

## The Centre (Exeter) - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	80	97.5	0.0	2.5
Aug-17	67	97.0	0.0	3.0

## Qualitative Feedback - The Centre (Exeter) - Jul-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1	Extremely Likely			Female	16-25	White British	Do not publish
2	Extremely Likely	The consultant was very friendly, made me feel super comfortable.	No.	Female	16-25	Mixed / Multiple ethnic groups	
3	Extremely Likely	[Names withheld] were absolutely wonderful. [Name withheld] was very comforting. I feel blessed that they made it possible to get my implant removed promptly. Highly recommended! Thank you.					
4	Extremely Likely	Friendly & efficient.		Female	16-25	White British	
5	Extremely Likely						
6	Extremely Likely	Very quick service and really informative!					
7	Extremely Likely	[Name withheld] was amazing. Very friendly & excellent service!					
8	Extremely Likely			Female	26-35	White British	
9	Extremely Likely			Female	16-25	White British	
10	Extremely Likely	Friendly and listen to your problems.	None.	Female	36-45	White British	
11	Extremely Likely	Super, friendly staff.	No.	Female	16-25	Asian / Asian British	
12	Extremely Likely	I was quite embarrassed about coming here but was soon made to feel at ease.		Male	36-45	White British	
13	Extremely Likely	Highly professional.		Male	16-25	Mixed / Multiple ethnic groups	
14	Extremely Likely	Great.			16-25	Asian / Asian	

						British	
15	Extremely Likely	Really easy and accessible. Felt at ease, very helpful.		Female	16-25	White British	
16	Extremely Likely	Friendly & knowledgeable staff - always.		Female	16-25	White British	
17	Extremely Likely	Friendly staff, short waiting time.		Female	16-25	White British	
18	Extremely Likely	The nurse helped me with everything I needed and was extremely nice and calm through the whole process which made me feel comfortable.					
19	Extremely Likely	Good, caring people know what they are talking about. Friendly and know how to keep you calm and relaxed throughout your situation.		Female	16-25	White British	
20	Extremely Likely	Very helpful and well informed staff. Would prefer to be treated here rather than GP's.	Speed it up a bit, would be nice!!!	Male	36-45	White British	
21	Extremely Likely			Female	46-55	White British	
22	Extremely Likely			Male	46-55	White British	Do not publish
23	Extremely Likely	Excellent service.		Female	56-65	White British	
24	Extremely Likely	Always really friendly and non-judgemental staff.		Female	16-25	White British	
25	Extremely Likely	Because this is a vital service for a huge demographic of people The support, confidentiality, advice and care are second to none. Most importantly it highlights sexual responsibility and awareness of health leading to prevention not cure! A big thank you to all staff.	Not a single thing. I only have praise for the many vast improvements across the services.	Female	26-35	White British	
26	Extremely Likely	[Name withheld] made me feel at ease and comfortable - went above and beyond.	No.	Female	16-25	White British	
27	Extremely Likely	Quick - no three month waiting list like my GP and absolutely lovely					

		lady/service.					
28	Extremely Likely	Straightforward, very comprehensive compared to the last time had a HIV test some years ago.	Somewhere to balance sample pots in the toilet.	Male	46-55	White British	
29	Extremely Likely	Nurses and doctors are always so friendly! (Much more than the uni student health centre).					
30	Extremely Likely	I was very nervous about the coil insertion. The nurses were quick, friendly and put me at ease.					
31	Extremely Likely	Relatively short waiting time although during the walk-in clinic, this could be improved.	Waiting time for walk-in clinic.	Female	16-25	White British	
32	Extremely Likely	I have always received outstanding care & advice from the nurses & staff here.		Female	26-35	White British	
33	Extremely Likely	Excellent service, friendly, non-judgemental, quick, comprehensive. Expert advice from specialist doctors. Thank you.					
34	Extremely Likely	Really good, thorough service, especially [name withheld]!		Female	16-25	White British	
35	Extremely Likely	Good care.		Female	36-45	White British	
36	Extremely Likely			Female	26-35	Other ethnic group	Do not publish
37	Extremely Likely	I have received an empathetic service. [Name withheld] & the team have fulfilled/exceeded my expectations. Thank you.	No. This is an excellent service. [Name withheld] & the team are superb.		56-65	White British	
38	Extremely Likely			Female	16-25	White British	Do not publish
39	Extremely Likely	Excellent service with caring professionals.		Female	46-55	White British	
40	Extremely Likely	No judgement from staff. Seen within hours. Reassured when I voiced my concerns. Things explained clearly. Free & available on the day.	No. Thank you!	Female	26-35	Mixed / Multiple ethnic groups	

41	Extremely Likely	I was in here for taking off my implant. The lady [name withheld] was so nice and gentle with me. I think it was one of the best performed service I ever have. Thank you X.	More people like [name withheld]!	Female	26-35	Mixed / Multiple ethnic groups	
42	Extremely Likely	Nurse was friendly and made me feel welcome.					
43	Extremely Likely	The nurse [name withheld] really put me at ease throughout. She was very informative, helpful & friendly.					
44	Extremely Likely	Pleasant, very friendly, calming environment. Great professionals. 5-star service.		Female	36-45	Other ethnic group	
45	Extremely Likely	Very, very helpful, polite, friendly. Very clear instructions.	None - it is great!	Female	46-55	White British	
46	Extremely Likely	Staff are always incredibly helpful, supportive and friendly.	None.	Female	26-35	White British	
47	Extremely Likely		Very friendly & approachable doctor. Speedy service.	Female	26-35	White British	
48	Extremely Likely	Quick service & friendly staff. Also convenient.	N/A.	Female	16-25	White British	
49	Extremely Likely	Friendly and professional. Makes an always uncomfortable experience easier.					
50	Extremely Likely	Quick.		Female	16-25	White British	
51	Extremely Likely	Friendly & non-judgemental.	Online booking.	Female	26-35	White British	
52	Extremely Likely	Friendly & quick.		Female			
53	Extremely Likely	Since coming not only have I benefitted from being treated I've also learned a lot about sexual health. Schools almost scare you about sex and don't teach you what you need to know. Which doesn't happen here.					
54	Extremely Likely	Always a good service, quick time to get appointment and good times available.		Female	26-35	White British	

55	Extremely Likely	Friendly staff, usually on time, easy to book appointments.		Female	16-25	White British	
56	Extremely Likely	Very friendly, honest care.					
57	Extremely Likely	Very pleasant lady, called [name withheld] made what I normally find traumatic very easy!		Female	46-55	White British	
58	Extremely Likely	Very friendly & informative. Treated with dignity & respect. Not judged.		Female	26-35	White British	
59	Extremely Likely	Friendly, efficient, informative, great to have the human touch - treated as a person.	I felt a little uncomfortable giving name, D.O.B & address in an open reception area - data [illegible]. Understand the need to identify me.	Female	46-55	White British	
60	Extremely Likely	My surgery GP doesn't offer the services I get here. It's comforting to have both nurses & doctors really friendly & professional.					
61	Extremely Likely	Staff are extremely helpful & reliable. Very kind, couldn't thank them all enough! x.	N/A (more healthcare people).	Female	16-25	White British	
62	Extremely Likely	Very informative & friendly.					
63	Extremely Likely	Staff always very understanding and concerned - much more so than GP as it's their area of expertise so I prefer to come here. Thank you.	A/C in the waiting room!	Female	26-35	White British	
64	Extremely Likely	[Name withheld] was lovely.					
65	Extremely Likely	Helpful & thorough.		Female	26-35	White British	
66	Extremely Likely	Extremely helpful staff. Thank you.					
67	Extremely Likely	Responsive, kind, availability, flexible, great - wish more places were like this.		Female	16-25	White British	
68	Extremely Likely	All staff are first class.					
69	Extremely Likely	The walk-in centre has always provided me with excellent service in the 15 years I've lived in Exeter.	Don't let it get privatised!	Female	26-35	White British	
70	Extremely Likely	Doctor [name withheld] made me feel	Making sure I have [name	Female	16-25	White British	

		extremely comfortable and was really helpful. I really feel like she went above and beyond.	withheld] every time.				
71	Extremely Likely	Very helpful, professional service, giving diagnosis and treatment on the same day with clear explanations and treatment plans. Thank you.	No.	Female	26-35	White British	
72	Extremely Likely	Always been made to feel safe and never felt alone. Always kind, understanding and able to make me smile. Thank you.	Nothing at all could be better.	Female	16-25	White British	
73	Extremely Likely	My nurse was really great, reassured me. I was seen on time. Many thanks to your team for my treatments here and in Exmouth.		Female	16-25	White British	
74	Extremely Likely	Relaxed, friendly, make you feel comfortable.		Female	16-25	White British	
75	Extremely Likely	Efficient. Respectful. Approachable. Knowledgeable. Kind!! Thank you.		Male	56-65	Black / African / Caribbean / Black British	
76	Extremely Likely	Very professional yet kind and sharp - amazing service. Really good people!!			56-65	White British	
77	Likely	Nurses were fantastic. Non-judgemental & made me feel very comfortable.					
78	Likely	Lovely, welcoming & approachable staff. Reassured me so much.	N/A.	Female	16-25	White British	
79	Neither Likely nor Unlikely	Constant telephone calls to make appointment and none were answered, resulting in need for an emergency subscription which could have been avoided.	More staff.	Female	26-35	White British	
80	Neither Likely nor Unlikely		When calling someone through say their whole name not just their first name!	Female	16-25	White British	
81	<i>Not entered</i>	[Expletive omitted] service.	Be quicker to see [illegible].	Female	Under 16	White British	

## Qualitative Feedback - The Centre (Exeter) - Aug-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	V. efficient & friendly.		Male	36-45	Mixed / Multiple ethnic groups	
2	Extremely Likely	Absolutely wonderful service and staff. Never had any problems.		Female	16-25	White British	
3	Extremely Likely	Every step of the process has been handled brilliantly and efficiently. All the doctors and nurses I met have been friendly, knowledgeable and very caring. Would highly recommend the centre.		Female	36-45	White British	
4	Extremely Likely	Whenever I come here the staff are always lovely & put you at ease. It's clean, professional & easy to navigate. And results arrive on time compared to other places I've been & haven't heard anything back! So thank you.	I have felt a couple of times here that I have been judged by the nurses but by the end it's usually fine.	Female	16-25	White British	
5	Extremely Likely	Helpful staff, great service.		Male	26-35	White British	
6	Extremely Likely	[Name withheld] was extremely friendly and put me at ease.		Female	26-35	White British	
7	Extremely Likely	Short wait, incredibly friendly and professional staff. Thank you.	All good.	Male	36-45	White British	
8	Extremely Likely	Friendly & helpful service, would 100% recommend.	Try & reduce waiting time.	Female	16-25	White British	
9	Extremely Likely	Very friendly staff. Made me feel at ease.	No. Keep doing what you're doing.	Female	16-25	Other ethnic group	
10	Extremely Likely	All staff very amiable / fabulous service. My main concern is reception at the main entrance, lack of confidentiality when clients are being	A noticeboard giving departments / treatment rooms. Terminology for people to give general	Female	46-55	White British	



		directed to the particularly service / department. No privacy / very intimate questions.	information - not too intimate. Points raised with [name withheld].				
11	Extremely Likely	Helpful, friendly, efficient.	No.	Female	16-25	White British	
12	Extremely Likely	Very helpful & sympathetic.	No.	Male	46-55	White British	
13	Extremely Likely	Kind and professional staff.					
14	Extremely Likely	[Name withheld] is the best practitioner I've ever seen, very professional and patient, they are great!!! Thanks a lot.					
15	Extremely Likely	Efficient and professional service. Thank you.	Extend walk-in service.	Female	36-45	White British	
16	Extremely Likely	Kind staff, great service / well conducted.		Female	16-25	White British	
17	Extremely Likely	Everyone is lovely & professional. Thanks.	No.	Male	26-35	White British	
18	Extremely Likely	Very friendly staff. Easy access. And the waiting time is fully understandable!	No.	Female	26-35	Other ethnic group	
19	Extremely Likely	Professional service. Made to feel welcome and not judged. Confidentiality.					
20	Extremely Likely	Felt extremely comfortable and at ease with the nurse. Didn't feel as though I was being judged. A really clear and informative chat.					
21	Extremely Likely	Nice.					
22	Extremely Likely	Good music, friendly staff, nice environment, easy to pop in.	Coffee machine for long waits, quite warm, possibly air con / fans. Apart from these things, good experience.	Female	16-25	White British	
23	Extremely Likely	Friendly staff, easy to pop in.	Tea bags & hot water. Cooler temperature in waiting room e.g. fans.	Female	16-25	White British	
24	Extremely Likely	My doctor was very friendly and helpful, couldn't do enough for me &			16-25	White British	

		seen within an hour (believe their name was [name withheld]) Thank you [name withheld].					
25	Extremely Likely	[Names withheld] were very friendly and supportive. They were very responsive and were able to give me the treatment I needed very promptly. Provided lots of advice and guidance. Thanks [names withheld]!		Female	26-35	White British	
26	Extremely Likely	Everyone is very friendly, easy to make appointments, staff very efficient.		Female	26-35	White British	
27	Extremely Likely	I was really nervous but [name withheld] made me feel so happy and at ease. I really appreciated their support!		Female	16-25	White British	
28	Extremely Likely	Very friendly and welcoming, great service and always provided with the appropriate information.					
29	Extremely Likely	The doctor and nurse responsible for my procedure today were wonderful. They made me feel very relaxed and comfortable even though things were a little more difficult than expected. Thank you!		Female	16-25	White British	
30	Extremely Likely	Friendly.		Female	26-35	White British	
31	Extremely Likely	Friendly staff, very helpful. [Name withheld] practitioner great member of the NHS team.		Female	16-25	White British	
32	Extremely Likely	I honestly think this place in Exeter, Sidwell Street NHS Walk-in Centre / family planning is worth its weight in gold. I am extremely disappointed that the smear test has stopped, I hoped to have mine here. Please never close this place.	Bring back smear testing. Plus test woman and help with the menopause. Let this clinic refer people directly. A lot of people come here as their GP's don't listen and doctors are excellent, especially [name withheld] doctor.	Female	36-45	White British	

33	Extremely Likely	Casual but honest and professional experience. Very easy to use service.					
34	Extremely Likely	Very helpful & very friendly.		Female	46-55	White British	
35	Extremely Likely	GU clinics are generally not nice places to visit. However, the service at the Exeter Walk-in Centre was excellent. The wait was very reasonable and the doctor I saw [name withheld] had an excellent manner and was very knowledgeable. Thanks.		Male		White British	
36	Extremely Likely	Excellent treatment.		Female	46-55	White British	
37	Extremely Likely			Female	26-35	White British	Do not publish
38	Extremely Likely	Friendly & approachable staff. Quick service - really helpful. Thanks.		Female	26-35	White British	
39	Extremely Likely	Good, friendly services.		Male	36-45	White British	
40	Extremely Likely			Female	26-35	White British	
41	Extremely Likely			Male	26-35	White British	
42	Extremely Likely			Female	26-35	White British	Do not publish
43	Extremely Likely	Extremely nice and calming. Very quick and painless.	No.	Female	16-25	White British	
44	Extremely Likely	Staff.	Coffee machine.	Male	26-35	White British	
45	Extremely Likely	Because it is better to know the earlier the better & you are made to feel relatively comfortable.	No, all good.	Female	26-35	White British	
46	Extremely Likely	Everybody is always so helpful and kind-hearted. The lady who took my blood was lovely and understanding. Love you all.	N/A.	Female	16-25	White British	
47	Extremely Likely	As [name withheld] is a hero!		Male	16-25	White British	
48	Extremely Likely	Amazing staff, made me feel comfortable.		Female	16-25	White British	
49	Extremely Likely	Friendly / understanding.		Male	16-25	White British	
50	Extremely Likely			Female	26-35	White British	
51	Extremely Likely	Always had good advice & service,		Female	16-25	White British	

		quick response.					
52	Extremely Likely	Seen very quickly and kind considerate treatment.		Female	46-55	White British	
53	Extremely Likely	Very helpful and treatment is very helpful too.		Male	16-25	White British	
54	Extremely Likely	Really good examination & service.		Female	16-25	Asian / Asian British	
55	Extremely Likely	Smear test. [Name withheld] was very kind and helpful.		Female	46-55	White British	
56	Extremely Likely	This is a really dumb test but yeah it was p. good / friendly / seen quickly. Do you really think I'm gonna recommend the GU clinic to my 79 yo grandma??					
57	Extremely Likely	Good, fast and competent service.	No.	Female	36-45	Other ethnic group	
58	Extremely Likely	[Name withheld] was very professional, competent and obviously extremely experienced. My local GP struggles to complete this treatment in double the time!		Female	36-45	White British	
59	Extremely Likely	[Name withheld] was fantastic at putting me at ease. Never a pleasure to have these tests but big thank you to them.					
60	Extremely Likely	Friendly, helpful & informative.		Female	26-35	White British	
61	Extremely Likely	Quick, friendly & professional. Everyone I spoke to was lovely & didn't feel my bloods being taken. No fainting today!	No hour long in waiting - as in number in queue. I nearly talked myself out of staying.	Male	16-25	White British	
62	Extremely Likely	Very professional and gentle with the blood test. Waiting time was less than expected.	All good.	Male	26-35	White British	
63	Extremely Likely	Everyone was really empathetic and nice.	No.	Female	16-25	White British	
64	Extremely Likely	Quick and easy.	No.	Male	26-35	White British	

65	Likely	Quick and hassle free.		Male	26-35	White British	
66	Neither Likely nor Unlikely	Recently I had [name withheld] and that appointment was great, was friendly and not judging. [Name withheld] however, is possibly the least friendly practitioner I have had at any clinic. Recommend they softens up a bit to make the clients more comfortable. A smile would do the trick.	Yeah, always be friendly, a smile costs nothing.	Female	16-25	White British	
67	Neither Likely nor Unlikely		I had a 10 minute delay due to traffic and into a queue in the GU reception. [Name withheld] was in fact 10 minutes late.	Female	26-35	White British	