

The Centre (Barnstaple) - ‘Friends and Family Test’ - Nov-16 to Dec-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.	%	%	%
Nov-16	16	100.0	0.0	0.0
Dec-16	9	100.0	0.0	0.0

Qualitative Feedback - The Centre (Barnstaple) - Nov-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	You get good, clear information, quick appointments and kind staff.		Female	16-25		
2	Extremely Likely	Such friendly service - makes you feel so at ease.		Female	16-25	White British	
3	Extremely Likely	Friendly, supportive and approachable.		Female	16-25	White British	
4	Extremely Likely	Very kind, friendly nurse to carry out my treatment. Thank you x.		Female	26-35	White British	
5	Extremely Likely	It was quick and relaxing atmosphere.	No.	Female	16-25	White British	
6	Extremely Likely	All staff very approachable. All smiles. No judgement made and all very friendly!	N/A.	Female	16-25	White British	
7	Extremely Likely			Female	36-45	White British	Do not publish
8	Extremely Likely	Friendly staff.		Female	16-25	White British	
9	Extremely Likely	Made me feel comfortable and very friendly and professional.		Female	16-25	White British	
10	Extremely Likely			Female	16-25	White British	
11	Extremely Likely	Very welcoming and friendly staff.		Female	16-25	White British	
12	Extremely Likely	Friendly, caring & achieved a very hard task. Thank you so much.	N/A.	Female	16-25	White British	
13	Extremely Likely	Extremely quick and comfortable process. Other methods were recommended to me and I felt more confident about other options.		Female			
14	Extremely Likely	Professional, friendly service. Honest and reliable support.					
15	Extremely Likely	Very friendly service.		Female	26-35	White British	
16	Likely	Friendly staff.		Female	16-25		

Qualitative Feedback - The Centre (Barnstaple) - Dec-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	Dr M. was knowledgeable, kind and warm, supportive of my needs & listened to my experiences, taking them into account. Excellent service.		Female	46-55	White British	
2	Extremely Likely	Friendly, knowledgeable & efficient!					
3	Extremely Likely	Felt very at ease, everyone was very friendly.					
4	Extremely Likely	Very quickly seen.		Female	26-35	White British	
5	Extremely Likely	Quick & efficient.	None.	Female	26-35	White British	
6	Extremely Likely	Fantastic service. Staff really helpful. Really couldn't have asked for more.	None at all.	Female	36-45	White British	
7	Extremely Likely	Very quick and painless.		Female	16-25	White British	
8	Extremely Likely	Found the staff extremely kind and helpful.					
9	Extremely Likely	Extremely welcoming and friendly.		Female	16-25	White British	