

The Centre (Exeter) - 'Friends and Family Test' - Jun-16 to Aug-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.	%	%	%
Jun-16	44	100.0	0.0	0.0
Jul-16	26	96.2	0.0	3.8

Aug-16	29	89.7	3.4	6.9
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Qualitative Feedback - The Centre (Exeter) - Jun-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	L. the healthcare assistant was very friendly, professional & made me feel very at ease. I have no doubt the other staff are the same.		Female	16-25	White British	
2	Extremely likely	Quick apt. given. Lovely doctor, put at ease very quickly. Explained everything so I could understand what she's done. Came out a lot less anxious and stressed about everything.		Female	46-55	White British	
3	Extremely likely	I've always come here for any down below problems and always come away happy and feeling better.	No. It was really good.	Female	26-35	White British	
4	Extremely likely						
5	Extremely likely	Considerate & timely.	No - cheers.	Female	26-35	Other ethnic group	
6	Extremely likely	Because it is important to have a sexual health test. The people are nice and the advisors are tactful in their approach.	No, it's great.	Male	16-25	White British	

7	Extremely likely	L. and K. lovely ladies. L. very informative and very calming. Thank you.	No.	Female	46-55	White British	
8	Extremely likely	I am really impressed with the service and care given to me, staff were patient and made time for me.					
9	Extremely likely	Efficient & friendly. Excellent service.			56-65	White British	
10	Extremely likely	Excellent advice & care.		Female	26-35	White British	
11	Extremely likely	Friendly + informative!	N/A.	Female	26-35	White British	
12	Extremely likely	L. - she was very kind and friendly.					
13	Extremely likely	All staff are wonderful, provide excellent service and advice. Highly recommended.					
14	Extremely likely	L. - very polite, made me feel completely at ease!!					
15	Extremely likely	Nurse L. was extremely helpful & calming.	No suggestion, better than normal GP's.	Female	26-35	White British	
16	Extremely likely	Today, we went to see the nurse. Her name is T. as she's helpful, she's aware about deaf people. She's friendly. She gave me some good information as we understand now.		Male	16-25	White British	
17	Extremely likely	L. - friendly service & useful advice.					
18	Extremely likely	To come here for a smear is so reassuring & the staff are knowledgeable & kind and professional. Thank you.		Female	36-45	White British	
19	Extremely likely	Very helpful and approachable		Female	16-25	White British	

		staff.					
20	Extremely likely	L. - such helpful staff, really accommodating, literally couldn't have been more caring + helpful. Thank you to nurse L.		Female	36-45	White British	
21	Extremely likely	Seen on time, helpful friendly, knowledgeable staff.		Female	36-45	White British	
22	Extremely likely						
23	Extremely likely	Really helpful. Fit in loads to my appointment. Thanks!		Female	16-25	White British	
24	Extremely likely	Usually seen quickly without fuss.	Might be nice if mobile phones / tablets could not be used in waiting room. (School girls taking photos on iPod today 20/06/16).	Male	36-45	White British	
25	Extremely likely	Never judge you + always help in any way they can.		Female	16-25	White British	
26	Extremely likely	My doctor & nurse were extremely kind and helpful. Sometimes you can feel judged by them using sexual health services. This was not the case & she really put my mind at rest.		Female	26-35	White British	
27	Extremely likely	Excellent and non-judgemental, feel a lot better now. Thank A.		Male	26-35	White British	
28	Extremely likely	Extremely happy with the help, support & guidance that A. gave me. I feel more confident & reassured. It was also very easy to see someone. Thank you.		Female	46-55	White British	
29	Extremely likely	F. is so lovely!! Thank you!!	No.	Female	16-25	White British	
30	Extremely likely	M. and K. are absolutely	No, just give them a nice pay	Female	26-35	Other ethnic	

		amazing! Thank you very, very much ladies! xxx.	rise.			group	
31	Extremely likely	Morning after pill, followed by a split condom, which were expired. Great service by M. Thank you.		Female	36-45	White British	
32	Extremely likely	Very helpful + informative.					
33	Extremely likely	Very friendly, very helpful and happy with appointment.					
34	Extremely likely	Prompt service. Polite and helpful staff. Good information and thorough explanation.		Female	26-35	White British	
35	Extremely likely	Ease of appointment booking, prompt service, polite staff.		Male	26-35	White British	
36	Extremely likely	All staff are lovely.	No. All very good.	Female	56-65	White British	
37	Extremely likely	Caring, reassuring, and very informative! Great staff.	None. Excellent.	Female	over 65	White British	
38	Extremely likely	Confidential, professional and friendly, easy service.			16-25	White British	
39	Extremely likely	Staff (M.) really friendly, service efficient, procedure easy.	No.	Female	16-25	White British	
40	Extremely likely	A., the service nurse I saw, was very nice & helpful. She told me better information than my doctor. Thank you.	No. The wait before was long but that's understandable.	Female	16-25	White British	
41	Extremely likely	Lovely, friendly staff. Put me at ease instantly.		Female	16-25	White British	
42	Extremely likely	Really nice. I felt comfortable.	Somewhere you can charge your phone in the waiting room.	Male	16-25	White British	
43	Likely	Friendly, non-judgemental attitude with all staff.	Very time consuming (long wait).	Female	36-45	White British	
44	Likely	L., K., C. - very helpful &	Receptionists were a bit noisy.	Female	26-35	White British	

		efficient.					
45	Not entered	People will come if they need the service.	Don't have the radio on in the waiting room - I much prefer silence!!!	Male	46-55	White British	

Qualitative Feedback - The Centre (Exeter) - Jul-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	I am an 'older person'. I was very anxious, embarrassed about attending the clinic. However the treatment, care I received from the reception onwards has been exemplary. May I particularly mention Dr A. and F. (nurse). Thank you so very much.			56-65	White British	
2	Extremely likely	Efficient, friendly and non-judgemental service.		Female	46-55	White British	
3	Extremely likely	Best service on the NHS, friendly & efficient.		Female	46-55	White British	
4	Extremely likely	Very efficient & friendly.	N/A.	Female	16-25	White British	
5	Extremely likely			Female	26-35	Other ethnic group	
6	Extremely likely	Very friendly and not painful.		Female	26-35	White British	
7	Extremely likely	F. & C. took very good care of me, making sure they didn't hurt me at all. Really friendly,	N/A.	Female	26-35	White British	

		made me feel secure about the procedure. It took minutes to put in the implant. Would recommend to friends.					
8	Extremely likely	Nurse who helped me was very reassuring and lovely. Also, was quick and wasn't waiting long.	N/A.	Female	16-25	White British	
9	Extremely likely	Very short wait, the nurses were fantastic in making me feel comfortable & have helped with long term solutions too!	N/A.	Female	16-25	White British	
10	Extremely likely	Friendly + professional. Put me @ ease no wait time.		Female	26-35	White British	
11	Extremely likely	Great service. Short wait time. Result and treatment in the same day. Free!	You do a great job: ++ nurses and dr.	Female	26-35	Mixed / Multiple ethnic groups	
12	Extremely likely	Extremely friendly staff who completely put me at ease, talked me through the entire procedure and made me feel safe & looked after. Thank you!!					
13	Extremely likely	Nurse that checked my coil & the doctor that fitted it originally were very patient with me & very reassuring. Couldn't fault their service.		Female	16-25	White British	
14	Extremely likely	M. + J. were fantastic. Really put me at ease, very professional, very skilful and gave me excellent care with a smile. Thanks.					
15	Extremely likely	Very quick / short wait, very helpful, answered all my					

		questions.					
16	Extremely likely	Felt at ease, all explained very well, good care given. M. was my nurse.		Female	26-35	White British	
17	Extremely likely	E. was very helpful + made me feel very safe! Thank you E.! X.	Nope! Was very happy.	Female	16-25	White British	
18	Extremely likely	Really great service - always use you rather than GP as specialist + I feel the practitioners have vast, accurate knowledge, which I do not feel I receive at GP. Workers always helpful + nice.	Sad to hear you are closing earlier as very useful to fit around working hours.	Female	26-35	White British	
19	Extremely likely	Very helpful with urgent circumstances.	No.	Female	26-35	White British	
20	Extremely likely	Very experienced, professional nurse. Very grateful.		Female	46-55	White British	
21	Extremely likely	Great, friendly service. Everyone needs a check-up, so deffo come here! Surprisingly quick today!!	Explain further on how to use the chlamydia swab stick. I didn't notice the poster in the loo until afterwards.	Female	16-25	White British	
22	Extremely likely	Both nurses were extremely professional & very friendly - made me feel very at ease.	No, it was lovely.	Female	26-35	White British	
23	Extremely likely	Extremely efficient and most pleasant drop-in service I've ever been to. Very impressed and brilliant example of NHS!	Be able to book online perhaps.	Female	16-25	White British	
24	Likely	Because the staff are friendly.		Female	under 16	White British	
25	Likely	Although I would recommend the service I would not recommend the walk in service.		Male	26-35		

		I have waited over an hour with the new drop-in service. I've never had to wait more than 30mins.					
26	Neither likely nor unlikely	Come to walk-in contraceptive clinic after calling the day before about opening times to find out they had a meeting instead. Came back later in the day as instructed by reception staff & clinic was too busy & there were no appointments left making me late for my depo injection.	Online opening times that is updated to inform patients if there is any meetings or reasons for the clinic not being on that day.	Female	16-25	White British	

Qualitative Feedback - The Centre (Exeter) - Aug-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	Friendly, comforting and non-judgemental advice. + The option of doing the rectal swab yourself is much better than my previous clinic (Durham).	Reading of full members (mobile) at reception with people standing right behind.	Male	26-35	White British	
2	Extremely likely	I came in feeling anxious and I'm leaving feeling reassured and I've been treated with respect + dignity. The staff are friendly + understanding xxxx.		Female	16-25		

3	Extremely likely	All staff very reassuring and polite.		Female	16-25	White British	
4	Extremely likely	Very good, efficient service, top notch!	Appointment received for the day after rang. Top notch!	Male	56-65	White British	
5	Extremely likely		Less waiting times.	Male		White British	
6	Extremely likely	The staff are always very helpful and go the extra mile to give a good service. Even when they are really busy they try to fit you in a slot that is possible.	Some longer opening hours for people that have to work, or an evening a week to be seen.	Female	26-35	White British	
7	Extremely likely	A., the nurse I saw, was amazing + made a real difference to my mental health the day I saw her.		Female	26-35	White British	
8	Extremely likely	Very convenient time. Not long waiting times. Friendly and knowledgeable staff.		Female	16-25	Other ethnic group	
9	Extremely likely	Excellent service.	None.		56-65	White British	
10	Extremely likely	Friendly, respectful, professional staff who listen carefully, explain thoroughly and demonstrate great empathy and understanding. I have great confidence that I am in safe hands.	The temperature inside the building was unbearably hot, despite fans. It was difficult just as a visitor, so it must be awful to be working all day in this temperature.	Female	46-55	White British	
11	Extremely likely	I had my implant taken out & put back in. M., my nurse, made me feel at ease, explained everything as she went along and made the experience surprisingly pleasant.		Female	16-25	White British	
12	Extremely likely	Dr [illegible] expertise & approachability - 1st class!		Female	36-45	White British	
13	Extremely likely			Female	16-25	White British	I DO NOT wish my

							anonymised comments to be made public
14	Extremely likely	The ease and professionalism of the staff, esp. the nurse.		Male	46-55	White British	
15	Extremely likely	A different level of care and compassion in difficult circumstances. Felt listened to, looked after and not judged. Lovely staff. Made an uncomfortable, scary situation as easy as possible.	More private reception.	Male	26-35	White British	
16	Extremely likely	Dr A. was very kind and nice to talk to. Everything went quick and easy.	N/A.	Female	36-45	Other ethnic group	
17	Extremely likely		Blue light in patient toilet make it very difficult for me to see + to use the facilities with ease as I am partially sighted.				
18	Extremely likely			Female	16-25	White British	
19	Extremely likely	Came for implant consultation. As there was time, it was fitted immediately. Fantastic service. Thank you!			26-35	White British	
20	Extremely likely			Female	36-45	White British	
21	Extremely likely	Happy with service provided, only complaint would be the waiting time.	Improve waiting time (drop-in). Dr off sick. Nurse running clinic on own.	Female	16-25	White British	
22	Extremely likely	Was happy with the service and was a great help.		Male	26-35	White British	
23	Extremely likely	K. & L. have been extremely kind and understanding. They are a brilliant asset to your		Female	16-25	Asian / Asian British	

		team. Thanks you two.					
24	Extremely likely	L. was amazing. I am an extremely anxious person when it comes to doctors. Made me feel really relaxed! Thank you.					
25	Extremely likely	Very friendly and kind staff. Efficient service.					
26	Likely	Friendly & helpful staff.		Female	16-25	White British	
27	Neither likely nor unlikely	I work outside of Exeter and therefore it is not possible for me to make an apt. before 4 - the older opening hours would suit me better!		Female	36-45	White British	
28	Unlikely	After many visits, really do not like the changes made to contraception dept. - not feeling professional anymore and room is like a box.	Go back to how it was.	Female	36-45	White British	
29	Don't know	Had to wait for an hour with the walk-in service.		Female	36-45	White British	