

### The Centre (Barnstaple) - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	45	100.0	0.0	0.0
Oct-16	24	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Barnstaple) - Sep-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	Good service received.		Female	16-25	White British	
2	Extremely likely	Dealt with quickly and with compassion. Excellent service.	N/A.	Female	36-45	White British	
3	Extremely likely	Very professional - quick, painless, easy to get an appointment.		Female	26-35	White British	
4	Extremely likely			Male	36-45	White British	Do not publish
5	Extremely likely	Comfortable and non-judgemental, gentle and efficient.		Female	26-35	White British	
6	Extremely likely	Very helpful, answered all questions & booked all appointments needed. Thank you.		Female	26-35	White British	
7	Extremely likely	Very thorough, very happy with the service, staff friendly.	N/A.	Female	16-25	White British	
8	Extremely likely	Friendly staff, fast & efficient service.		Female	16-25	White British	
9	Extremely likely			Female	16-25	White British	Do not publish
10	Extremely likely	Staff are always very friendly & helpful! Thank you.		Female	16-25	White British	
11	Extremely likely	Felt very comfortable whilst having my procedure.		Female	16-25	White British	
12	Extremely likely	Well explained and made to feel very comfortable.		Female	16-25	White British	
13	Extremely likely	Very satisfied with service.		Female	26-35	White British	

14	Extremely likely	Very helpful and stopped me worrying considerably.		Female	26-35	White British	
15	Extremely likely	Easy to book appointment, helpful staff, got what I came for & didn't have long waiting time.	N/A.	Female	26-35	White British	
16	Extremely likely	Speed, efficiency, non-judgemental.		Female	26-35	White British	
17	Extremely likely	Very friendly. Put me at ease. 10/10.		Female	26-35		
18	Extremely likely	I was very nervous but the lady who did it was fantastic. They also found me an appointment much faster than my doctor.		Female	16-25	White British	
19	Extremely likely	Very helpful and understanding.		Female	26-35	White British	
20	Extremely likely	Nice + friendly staff.		Female	26-35	White British	
21	Extremely likely	Quick, easy, friendly!		Female	16-25	White British	
22	Extremely likely	Great, friendly advice.		Female	26-35	White British	
23	Extremely likely	Lovely person. (C.)		Female	16-25	White British	
24	Extremely likely	Very happy, lovely nurse, excellent (C.) Thank you.		Female	36-45	White British	
25	Extremely likely	I have a phobia of blood being drawn and it was a very smooth transition. The nurse was very kind, lovely and understanding!		Female	16-25	White British	
26	Extremely likely	Great service!		Male	36-45	White British	
27	Extremely likely	Friendly and helpful service.					
28	Extremely likely	It was really easy and straightforward.	No.	Female	36-45	White British	
29	Extremely likely	Just very helpful & friendly.	No.	Female	16-25	White British	
30	Extremely likely	I really enjoyed my experience. The nurses were very, very	Just try and get the [illegible] at [illegible] to get tested.	Female	36-45	White British	

		helpful and makes me want to be careful and get others tested.					
31	Extremely likely	Very friendly staff.		Female	26-35	White British	
32	Extremely likely	Helpful, friendly, competent.		Female	46-55	White British	
33	Extremely likely	Made to feel very comfortable + received great advice + information. Thank you!		Female	16-25	White British	
34	Extremely likely	Very friendly and happy to help people.		Female	26-35	White British	
35	Extremely likely			Female	16-25	White British	Do not publish
36	Extremely likely	Friendly, helpful service.		Female	16-25	White British	
37	Extremely likely			Male	26-35	White British	
38	Extremely likely	Very helpful & friendly.		Female	26-35	White British	
39	Extremely likely	Put at ease, felt comfortable and great knowledge.		Female	16-25	White British	
40	Extremely likely	Staff are helpful, friendly & polite, appointment was on time and fast. Thank you.		Female	16-25	White British	
41	Extremely likely	Not as painful as I thought!		Female	16-25	White British	
42	Extremely likely	Very professional & informative care.		Female	16-25	White British	
43	Extremely likely	Very friendly & helpful staff. Made to feel very comfortable.		Male	36-45	White British	
44	Likely	It helped me choose the right contraception for me.	No.	Female	16-25	White British	
45	Likely	Thank you for the care you have taken today. Sorry for being a chicken!!!		Female	16-25	White British	

### Qualitative Feedback - The Centre (Barnstaple) - Oct-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			Female	26-35	White British	Do not publish
2	Extremely Likely	Lovely, friendly staff. Very professional.		Female	36-45	White British	
3	Extremely Likely	Friendly work team and positive contribution.		Female	16-25	White British	
4	Extremely Likely	Very helpful. Good advice and knowledge.		Female	26-35	White British	
5	Extremely Likely	Very friendly staff, made me feel extremely comfortable and would definitely come back!		Female	16-25	White British	
6	Extremely Likely	Professional, friendly.		Female	16-25	White British	
7	Extremely Likely	Brilliant service. Very good & friendly.		Female	26-35	White British	
8	Extremely Likely	Friendly and explained everything as went along.		Female	16-25		
9	Extremely Likely	C. was extremely helpful. She was thorough and gave me all the information I needed about the procedure, advice following the procedure and I would see her again.		Female	16-25	White British	
10	Extremely Likely	Always very welcoming, make you feel very comfortable.		Female	16-25	White British	
11	Extremely Likely	Friendly staff, good service.		Male	26-35	White British	
12	Extremely Likely	Extremely friendly and welcoming.	No!	Male	16-25	White British	
13	Extremely Likely	Everyone was very friendly and		Male	16-25	White British	

		willing to talk with a smile, great service.					
14	Extremely Likely	The nurse really put me at ease, she was very respectful and approachable. I would definitely recommend the centre to friends/relative.		Female	16-25	White British	
15	Extremely Likely	Fast, excellent service.		Female	16-25	White British	
16	Extremely Likely	More pills.		Female	16-25	White British	
17	Extremely Likely	Lovely and helpful staff that never judge your decisions. C. is lovely.	No.	Female	16-25	White British	
18	Extremely Likely	Extremely helpful and friendly which made me feel comfortable.					
19	Extremely Likely	Because it's a safe, reliable place.		Female	16-25	White British	
20	Extremely Likely	Friendly, approachable nurse who made me feel very comfortable.		Female	26-35	White British	
21	Extremely Likely	Amazing service. Very reassuring & professional.		Female	16-25		
22	Extremely Likely	Brilliant! Friendly, quick, understanding and excellent at her job.		Female	36-45	White British	
23	Likely	Very funny, kind & helpful advice.	No injections.	Female	16-25	White British	
24	Likely	Easy place to get to and it's always under half an hour here.		Female	16-25	White British	