 08:30 and referred to Barnstaple Medical Centre who arranged an appt. at 09:30. At 10:05 have been examined tested and discharged. A great service. Thank you so much.	When another person enters the room, introduce yourself - minor point.	Male	56-65	White British	
60	Extremely Likely	Professional and friendly staff. Great service in general!		Female	26-35	White British	
61	Extremely Likely	Such lovely, caring people made me feel very settled.		Female	36-45	White British	
62	Extremely Likely	Good service.	None.		36-45	Asian / Asian British	
63	Extremely Likely	The staff were really friendly and made me feel at ease. They sorted out a problem I had quickly and efficiently.	N/A.	Female	16-25	White British	
64	Extremely Likely	Friendly staff. Clean facilities. Great timekeeping. Put my needs first.	No.	Female	26-35	White British	
65	Extremely Likely	Very helpful, happy to help, excellent service.		Female	26-35	White British	
66	Extremely Likely	The service has been very efficient and discreet. All the staff have been very kind and professional. I have been very pleasantly surprised by the quality of this service and would like to thank everyone.		Female	56-65	White British	
67	Extremely Likely	Very friendly & nice staff. Very	No. It was all good Thank you.	Female	46-55	White British	

		efficient service. Put me at ease quickly.					
68	Extremely Likely	Efficient. Took time to listen & explain.		Female	26-35	White British	
69	Extremely Likely	Having coil fitted.		Female	26-35	White British	
70	Extremely Likely	Everyone was friendly and helpful and a very efficient service and even put TV on for my daughter.		Female	36-45	White British	
71	Extremely Likely	Extremely friendly staff who made me feel extremely comfortable and supportive. Couldn't have asked for better.		Female	26-35	White British	
72	Extremely Likely			Male	46-55	White British	
73	Extremely Likely	Lovely lady, made to feel very comfortable & at ease.	N/A.	Female	16-25	White British	
74	Extremely Likely	Very good service, very happy.		Male	26-35	White British	
75	Extremely Likely	Excellent service, thank you.		Female	36-45	White British	
76	Extremely Likely	The service I received today was extremely helpful, friendly and supportive and fast!! Thank you.	Nope - all good!	Female	26-35	White British	
77	Extremely Likely	Doctors and nurses treated me with full respect, made me feel comfortable and made the first time experience a reassuring and pleasant one.		Male	16-25	White British	
78	Extremely Likely			Female	46-55	White British	Do not publish
79	Extremely Likely			Female	16-25	White British	Do not publish
80	Extremely Likely	Friendly service.		Female	26-35	White British	
81	Extremely Likely	Lovely professionals. Felt comfortable. Welcoming. Trustworthy. Wasn't patronising at all. Answered all questions with thought. Ask if you had any questions you'd like to ask.	No.	Female	16-25	White British	
82	Extremely Likely	Very nice & informative staff.	No.	Male	16-25	White British	
83	Extremely Likely	Great care, explained everything in great detail. Extremely friendly and	None.	Female	26-35	White British	

		made me comfortable.					
84	Extremely Likely	Friendliness, competence, professionalism, kindness.	Not really.	Male	56-65	White British	
85	Extremely Likely	Very professional and reassuring - made the whole process a lot more bearable!	None.	Female	26-35	White British	
86	Extremely Likely			Male	26-35	White British	
87	Extremely Likely	Very friendly staff.		Male	36-45	White British	
88	Extremely Likely	Lovely staff - very friendly.	N/A.	Female	16-25	White British	
89	Extremely Likely	Was very quick and easy. Thank you.		Female	16-25	White British	
90	Extremely Likely	Prompt/efficient service e.g. simple form to complete, very short wait. Friendly and approachable doctor and staff.		Male	26-35	White British	
91	Extremely Likely	Everyone has been friendly, easy to talk and everything smoothly/professionally done.					
92	Extremely Likely	Friendly, caring.		Female	36-45	White British	
93	Extremely Likely			Female	16-25	White British	Do not publish
94	Extremely Likely						
95	Extremely Likely	Very friendly and helpful doctor and staff.		Female	56-65	Other ethnic group	
96	Extremely Likely	I love coming here. Everyone is so nice and make you feel really relaxed.	Don't change the staff there lovely.	Female	46-55	White British	
97	Extremely Likely	Really comforting, felt very at ease, extremely happy.		Female	16-25	White British	
98	Extremely Likely			Female	16-25	White British	
99	Extremely Likely	Because the lady was very friendly and kind, made me feel calm and reassured.	None.	Female	16-25	White British	
100	Extremely Likely	Very friendly staff, very helpful.		Female	16-25	White British	
101	Extremely Likely	Always feel comfortable and safe!		Female	16-25	White British	
102	Extremely Likely	Friendly staff, quick and efficient service.	N/A.	Male	26-35	White British	

103	Extremely Likely	Nervous about appointment but was put at ease.		Female	26-35	White British	
104	Extremely Likely	Have been attending for 20 plus years & have always found staff extremely kind, informative & helpful.		Female	36-45	White British	
105	Extremely Likely	Helpful. Quick to see you.		Female	16-25	White British	
106	Extremely Likely	Very nice and pain-free, very gentle.		Female	16-25		
107	Extremely Likely	Very easy to get appointment. Professional, informative staff.		Female	46-55	White British	
108	Extremely Likely	All information explained thoroughly and treatment received was exactly as I thought.		Female	46-55	White British	
109	Extremely Likely	Very helpful information and lovely service.		Female	16-25	White British	
110	Extremely Likely	Always friendly and nice.		Female	16-25		
111	Extremely Likely	Everyone here is lovely and supportive. Puts a very nervous and awkward patient at ease. Best doctors & nurses.	Buy all your staff steak dinners.	Female	26-35	White British	
112	Extremely Likely	Very friendly and helpful.					
113	Extremely Likely	Very friendly & helpful.		Female	26-35	White British	
114	Extremely Likely	Very quick and easy to book - good service.		Male	16-25	White British	
115	Extremely Likely	Very helpful staff.					
116	Extremely Likely	Friendly service. Comforting manner/atmosphere.	No.	Female	16-25	White British	
117	Extremely Likely	Good service, staff friendly, would recommend.		Female	26-35	White British	
118	Extremely Likely	Friendly, fast and extremely helpful.		Female	26-35	White British	
119	Extremely Likely	Very helpful and helped ease my mind when nervous. Professional and quick with procedure.		Female	26-35	White British	
120	Extremely Likely			Male	56-65	White British	Do not publish
121	Extremely Likely	Made me feel comfortable, very	No.	Female	26-35	White British	

		friendly.					
122	Extremely Likely	Kind staff and very helpful.			26-35	Other ethnic group	
123	Extremely Likely	Very helpful and understanding, friendly staff.		Female	16-25	White British	
124	Extremely Likely	Very friendly and easier to see than the doctors.		Female	36-45	White British	
125	Extremely Likely	Very helpful and kind staff.		Female	16-25		
126	Extremely Likely	Very helpful. Great advice. Lovely and friendly staff!		Female	36-45	White British	
127	Extremely Likely			Female	16-25	White British	
128	Extremely Likely	Fast and friendly service.	No.	Female	16-25	White British	
129	Extremely Likely	Very friendly ladies that helped make me feel comfortable about the fitting. Excellent treatment. Thank you.		Female	16-25	White British	
130	Extremely Likely	Made to feel relaxed, friendly staff.	No.	Female	56-65	White British	
131	Extremely Likely	Ease of use of service.		Male	46-55	White British	
132	Extremely Likely	Helpful and friendly staff. I never spend too long in the waiting room.	None.	Male	56-65	White British	
133	Extremely Likely	Friendly & relaxed.		Female	26-35	White British	
134	Extremely Likely	The nurse was really nice, explained everything she was doing.			36-45	White British	
135	Extremely Likely			Female	46-55	White British	Do not publish
136	Extremely Likely	Very helpful, very informative, very lovely!					
137	Extremely Likely	Excellent at giving information, very easy to talk to. Friendly. Felt comfortable.		Female	26-35	White British	
138	Extremely Likely	Very friendly & made me feel reassured.		Female	26-35	White British	
139	Extremely Likely	Staff very friendly & helpful.	Concerned waiting room not as confidential as it could be, felt embarrassed being a senior women.	Female	56-65	White British	

140	Extremely Likely	Members of staff are always friendly/kind & professional. You could not ask for more.	No.		56-65	White British	
141	Extremely Likely	Very nice and friendly. Explained everything to me and were very helpful.		Female	36-45	White British	
142	Extremely Likely	Incredibly friendly and helpful. I've never had this service before. Many thanks.	Nothing.		46-55	Other ethnic group	
143	Extremely Likely				26-35		Do not publish
144	Likely	Very helpful.	No.	Female	26-35	White British	
145	Likely				16-25	White British	Do not publish
146	Likely	Very helpful & friendly.		Female	16-25	White British	
147	Likely	Friendly, helpful staff made me feel very comfortable receiving treatment.		Male	26-35	White British	