

## The Centre (Exeter) - 'Friends and Family Test' - Aug-15 to Sep-15

*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.	%	%	%
Aug-15	53	100.0	0.0	0.0
Sep-15	83	97.6	0.0	2.4

### Qualitative Feedback - The Centre (Exeter) - Aug-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 staff. Extremely helpful.					No tick
2	Extremely likely	Nurses are very nice.					No tick
3	Extremely likely	The nurse I had today was so lovely, never met her before but makes you feel like you were catching up with an old friend. Top service!		Female	26-35	White British	No tick
4	Extremely likely			Female	16-25	White British	No tick
5	Extremely likely	Friendly, comfortable staff. Professional.	Felt a little exposed at lower reception. Would have been nice to walk straight up to sexual health.	Male	26-35	White British	No tick
6	Extremely likely	The staff have been very professional + friendly, calming my nerves prior to my procedure - which was carried out far better than previous times at other clinics. I am VERY HAPPY - thank you.	No.	Female	26-35	White British	No tick
7	Extremely likely	Very helpful, non-judgemental, understanding, free.		Female	16-25	White British	No tick
8	Extremely likely	I felt I hadn't received good advice from my doctor and coming here, & talking to the nurse and then Dr B. gave me the confidence I needed - they were					No tick

		both extremely helpful & friendly! Thank you!					
9	Extremely likely	Friendly service - always helps me with what I need. Caring and understanding staff.	Wait time.	Female	16-25	White British	No tick
10	Extremely likely			Female	26-35	White British	No tick
11	Extremely likely	The lady who looked after me was amazing. She told me what she was going to do for my implant refit, made me feel so comfortable and safe. Thank you so much.		Female	26-35	White British	No tick
12	Extremely likely	T. was very lovely, friendly and helpful. Excellent.		Female	16-25	White British	No tick
13	Extremely likely	She made me feel comfortable and not so scared, very friendly.	No.	Female	26-35	White British	No tick
14	Extremely likely	Quick, easy.	N/A.	Male	26-35	White British	No tick
15	Extremely likely	It's the most sensible thing to do.		Male	26-35	White British	No tick
16	Extremely likely	Very friendly and accommodating nurse who listened to my concerns carefully without judgement.					No tick
17	Extremely likely	Quick and easy.		Female	26-35	White British	No tick
18	Extremely likely	Pleasant staff – non-judgemental & friendly. Very efficient service.	Great service - prompt & friendly.	Male	46-55	White British	No tick
19	Extremely likely	Professional and friendly and discreet service, just what I needed.		Male	over 65	White British	No tick
20	Extremely likely	Compliment staff and	No - spot on.	Female	36-45	White	No tick

		continuation of an excellent service.				British	
21	Extremely likely	I was given care & understanding.		Male	over 65	White British	No tick
22	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
23	Extremely likely	Excellent - both were fantastic.					No tick
24	Extremely likely	Very friendly and easy access route. I only phoned this morning and got a same day appointment - very impressed.	No - much easier than the old hospital system (RD&E).	Female	56-65	Other ethnic group	No tick
25	Extremely likely	Convenient.					No tick
26	Extremely likely	Helpful, informative + friendly. Very fast to be seen today - 14.08.15.	N/A.	Female	26-35	White British	No tick
27	Extremely likely	Because the lady who did the implant for my friend was really lovely, helpful and reassuring and she did it well. She gave the right information too.	No.	Female	16-25	White British	No tick
28	Extremely likely	Excellent service - first time using. Thank you.		Female	46-55	White British	No tick
29	Extremely likely	Had the coil fitted, doctor + nurse were very friendly and reassuring (this helped with my nerves).		Female	16-25	White British	No tick
30	Extremely likely	The nurses were fantastic. They were very nice, they kept me taking and held my hand which made me feel a lot less nervous.	N/A.	Female	16-25	White British	No tick
31	Extremely likely						No tick
32	Extremely likely				16-25	White	No tick

						British	
33	Extremely likely	Very helpful & friendly staff, felt like I could talk freely + comfortably.		Female	16-25	White British	No tick
34	Extremely likely		No.		26-35	White British	No tick
35	Extremely likely	The staff make you feel really at ease + don't come across judgemental.					No tick
36	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
37	Extremely likely	Timely appointment - not a long wait, kind, compassionate treatment, friendly but professional manner. Non-judgemental and empathetic.	None - except more local clinics.	Female	36-45	White British	No tick
38	Extremely likely			Female	26-35	White British	No tick
39	Extremely likely	Dr. extremely helpful. Explained everything perfectly. Painless blood test.					No tick
40	Extremely likely	Out of all the walk-in services I have ever used, this is by far the most efficient. The service is great and the staff are very friendly and incredibly helpful.		Female	26-35	White British	No tick
41	Extremely likely	Very helpful, understanding, professional staff!		Male	16-25	White British	No tick
42	Extremely likely	Very friendly and totally non-judgemental. Made me feel at ease. Only downside is reception,		Female	36-45	White British	No tick

		as it's not very discreet.					
43	Extremely likely	Very friendly, staff don't make you feel awkward. Very reassuring.		Female	16-25	White British	No tick
44	Extremely likely	Always give best help + make sure were reassured and nothing else can do as they the team would try to do.	N/A. Privately more.	Female	16-25	White British	No tick
45	Extremely likely	Quick, confidential.		Female	26-35	Black / African / Caribbean / Black British	No tick
46	Extremely likely	Very friendly & informative. Thank you.		Female	26-35	White British	No tick
47	Extremely likely	Just to mention I felt the way my nurse asked me the list of 'sensitive questions' e.g. ever been pressured for sex + violence at home was in a very not interested routine way. It could be the first time a person has ever been asked those questions + a valuable opportunity for them to seek help but people will only answer openly if the question is asked in a caring, careful way. The questions may be routine for staff but aren't necessarily for patients, ask thoughtfully + you will get more honest answers, build a little rapport + trust, it doesn't take long - could result in		Female	26-35	White British	No tick

		signposting a vulnerable person to support + help.					
48	Extremely likely	Very helpful nurse, P. She gave me a lot of options and really explained everything well.		Female	26-35	White British	No tick
49	Likely	Friendly & didn't have to wait long.		Male	16-25	White British	No tick
50	Likely	The doctor was very understanding and friendly.		Female	16-25	White British	No tick
51	Likely	Friendly + helpful.	No.	Female	16-25	White British	No tick
52	Likely	Would feel more comfortable if I could have a full sexual health screening at my doctors' surgery. Service once here fine!					No tick
53	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public

### Qualitative Feedback - The Centre (Exeter) - Sep-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	Speedy, kind, and caring service.		Female	16-25	White British	No tick
2	Extremely likely	Excellent service every time I have visited.		Female	36-45	White British	No tick
3	Extremely likely	Advice was professional I was heard. Thankful.			46-55	White British	No tick

4	Extremely likely	Very effective, competent, speedy treatment provided, which made a huge difference to my health & quality of life - many thanks!			46-55	Other ethnic group	No tick
5	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
6	Extremely likely	Very helpful staff, thank you!!					No tick
7	Extremely likely	Very friendly and helpful service.		Female	26-35	White British	No tick
8	Extremely likely	Very efficient service and very friendly staff.					No tick
9	Extremely likely	Friendly, informative & kind (nurse T.)		Female	26-35	White British	No tick
10	Extremely likely	Very nice nurses, making you feel welcome & here to help.		Female	16-25	Mixed / Multiple ethnic groups	No tick
11	Extremely likely	Friendly staff, the service does what I need.		Female	16-25	White British	No tick
12	Extremely likely	Excellent ease of use. Very friendly staff, thorough health assessment.					No tick
13	Extremely likely	T. was absolutely lovely, made me feel very comfortable.					No tick
14	Extremely likely	Very friendly staff & very helpful.		Female	16-25	White British	No tick
15	Extremely likely	Excellent advice, caring nature, seemed to genuinely empathise and gave lots of in-depth advice and suggests for follow-up.		Female	26-35	White British	No tick



		Thanks.					
16	Extremely likely						No tick
17	Extremely likely	Friendly nurse!		Female	16-25	White British	No tick
18	Extremely likely	A. & L. and her colleagues were very empathic, explained very well every procedure and were very supportive.	No, continue with the good service.	Male	46-55	White British	No tick
19	Extremely likely	Very friendly staff.		Female	16-25	White British	No tick
20	Extremely likely	The nurse was extremely lovely & made me feel very at ease.					No tick
21	Extremely likely	Great, very comforting.	N/A.	Male	16-25	White British	No tick
22	Extremely likely	Feel incredibly fortunate that this service is available. Have been very stressed about potential infection, the staff here were so understanding. Thank you.	None. Keep up the good work.	Male	26-35	White British	No tick
23	Extremely likely	Very helpful and professional.	No.	Male	26-35	White British	No tick
24	Extremely likely	Accurate diagnosis and treatment.		Male	56-65	White British	No tick
25	Extremely likely	Very friendly, professional staff made the experience quick, easy and not scary.	No.	Female	26-35	White British	No tick
26	Extremely likely	Very efficient service. Staff friendly.		Female	16-25	White British	No tick
27	Extremely likely	Very friendly - don't make you feel ashamed & bad about any experiences you've had. Easy to talk to - very helpful & make you feel secure.		Female	26-35	White British	No tick

28	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public
29	Extremely likely	Lovely service, made me less anxious and I got the treatment I needed. Thank you.	No.	Female	16-25	White British	No tick
30	Extremely likely	Easy and efficient.					No tick
31	Extremely likely	Fast, lovely people.			16-25	White British	No tick
32	Extremely likely	Everyone's really friendly and it's easy to do everything.	No.	Female	16-25	White British	No tick
33	Extremely likely	Friendly staff attended to my needs effectively, was discreet & sensitive.		Female	36-45	White British	No tick
34	Extremely likely	P. was extremely helpful and informative and friendly.	No.	Female	26-35	White British	No tick
35	Extremely likely	T. was absolutely wonderful with me today. She was kind and encouraging and we found a positive contraception solution. Thank you, T, you're a gem! XX.					No tick
36	Extremely likely	Every woman I saw (3) was fab, very friendly, listened well and made me feel at ease, a great team! Thank you!		Female	16-25	White British	No tick
37	Extremely likely	Very friendly. Very relaxed feeling. Feels like talking to friends.					No tick
38	Extremely likely	Super helpful.			16-25	White British	No tick
39	Extremely likely	Excellent care + service.		Female	26-35	White British	No tick

40	Extremely likely	Efficient, friendly service every time I have been.		Female	16-25	White British	No tick
41	Extremely likely	Friendly, knowledgeable non-judgemental staff.		Male	16-25	White British	No tick
42	Extremely likely	Very helpful and made me more aware. Felt at ease.					No tick
43	Extremely likely	Friendly non-judgemental staff.		Male	56-65	White British	No tick
44	Extremely likely	Quick, easy to find service.		Female	26-35	White British	No tick
45	Extremely likely	A. & S. were kind, efficient & caring. Thank you!	No. Lovely, all good.	Female	26-35	Other ethnic group	No tick
46	Extremely likely	Super friendly, really professional, so lovely.		Female	16-25	Mixed / Multiple ethnic groups	No tick
47	Extremely likely	F. was so lovely, helpful, comforting and to the point. She reminds me of my mother so I was happy to tell her everything.	No.	Female	16-25	White British	No tick
48	Extremely likely	Always helpful!		Female	16-25	White British	No tick
49	Extremely likely	The nurse was lovely and very helpful.		Female	36-45	Other ethnic group	No tick
50	Extremely likely	All very lovely staff, easy to open up to, very supportive, good advice, non-judgemental.		Female	16-25	White British	No tick
51	Extremely likely		Excellent service.		36-45	White British	No tick
52	Extremely likely			Female	16-25	Mixed / Multiple	I DO NOT wish my anonymised

						ethnic groups	comments to be made public
53	Extremely likely	My nurse was incredibly friendly & explained everything to me fully before we got started, as well as answering all my questions.	Get the NuvaRing (vaginal contraceptive) in stock.	Female	16-25	Black / African / Caribbean / Black British	No tick
54	Extremely likely	Good service, quick, non-judgemental.		Male	26-35	White British	No tick
55	Extremely likely	Great, friendly service!	No - none needed.	Female	16-25	White British	No tick
56	Extremely likely	Very friendly.					No tick
57	Extremely likely	Extremely friendly & helpful staff, no judgement & made me very comfortable. Reasonable wait (40mins approx.).	Nope.	Female	16-25	White British	No tick
58	Extremely likely	Easy to get to central Exeter.	Speed of service. Tell me that I need to hold my urine for 2 hours prior.	Male	36-45	White British	No tick
59	Extremely likely	Lovely staff, all made me feel very comfortable.	No.	Female	26-35	White British	No tick
60	Extremely likely	Dr F. is amazing! She's been there for me for lots of different reasons! Would love her to be my GP!		Female	16-25	White British	No tick
61	Extremely likely	Always feel confidential & safe to come here + get tested.	No. Very good!	Male	46-55	White British	No tick
62	Extremely likely	Very friendly and helpful staff.		Male	16-25	White British	No tick
63	Extremely likely	Very friendly + helpful + made me feel very relaxed.		Female	16-25	White British	No tick
64	Extremely likely	Really friendly and informative.					No tick
65	Extremely likely	Both P. & nurse were		Female	26-35	White	No tick

		exceptionally friendly & reassuring.				British	
66	Extremely likely	Very helpful & friendly.		Female	16-25	White British	No tick
67	Extremely likely	The lady was really nice and so helpful.		Female	16-25	White British	No tick
68	Extremely likely	Helpful, friendly, confidential, supportive.		Female	16-25	White British	No tick
69	Extremely likely	The nurse T. who did my consultation was very helpful and gave excellent advice. Thank you!	None.	Female	16-25	Asian / Asian British	No tick
70	Extremely likely	I was very nervous. All members of staff made me feel comfortable.		Female	16-25	White British	No tick
71	Extremely likely	Extremely open, friendly, gentle, non-judgemental, informative and supportive, really put me at ease.	None.	Female	16-25	White British	No tick
72	Extremely likely	Friendly, efficient. Very good Nurse A. Would suggest not calling out names, numbers, postcodes at reception. Clinics I've been to before confirm details by passing you a piece of paper & call you only by your first name.		Female	26-35	White British	No tick
73	Extremely likely	The staff are kind, extremely caring and non-judgemental. They make you feel comfortable whatever the situation. I just want to say thank you guys. xxx.					No tick
74	Extremely likely	Very helpful and no waiting around.		Female	under 16	White British	No tick

75	Likely	Everyone was very friendly and gave lots of good advice.	No.	Female	under 16	White British	No tick
76	Likely	Was given tel. no. for Heavitree Hospital by GP. Could not get through on no. supplied. Rang several times but with no success. Please insure GPs know of this service at walk-in centre. Thanks.		Female		White British	No tick
77	Likely						No tick
78	Likely	Friendly staff and feel comfortable to talk to.		Male	16-25	White British	No tick
79	Likely	Friendly staff & quick.					No tick
80	Likely			Male	26-35	White British	I DO NOT wish my anonymised comments to be made public
81	Likely	Because the nurses and staff were very friendly.	Nothing.	Female	26-35	Mixed / Multiple ethnic groups	No tick
82	Neither likely nor unlikely	Have a new girlfriend so hopefully it lasts and won't need to visit as regular?		Male	26-35	White British	No tick
83	Neither likely nor unlikely						No tick