

The Centre (Exeter) - 'Friends and Family Test' - Jan-17 to Feb-17

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 'Would recommend' score is 75%

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jan-17	43	100.0	0.0	0.0
Feb-17	32	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exeter) - Jan-17

	'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	Staff very nice. Doctors and nurses very effective and well-trained. Medications and tests free. Very grateful for your service. Thank you!	You are great. Keep up with the job. Thank you.	Female	26-35	White British	
2	Extremely Likely	Very helpful and non-judgmental nurses. Feel at ease and comfortable.		Female	16-25	White British	
3	Extremely Likely	Given an appt. on the day of calling (between Xmas & ny). Excellent appt. Nurse C. helpful & thorough.	Up-to-date info. on website & an answerphone message with opening hours.	Female	36-45	White British	
4	Extremely Likely	It was lovely to meet the staff. They were very friendly and helpful and I would recommend them to other people.	Some colourful posters in the treatment rooms would be good.	Female	36-45	White British	
5	Extremely Likely	Always been friendly and welcoming and finding the solution to the problem. Really every visit 100% spot on.		Female	26-35	White British	
6	Extremely Likely	The service was quick and professional. Dr R. was very thorough and professional. S. took the bloods with great skill and courtesy. Well done all!		Female	16-25	White British	
7	Extremely Likely	Very friendly ladies. Helpful, caring and on time. Thank you for looking after me xx.					
8	Extremely Likely	Very supportive & empathetic Thank you. Will certainly recommend.		Female	16-25	White British	

9	Extremely Likely	Friendly and extremely efficient service. Very much appreciated.		Female	26-35	White British	
10	Extremely Likely	Dr M. was wonderfully sensitive & professional with my problem. H. brilliant taking blood! A difficult situation made easier. Great service reception - polite & efficient.	None.		Over 65	White British	
11	Extremely Likely	Very informative, friendly & efficient! Thank you!					
12	Extremely Likely	You have been very helpful. You have gone the extra mile to have me back & re-check something you would like to double-check.		Male	26-35	White British	
13	Extremely Likely	F. was my nurse and she was extremely understanding and catered to my needs. She was very caring and overall a pleasure to meet and be seen by. I got what I came in here for and more. Great service - humour too.	None.	Female	16-25	White British	
14	Extremely Likely	Staff lovely. I'm not local but I far prefer my experience here. C. fantastic doctor - helpful, lovely person. Interested in my personal needs, not just a conveyor belt. You all have made my day and experience here.	None - you're all lovely.	Female	16-25	White British	
15	Extremely Likely	Such a lovely lady made a worrying experience better for me. Thank you.					
16	Extremely Likely	Very impressed with the speed I was seen. Very polite & courteous treatment by staff whilst at the clinic. Overall an excellent service.		Male	36-45	White British	
17	Extremely Likely	Friendly, caring staff. Considering the pressure the NHS is under I		Male	26-35	White British	

		think the staff are a credit!					
18	Extremely Likely	Not only has the walk-in centre made sure that I am healthy but they are also helping me to change my habits so I don't put myself in dangerous situations through their information and advice. All staff are really nice to me.		Male	26-35	White British	
19	Extremely Likely	The service was very friendly and quick as I booked an appointment. It made me feel better about the situation.		Female	16-25	White British	
20	Extremely Likely	I was made to feel so comfortable and informed of everything that was going on. Lots of joking and smiling but incredibly informative and helpful.		Female	16-25	Asian / Asian British	
21	Extremely Likely	Always friendly, helpful and informative. C. was especially wonderful!	No, all good!	Male	16-25	White British	
22	Extremely Likely	Very informative and friendly.	Have an online booking system and reminder by text message.	Female	26-35	White British	
23	Extremely Likely	Friendly, helpful informative non-judgmental staff. Keep up the good work. I always enjoy my visits!		Male	26-35	White British	
24	Extremely Likely	Because they're here to help not judge you and that's a main factor.		Female	16-25	White British	
25	Extremely Likely	Please say thank you to the staff - I've been treated with courtesy & had complicated issues dealt with in a knowledgeable, timely fashion on a Friday afternoon too! What is not to be grateful for? Pay them more!		Male	56-65	White British	
26	Extremely Likely	Excellent service.	No.	Female	36-45	White British	
27	Extremely Likely	To collect 1 year's supply of mini		Female	46-55	White British	

		pill. Very good service. Thank you.					
28	Extremely Likely	Very informative, nice staff.		Female	16-25	White British	
29	Extremely Likely	Quick, friendly, helpful.		Male	26-35	White British	
30	Extremely Likely	Efficient service & professional doctor.	No.	Male	46-55	White British	
31	Extremely Likely	The centre has the perfect service. Clinically excellent, totally non-judgmental and so compassionate. Please keep doing what you do.		Male	46-55	White British	
32	Extremely Likely	Friendly & helpful staff. Efficient service.		Female	16-25	White British	
33	Extremely Likely	Always very friendly and knowledgeable staff. Often quick service and a very comprehensive service.		Female	16-25	White British	
34	Extremely Likely	Staff are very friendly and make you feel comfortable.			16-25	White British	
35	Extremely Likely	Very caring, put me at ease. Gave me time.					
36	Extremely Likely	Gorgeously friendly, understanding staff. Thank you xxx.		Female	16-25	White British	
37	Extremely Likely	Service was quick and I felt they took my situation very seriously & cared xx.		Female	16-25	White British	
38	Likely	Friendly staff. Good information on tests / what happening.		Male	56-65	White British	
39	Likely	Because the staff were open, informative, smiling and very helpful with helping with my condition when my GP couldn't.	Keep it all up.	Male	16-25	White British	
40	Likely	Quick and efficient and helpful.		Female	16-25	White British	
41	Likely	Found it very helpful. T., the lady I saw, was very friendly and helpful.	No.	Female	16-25	White British	
42	Likely	I felt so comfortable and am very happy with the help I received.		Female	16-25	White British	

43	Likely	I am able to feel more confidence in the walk-in than I did when an adolescent. However, to address that I struggled to trust (understandably) in many recent years. Aged 21.		Female	16-25	White British	
44	Not entered	They should already know about it.		Male	26-35	White British	

Qualitative Feedback - The Centre (Exeter) - Feb-17

	'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	Such an excellent service, covering a wide range of clients. I have been reassured and feel very well supported during a stressful situation.	Always seems to be busy - so making sure there are no reductions in the service.	Female	56-65	White British	
2	Extremely Likely	Friendly, helpful staff. Was very reassured by my visit.		Female	Over 65	White British	
3	Extremely Likely	Friendly, understanding staff in an organised establishment and minimal waiting times!		Male	26-35	White British	
4	Extremely Likely			Female	26-35	White British	
5	Extremely Likely	Your staff are always so kind. Even in the most uncomfortable situations they make you feel at ease.	No, it's already brilliant!	Female	16-25	White British	
6	Extremely Likely	Friendly staff, reassuring and clear about the procedure. Helpful. Thanks!		Female	16-25	White British	

7	Extremely Likely	They are friendly and understanding people. Really supportive.	Nothing, really welcoming.	Female	Under 16	White British	
8	Extremely Likely	Having had to experience the service here in Exeter quite frequently over the last month I have been fortunate enough to be looked after by F. on both occasions. Her service is exceptional. She makes you feel so comfortable and ensures the highest standard of care. Nothing is too much bother and treatment is clearly explained.	No.	Female	16-25	White British	
9	Extremely Likely	On time, friendly, reassuring, lovely ladies!					
10	Extremely Likely	Nurse was lovely! [Illegible].		Female	26-35	White British	
11	Extremely Likely	Happy & helpful staff.		Female	16-25	White British	
12	Extremely Likely	Seen almost instantly. Very helpful staff, good facilities and information.		Female	16-25	White British	
13	Extremely Likely	Everyone is very helpful and makes sure we are happy with everything.		Male	26-35	White British	
14	Extremely Likely	As a first time in the clinic the staff have been extremely friendly and helpful, making the experience much better than it could have been. Thank you.		Male	16-25	White British	
15	Extremely Likely			Female	26-35	White British	
16	Extremely Likely	Friendly, made me feel at ease.					
17	Extremely Likely			Female	16-25	White British	Do not publish
18	Extremely Likely	Contraception.	No.	Female	16-25	White British	
19	Extremely Likely	Nurse very helpful & easy to talk to.	More appointments available.	Female	26-35	White British	
20	Extremely Likely	Dr M. was wonderfully sensitive,	None.		Over 65	White British	

		professional with my problem. H. brilliant taking blood! A difficult situation made easier. Great service reception - polite & efficient.					
21	Extremely Likely	Quick service. Friendly, informative staff.					
22	Extremely Likely	Very polite, discreet and made the experience much easier.		Female	16-25	White British	
23	Extremely Likely	Excellent service over the phone and whilst in department. Very friendly, clear and non-judgmental.					
24	Extremely Likely	Very friendly.	No.	Female	16-25	White British	
25	Extremely Likely	Really nice, empathetic staff.					
26	Extremely Likely	Friendly, lovely service. Especially the lady who took my blood test. At ease, comfy, amazing service.	Can't think of anything.		56-65	White British	
27	Extremely Likely	Great patient care.	Nope.	Female	26-35	White British	
28	Extremely Likely	Friendly staff.		Female	26-35	White British	
29	Extremely Likely	Very friendly staff and extremely knowledgeable which makes you feel very at ease.	N/A.	Female	16-25	White British	
30	Likely		No.	Female	16-25	White British	
31	Likely	Nurse was very kind and made the experience a lot easier.		Female	16-25	White British	
32	Likely	A good service for if you can't get a local doctor's appointment.	Some activity sheets / colouring for kids (even a few toys).	Male	Under 16	White British	