

## The Centre (Exeter) - 'Friends and Family Test' - Feb-16 to May-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.	%	%	%
Feb-16	55	100.0	0.0	0.0
Mar-16	26	100.0	0.0	0.0

<b>Apr-16</b>	<b>30</b>	<b>96.7</b>	<b>0.0</b>	<b>3.3</b>
<b>May-16</b>	<b>43</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

**Qualitative Feedback - The Centre (Exeter) - Feb-16**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Very friendly, nice staff, convenient for people who work.					No tick
2	Extremely likely	The staff are amazing!					No tick
3	Extremely likely	All the staff were incredibly patient and nice, and completely got rid of any embarrassment which may have been there. 10/10. wonderful clinic.		Male	16-25	Asian / Asian British	No tick
4	Extremely likely	Excellent help / informed & friendly!		Female	26-35	White British	No tick
5	Extremely likely	I was made to feel very comfortable. Thank you very much.		Female		White British	No tick
6	Extremely likely	A. is an absolute star!! What a hero!					No tick
7	Extremely likely	Really felt in safe hands and very relaxed process, thank you.	How about [illegible] - Exeter's community radio station - instead of commercial Heart fm.	Female	36-45	White British	No tick

8	Extremely likely	The treatment was very professional, confidential and, despite initial worries, I felt perfectly safe and dignified. Thank you all for being approachable and professional!!!		Female	16-25	Other ethnic group	No tick
9	Extremely likely		No.	Male	under 16	White British	No tick
10	Extremely likely			Male	16-25	Mixed / Multiple ethnic groups	No tick
11	Extremely likely	Great service, care, personal.		Male	16-25	Other ethnic group	No tick
12	Extremely likely	Very nice Scottish lady.	Don't have a sample cupboard in toilets where other people can see or touch other people's samples!! There were 2 other samples in cupboards I used.	Male	36-45	White British	No tick
13	Extremely likely	Very informative, suggested tests and an inoculation that I hadn't considered.		Male	26-35	White British	No tick
14	Extremely likely	Everyone is very, very kind and nice here. The professionals always explain what will happen. I haven't waited too much anytime.		Female	26-35	Other ethnic group	No tick
15	Extremely likely	A. was amazingly good at everything. She made me feel I could trust her from the very beginning and she was so caring and lovely with me. Thank you!					No tick

16	Extremely likely			Female	16-25	White British	No tick
17	Extremely likely	Always helpful and extremely attentive. Don't feel uncomfortable with any of the staff.	-	Female	16-25	White British	No tick
18	Extremely likely	Very friendly nurse. Actually helped me and gave me useful advice.		Female	16-25	White British	No tick
19	Extremely likely	Lovely nurse, quick appointment, seen to within minutes, sorted me out!		Female	16-25	White British	No tick
20	Extremely likely	The sexual health team are consistently professional and approachable. Fantastic service.	The receptionists who initially take the phone call (presumably downstairs) are consistently [illegible], rude and short with their clipped tone. Always!!!	Female	26-35	White British	No tick
21	Extremely likely	Very professional, friendly + informative.					No tick
22	Extremely likely	GR8 help thx.	Nah.	Female	16-25	White British	No tick
23	Extremely likely	L. was awesome, no-one has ever gone out of their way for me before. Thank you L.					No tick
24	Extremely likely	Always had a very pleasant experience. Very kind. Very friendly, very professional.		Male	26-35	White British	No tick
25	Extremely likely	A. & D. have been so supportive, couldn't ask for better service. You all should be proud of the service you provide.		Male	26-35	White British	No tick
26	Extremely likely	Always kind, non-judgemental, fast, despite volumes of clients.		Female	16-25	White British	No tick

27	Extremely likely	Progression in procedure.	Maybe a few male nurses had a close call there #almost.	Male	26-35	White British	No tick
28	Extremely likely	Everyone is very friendly and helpful all time.		Female	26-35	Other ethnic group	No tick
29	Extremely likely						No tick
30	Extremely likely	Very quick + friendly service. Empathetic + kind.					No tick
31	Extremely likely	This is such a friendly and comprehensive service. T. made a quite unpleasant experience as easy as it could be. Thank you.	None.	Female	36-45	White British	No tick
32	Extremely likely	She was wonderful. Understanding, friendly and thorough.					No tick
33	Extremely likely	Excellent service - surpassed all expectations. The nurse did all she could to help despite the short notice given by myself for the procedure. Extremely grateful for everything & all that has been done. Thank you ever so much!	Couldn't expect a better service than that which I have had today.	Female	16-25	White British	No tick
34	Extremely likely	Nurse was very friendly and reassuring. Great service.					No tick
35	Extremely likely	Extremely good service received. Made to feel comfortable and reassured.		Female	16-25	White British	No tick
36	Extremely likely	Very professional.		Female	26-35	White British	No tick
37	Extremely likely	A. is extremely friendly and reassuring whilst remaining professional. Definitely a credit to the department!		Female	16-25	White British	No tick

38	Extremely likely	Brilliant service, lovely staff, great advice.		Female	46-55	White British	No tick
39	Extremely likely	Friendly - comfortable - relaxed - easy.					No tick
40	Extremely likely	Great, quick service. Staff highly friendly and felt 100% comfortable in their company. Non-judgemental and made me feel at ease.					No tick
41	Extremely likely	So nice, really kind & warm people. Felt like you really cared. Felt comfortable & safe, best STD check-up around!	Nope!	Female	16-25	White British	No tick
42	Extremely likely	Very professional nurse. Friendly and trustworthy. Efficient process. Very quick walk-in service - no waiting time.					No tick
43	Extremely likely	People are really nice, they show great compassion.					No tick
44	Extremely likely	Quick, professional service.	Staff need to know that sex / gender and to not assume my gender / pronouns or the gender / pronouns of any of my partners.	Female	16-25	White British	No tick
45	Extremely likely	My nurse was wonderful, a lot more helpful, friendly and understanding than previous experiences.					No tick
46	Extremely likely	Great service.		Male	36-45	White British	No tick
47	Extremely likely	The nurse I saw couldn't have been more helpful, many thanks for your great service.					No tick

48	Extremely likely	The nurse was amazing! Thank you.	No.	Female	16-25	Black / African / Caribbean / Black British	No tick
49	Extremely likely	Excellent service, very explanatory. Put my mind at ease and offered emotional support.		Female	46-55	White British	No tick
50	Extremely likely	Staff are friendly, trustworthy and made me feel comfortable speaking to them.		Female	16-25	White British	No tick
51	Extremely likely			Male	36-45	White British	No tick
52	Likely	Always have been seen relatively quickly and nurses have been great!	Phone calls are not answered promptly.	Female	16-25	White British	No tick
53	Likely	Friendly & supportive.	N/A.	Female	16-25	White British	No tick
54	Likely	Very friendly & helpful.					No tick
55	Likely	Good service, very easy-going, friendly.		Male	26-35	White British	No tick

### **Qualitative Feedback - The Centre (Exeter) - Mar-16**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Nurse / assistant were very friendly - explained everything fully. Put as at ease with a difficult situation. Thank you.		Female	under 16	White British	No tick
2	Extremely likely	Lovely lady.					No tick
3	Extremely likely	Both nurses were wonderful & put me 100% at ease.		Female	16-25	White British	No tick

		Wonderful ladies!!!					
4	Extremely likely	Friendly staff and really helpful.		Female	16-25	White British	No tick
5	Extremely likely	Really friendly staff, making me feel really relaxed and were very informative on everything, no awkwardness.		Male	16-25	White British	No tick
6	Extremely likely	Friendly, professional, caring, empathetic.	No, flawless.	Male	26-35	White British	No tick
7	Extremely likely	Efficient, informative, friendly service - I was very embarrassed & worried but all my fears allayed! Thank you!	No, all good!	Female	56-65	White British	No tick
8	Extremely likely	It's been a great relief to find this place - diagnosis & treatment is so quick and the professionals have treated me with friendliness and extreme sensitivity. And it's part of the NHS! Many thanks.	2 small reservations. I overheard a professional advising a patient in a waiting area - kind, but indiscreet. As an older women, I found the waiting room embarrassing – under scrutiny from other patients.	Female	over 65	White British	No tick
9	Extremely likely	Very polite service and very friendly - A. + O.	Make the welcome staff a little bit happier.	Male	16-25	White British	No tick
10	Extremely likely	I have just had vaccination from the nurse F. She gave me all the information I need. F. is professional, caring and she is able to create a relaxed environment.	The service is great - big thank you.	Female	36-45	Other ethnic group	No tick
11	Extremely likely	Very helpful + quick.		Female	16-25	White British	No tick
12	Extremely likely	Services seen quick & efficient (so far). I haven't had any tests taken yet.	Not really.		46-55	White British	No tick
13	Extremely likely	Very friendly, very efficient,	No!	Female	26-35	White British	No tick



		expert.					
14	Extremely likely			Male	16-25	White British	No tick
15	Extremely likely	Quick service, professional, friendly. Thank you.					No tick
16	Extremely likely	Very helpful and comfortable.					No tick
17	Extremely likely	The staff were extremely friendly and made me feel a lot more comfortable.	No.	Female	16-25	White British	No tick
18	Extremely likely	Staff = patient / friendly / supportive.		Male	16-25	White British	No tick
19	Extremely likely	A. was easy to talk to, professional and fun. Very much obliged.		Male	26-35	Mixed / Multiple ethnic groups	No tick
20	Extremely likely			Male	46-55	White British	No tick
21	Extremely likely	Staff very friendly & competent. Very calm + this made patient feel calm.	No! Very good!	Female	26-35	White British	No tick
22	Extremely likely	Very friendly staff who immediately put me at ease.	None.	Female	36-45	White British	No tick
23	Extremely likely	Friendly, approachable staff.	Quicker service (less wait time).	Female	16-25	White British	No tick
24	Extremely likely	Seen so quickly - really impressed. P. the nurse made me feel so comfortable, was very thorough, speedy & helpful. Was even given my pill on the spot. Wish my doctors could be more like this!	Nope - perfect service from P.!	Female	16-25	White British	No tick
25	Likely	Very nice nurse (B.), easy to talk to and non-judgemental, thank you!	Waiting times.	Female	16-25	White British	No tick
26	Likely	My age! Great service thanks.	No.	Female		White British	No tick

### Qualitative Feedback - The Centre (Exeter) - Apr-16

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	My experience was excellent, staff made me feel safe and looked after and services were quick and efficient. Dealt with by E.B.		Female	16-25	White British	No tick
2	Extremely likely	L. was warm, open and very friendly. She was knowledgeable and could answer our questions. She made time to listen to our concerns and give us options.	No.	Female	36-45	White British	No tick
3	Extremely likely	I am a female patient and I had L. conduct my appointment today. He was absolutely amazing! Made me feel at ease and was comforting when I felt faint after a blood test. I would definitely like to thank him!	N/A.	Female	16-25	White British	No tick
4	Extremely likely	Excellent and proactive.		Male	over 65	White British	No tick
5	Extremely likely	Workers were extremely professional.					No tick
6	Extremely likely	I've been coming here for 8 years now. And I've never had a bad experience. The staff are always lovely and very helpful.		Female	16-25	White British	No tick
7	Extremely likely	They are very informative & very nice.	No.	Female	16-25	White British	No tick

8	Extremely likely	It is convenient, easy and feels very friendly.	No.	Female	16-25	White British	No tick
9	Extremely likely	Kind, informative service. No judgement or pressure.		Female	16-25	White British	No tick
10	Extremely likely	They explained everything to me very clearly and went through everything to make sure I'm okay. They were also very friendly and made me feel at ease.					No tick
11	Extremely likely	Dr K. was very thorough and professional and was made to feel at ease. Very supportive team.		Female	26-35	White British	No tick
12	Extremely likely	The staff are really friendly and I felt like I could trust and talk to them.	No.	Female	16-25	White British	No tick
13	Extremely likely	Friendly, professional + helpful.	N/A.	Female	26-35	White British	No tick
14	Extremely likely	Really friendly + quick, felt really comfortable.	More time for walk-ins.	Female	16-25	White British	No tick
15	Extremely likely			Female	under 16	Other ethnic group	No tick
16	Extremely likely	The nurse was very helpful & lovely.		Female	16-25	White British	No tick
17	Extremely likely	Great service, very friendly and helpful staff. Thank you.					No tick
18	Extremely likely	F. (nurse) extremely helpful. Thank you.					No tick
19	Extremely likely	Very friendly and sensitive staff. Very efficient and safe environment.		Female	16-25	White British	No tick
20	Extremely likely						No tick
21	Extremely likely	Very friendly and helpful staff.	Receptionist, bit loud when	Female	16-25	White British	No tick

			asking details but other than that.				
22	Extremely likely	A. was amazing, made me feel so comfortable.	No.	Female	16-25	White British	No tick
23	Extremely likely			Female	16-25	Other ethnic group	No tick
24	Extremely likely	The centre offers friendly service.	N/A.	Female	36-45	Black / African / Caribbean / Black British	No tick
25	Likely	Very helpful and friendly and made it comfortable.		Male	16-25	White British	No tick
26	Likely			Female	36-45	White British	No tick
27	Likely	Friendly, helpful staff. Long waits though although all staff are doing their best and this service is very important.		Female	26-35	White British	No tick
28	Likely	Very helpful, not judgemental.		Male	26-35	White British	No tick
29	Likely			Female	16-25	White British	No tick
30	Neither likely nor unlikely	I had a timed appointment but whilst sitting waiting I received a text to say I had missed my appointment - when queried at reception I think I hadn't been booked in.	Please ensure staff book clients in.	Male	46-55	White British	No tick

### **Qualitative Feedback - The Centre (Exeter) - May-16**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	A. + L. both very professional,	No.	Female	26-35	White British	No tick

		informative and reassuring.					
2	Extremely likely	E. had done a very good job in taking out an implant which my GP had struggled to remove. Very relieved.	Nope.	Female	16-25	White British	No tick
3	Extremely likely	L. + A. went out of their way to complete my treatment without me having to come back again.	Offer out of hours appointments (though I appreciate this probably isn't possible due to funding).	Female	26-35	White British	No tick
4	Extremely likely	The service is discreet and well run. Everyone was friendly and professional.		Female	26-35	White British	No tick
5	Extremely likely						No tick
6	Extremely likely			Female	16-25	White British	No tick
7	Extremely likely	The lady giving my treatment was lovely + reassuring + did a great job.					No tick
8	Extremely likely	Really friendly & supportive staff, made me feel at ease.		Female	16-25	Asian / Asian British	No tick
9	Extremely likely	Very helpful, really reassuring nurses etc.		Female	16-25	White British	No tick
10	Extremely likely	Very well taken care of - quick and efficient!					No tick
11	Extremely likely	Very friendly, approachable nurse who answered my questions thoroughly and provided me with the support I needed.	No.	Female	16-25	White British	No tick
12	Extremely likely	Dr S. was fantastic (even compared to other nurses here). She was very considerate and respectful when dealing with sensitive, feminine issues.	For the other doctors - take S.'s lead in dealing with feminine issues.	Female	16-25	White British	No tick

		A big thank you! (Pls. give her a raise).					
13	Extremely likely	A. and S. are fantastic, felt really comfortable.		Male	16-25	White British	No tick
14	Extremely likely	I received a really good service. Thank you.		Female	36-45	Mixed / Multiple ethnic groups	No tick
15	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
16	Extremely likely	The lady was really friendly + unjudgemental.	Time! Waited 30mins for my app.	Female	16-25	White British	No tick
17	Extremely likely	Friendly, non-judgemental staff.					No tick
18	Extremely likely	Fast, efficient, friendly.		Male	36-45	White British	No tick
19	Extremely likely	Quick + efficient.					No tick
20	Extremely likely	The doctor and all the staff were very friendly. The centre is very clean and easy to get to.					No tick
21	Extremely likely	For the very first time I came here the staff have been more than brilliant! Nice to see my NI + tax are going to a good place.	It's already amazing.	Male	16-25	White British	No tick
22	Extremely likely	Extremely friendly and helpful!					No tick
23	Extremely likely	The doctors are very friendly and helpful. We've really appreciated it. Thanks for everything.		Male	16-25	White British	No tick
24	Extremely likely		Seen within 5 minutes for contraception problems. Very happy with service.	Female	16-25	White British	No tick
25	Extremely likely	Friendly, efficient, knowledgeable staff.	No, very well run.		over 65	White British	No tick

26	Extremely likely	Quick, friendly + efficient.	None.		56-65	White British	No tick
27	Extremely likely			Female	16-25	White British	No tick
28	Extremely likely		None, all good.	Female	16-25	White British	No tick
29	Extremely likely	I think the service offered here is excellent + staff first class. Great knowledge, enthusiastic + pastoral. Thanks.			36-45	Other ethnic group	No tick
30	Extremely likely	C.A. & K. were both fantastic, had a copper coil fitted & felt no pain, very relaxing procedure & thoroughly explained. Thank you.	Keep doing what ya doing!	Female	16-25	Mixed / Multiple ethnic groups	No tick
31	Extremely likely	Was seen by C.A. to fit the coil. She could not have been more reassuring, informative and just a lovely person to talk to / ask questions. This is the second time I have seen her and I could not be happier with the service she and the centre have provided. Thank you.					No tick
32	Extremely likely	L. - very helpful and patient.					No tick
33	Extremely likely	L. gave me all information needed & was extremely kind & approachable.		Female	16-25	White British	No tick
34	Extremely likely	L. and her assistant were very caring, letting me know what was going on at each stage. What a lovely lady. There was even time to fit my implant again. Very grateful living in Honiton.	No.	Female	36-45	White British	No tick
35	Extremely likely	L. really helpful, good advice.		Female	26-35	White British	No tick

36	Extremely likely	The service was excellent. I was well informed and the procedure was done very efficiently and professionally. Thank you.					No tick
37	Extremely likely	Friendly, helpful + quick time until appointment. Found clinic on website which was also really helpful.	N/A.	Female	26-35	Mixed / Multiple ethnic groups	No tick
38	Extremely likely	Staff were very friendly and reassuring.		Female	26-35	White British	No tick
39	Extremely likely	Both nurses have been so helpful, kind and friendly!		Female	26-35	White British	No tick
40	Extremely likely	The nurse has been absolutely friendly, informative and professional!	Not that I can think of.	Female	16-25	Asian / Asian British	No tick
41	Extremely likely	Was put at ease from start to finish. Very kind & helpful.		Female	26-35	White British	No tick
42	Likely	I was dealt with in a professional manner.					No tick
43	Likely	Very helpful staff.		Female	16-25	White British	No tick