

The Centre (Barnstaple) - ‘Friends and Family Test’ - Oct-15 to Jan-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.	%	%	%
Oct-15	30	100.0	0.0	0.0
Nov-15	31	100.0	0.0	0.0

Dec-15	37	100.0	0.0	0.0
Jan-16	3	100.0	0.0	0.0

Qualitative Feedback - The Centre (Barnstaple) - Oct-15

	'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	Doctor and staff very friendly & professional - service was quick and painless! Thank you.					No tick
2	Extremely likely	Great help.		Female	16-25	White British	No tick
3	Extremely likely	Very friendly service and calm atmosphere.	None.	Female	16-25	White British	No tick
4	Extremely likely			Female	26-35	White British	No tick
5	Extremely likely	The job was done well.	No.	Female	16-25	White British	No tick
6	Extremely likely	Friendly staff, very helpful.		Male	16-25	White British	No tick
7	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
8	Extremely likely	Friendly staff, great service! Flexible hours.	N/A.	Female	16-25	White British	No tick
9	Extremely likely	Very friendly & helpful. Professional. Thank you for the directions to Iceland!	No, no problems.	Female	16-25	White British	No tick
10	Extremely likely	Friendly, don't feel awkward or pressured.		Male	16-25	White British	No tick

11	Extremely likely	Very friendly and helpful!	No.	Male	16-25	White British	No tick
12	Extremely likely	I have always been well looked after by all members of staff, nurses & doctors.	I am hoping the services I have received in the past few decades will remain the same providing hospitals i.e. the Tyrell & others will not BE SHUT DOWN!!!	Female	56-65	Other ethnic group	No tick
13	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
14	Extremely likely	Always had a good response and feel well looked after.		Male	56-65		No tick
15	Extremely likely	Caring staff who want to make sure they know as much about my health so they can, if necessary, treat me correctly.	No, thank you.	Male	56-65	White British	No tick
16	Extremely likely	Staff are friendly and welcoming and don't make me feel awkward.	No.	Female	26-35	White British	No tick
17	Extremely likely	It is useful.		Female	under 16	White British	No tick
18	Extremely likely	Have been before - always feel very comfortable.		Female	46-55	White British	No tick
19	Extremely likely	It did the job.	No.	Female	16-25	White British	No tick
20	Extremely likely	Seen straightaway. Prompt, pain-free!		Female	26-35	White British	No tick
21	Extremely likely	Very helpful and understanding.		Female	16-25	White British	No tick
22	Extremely likely	Very friendly and they explain everything so you understand.		Female	16-25	White British	No tick
23	Extremely likely	Always helpful.		Male	46-55	White British	No tick
24	Extremely likely	Very friendly staff & helpful.		Male	16-25	White British	No tick

25	Extremely likely	Because I was made to feel very comfortable in what could have been a very uncomfortable situation. Thank you.		Female	26-35	White British	No tick
26	Extremely likely	Efficient, friendly service. Lots of information. Easy to book appointments.		Female	46-55	White British	No tick
27	Extremely likely	Very helpful, quick service, friendly.		Female	16-25	White British	No tick
28	Extremely likely	Speedy service, very discreet, plenty of information and reassurance.					No tick
29	Likely			Female	26-35	Other ethnic group	No tick
30	Likely	Good advice, friendly service.		Female	16-25	White British	No tick

Qualitative Feedback - The Centre (Barnstaple) - Nov-15

	'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	Friendly service.	No.	Male	56-65	White British	No tick
2	Extremely likely	Friendly service.					No tick
3	Extremely likely	Very caring and helpful and gave you all the information you need.					No tick
4	Extremely likely	Very happy with service.					No tick
5	Extremely likely	Professional and highly competent service put me at ease and resolved all my issues		Male	16-25	White British	No tick

		with ease!					
6	Extremely likely	Quick and easy, late + drop-in appointments useful for working people.		Female	16-25	White British	No tick
7	Extremely likely	The staff were very friendly and efficient.		Female	26-35	White British	No tick
8	Extremely likely	The staff made me feel welcome.		Male	46-55	White British	No tick
9	Extremely likely	V. approachable, friendly individuals who give advice + are happy to give advice.		Female	16-25	White British	No tick
10	Extremely likely	Friendly + easy.		Male	16-25	White British	No tick
11	Extremely likely	More easy than GP as always runs on time here. Helpful here and good service.	Happy as is.	Female	36-45	White British	No tick
12	Extremely likely	Felt very comfortable with the staff.		Male	16-25	White British	No tick
13	Extremely likely	Quick & easy.		Female	16-25	White British	No tick
14	Extremely likely	Very friendly, lovely lady!		Female	16-25	White British	No tick
15	Extremely likely	Friendly & no pain!		Female	36-45	White British	No tick
16	Extremely likely	Always reassuring.		Female	16-25	White British	No tick
17	Extremely likely	Speedy and good service.		Male	16-25	White British	No tick
18	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
19	Extremely likely	Friendly service. Appointment booked next day.		Male	26-35		No tick
20	Extremely likely	Found everyone very helpful & welcoming which helped me a lot.	N/A.	Female	36-45	White British	No tick
21	Extremely likely	Staff very friendly and made me		Female	16-25	White British	No tick

		feel comfortable and at ease. It was easy to make an appointment.					
22	Extremely likely	Friendly, fast service, made to feel at ease.		Female	26-35	White British	No tick
23	Extremely likely	All of the staff are so friendly and helpful and make sure you understand everything.		Female	under 16	White British	No tick
24	Extremely likely	I find the staff extremely approachable and friendly. Easy to talk to and not at all judgemental.		Female	26-35	White British	No tick
25	Extremely likely	Because my nurse was lovely.		Female	16-25	White British	No tick
26	Extremely likely	Excellent expert advice and support and a very friendly and professional service. I prefer to use this service than my GP where appropriate.			36-45	White British	No tick
27	Extremely likely	Very friendly, was quite nervous but helped keep me calm.		Female	16-25	White British	No tick
28	Extremely likely	The staff are very nice and make you feel at ease. Are very understanding and nice.					No tick
29	Extremely likely	Brilliant service. Thank you.			36-45	White British	No tick
30	Likely			Female	16-25	Mixed / Multiple ethnic groups	No tick
31	Likely	Very helpful, very friendly.		Male		White British	No tick

Qualitative Feedback - The Centre (Barnstaple) - Dec-15

	'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	Felt comfortable and happy with my implant being changed. Thank you!		Female	16-25	White British	No tick
2	Extremely likely	All was just perfect really. Helpful, friendly service. All explanation very clear and that made me to recommend it to my friends.					No tick
3	Extremely likely	Very friendly i.e. made you feel relaxed.		Female	16-25	White British	No tick
4	Extremely likely	Better service than at the doctors!	N/A.	Female	26-35	White British	No tick
5	Extremely likely	Very helpful!	No.	Female	16-25	White British	No tick
6	Extremely likely	Very friendly.		Female	26-35	White British	No tick
7	Extremely likely	The staff were very friendly and helpful.		Female	16-25	White British	No tick
8	Extremely likely	Can always get an appointment when needed staff are always friendly, knowledgeable and helpful.		Female	16-25	White British	No tick
9	Extremely likely	I have found your service very helpful and S. is so lovely and makes you feel reassured.	No, it's a good service. Dr C. is very good.	Female	46-55	White British	No tick
10	Extremely likely	Very helpful and friendly. I never feel embarrassed coming here.		Male	26-35	White British	No tick
11	Extremely likely	Very happy with the treatment I	No.	Female	36-45	White British	No tick

		have received + all the staff are very welcoming.					
12	Extremely likely	Friendly staff who make you feel very welcome and can talk to.		Female	16-25	White British	No tick
13	Extremely likely	Friendly, supportive, sensitive with difficult / embarrassing situations.					No tick
14	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
15	Extremely likely	Really helpful and friendly.	No.	Female	26-35	White British	No tick
16	Extremely likely	Quick to get an appointment + helpful.					No tick
17	Extremely likely	Always professional staff. Made me feel very comfortable. Thank you.					No tick
18	Extremely likely	Kind, speedy & helpful service. Very informative and gentle regarding a sensitive subject.		Female	16-25	White British	No tick
19	Extremely likely	Everyone is so friendly & helpful, very approachable. Arranging the appointment was very easy.					No tick
20	Extremely likely	Very quick + friendly staff.		Female	36-45	White British	No tick
21	Extremely likely	Always helpful & understands & takes time.	Service is excellent.	Female	46-55	White British	No tick
22	Extremely likely	Excellent, friendly service.		Female	36-45	White British	No tick
23	Extremely likely	Very helpful, thank you.		Male	36-45	White British	No tick
24	Extremely likely	Helpful with advice and is good because confidential and can go when needed.		Female	16-25	White British	No tick

25	Extremely likely	Lovely staff, felt really welcome & done an amazing job. Thank you.		Female	16-25	White British	No tick
26	Extremely likely	No pain. Quick.		Female	16-25	White British	No tick
27	Extremely likely	Quick to see you. Very thorough.		Female	16-25	White British	No tick
28	Extremely likely	Very nice & helpful and can always try and fit me in at short notice.					No tick
29	Extremely likely	Amazing, friendly staff.	N/A.	Female	16-25	White British	No tick
30	Extremely likely	Helpful staff. Ease of making an appointment.		Female	26-35	White British	No tick
31	Extremely likely	Friendly and welcome.	N/A.	Female	16-25	White British	No tick
32	Extremely likely	Helpful advice given.		Female	26-35	White British	No tick
33	Likely	Informative.		Female	16-25	White British	No tick
34	Likely	The nurse was very friendly and informative. I didn't have to wait long to be seen either.		Female	26-35	White British	No tick
35	Likely	Because they help you lots and make you feel better.	None.	Female	16-25	White British	No tick
36	Likely	Great service + communication.					No tick
37	Likely	Friendly and reassuring.		Female	16-25	White British	No tick

Qualitative Feedback - The Centre (Barnstaple) - Jan-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 here is lovely +	Not needed - All great!	Female	46-55	White British	No tick

		friendly!					
2	Extremely likely	Very caring.		Female	16-25	White British	No tick
3	Extremely likely	Friendly, professional staff from start to finish, convenient for a busy working mum. Thank you.		Female	36-45	White British	No tick