

The Centre (Exeter) - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	28	100.0	0.0	0.0
Apr-17	26	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exeter) - Mar-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	Been helpful, non-judgmental, despite circumstances.	Refer on if needed (saw A. myself).	Female	46-55	White British	
2	Extremely Likely	Very friendly staff & always helpful.	Waiting time.	Female	16-25	Asian / Asian British	
3	Extremely Likely	Very friendly. Very prompt in seeing me - C. & F. Thanks. Made an embarrassing situation a lot less so. Keep up the good work.		Male	26-35	White British	
4	Extremely Likely	I live in London and have been having real trouble trying to sort out my contraception / sexual health issues. I have come in today and received a first class service! Thank you - all problems solved!		Female	16-25	White British	
5	Extremely Likely	Detailed, helpful and effective treatment.	Shorter waiting list.	Male	26-35	Other ethnic group	
6	Extremely Likely	I have been to numerous clinics around the UK and Exeter definitely has the most friendly & caring staff which always makes visiting the clinic a lot easier. They truly are staff to be emulated and I'd like to give my thanks to them. They're very good at their job!		Male	16-25	White British	
7	Extremely Likely	Brilliant service - excellent nurses who understand!		Male	46-55	White British	
8	Extremely Likely	Very helpful and friendly staff. They're both respectful and easy to talk to and give sound advice. Any doubts or questions I've had have been	N/A.	Male	16-25	White British	

		answered professionally.					
9	Extremely Likely	Very good service and very friendly people who always listen to your needs.		Male	16-25	White British	
10	Extremely Likely			Female	16-25	Asian / Asian British	Do not publish
11	Extremely Likely	Friendly staff.		Female	26-35	White British	
12	Extremely Likely	Thorough, friendly and reassuring. F. for president!					
13	Extremely Likely	Fantastic, happy, knowledgeable and approachable staff, prompt service and very thorough. Have put my mind at ease and gone above and beyond with enquiries into both physical and mental wellbeing. Well worth supporting a glowing NHS service.	None, an excellent service.	Male	26-35	White British	
14	Extremely Likely	Really friendly and comforting as well as informative.		Female	16-25	White British	
15	Extremely Likely	Amazing. No criticism at all. Knowledgeable, kind, highly professional staff. Immediate testing and treatment for thrush & good follow-up care. Superb. Thank you.		Female	26-35	White British	
16	Extremely Likely	S. was amazing - great bedside manner!!		Female	16-25	White British	
17	Extremely Likely	Nurse was lovely.		Female	16-25	White British	
18	Extremely Likely	Very helpful & clear.					
19	Extremely Likely	Quite nervous when I came in but as soon as I met my nurse I was reassured, guided and actually enjoyed my contraction experience. I stayed for my coil consultation and again talked and laughed. Thank you.	Don't change a thing.	Female	36-45	White British	
20	Extremely Likely	V. helpful. Thank you, L.		Female	16-25	White British	
21	Extremely Likely	Really friendly, welcome staff.	Waiting time.	Female	16-25	White British	

22	Extremely Likely	Really friendly and felt at ease. Thanks so much!	No!	Female	16-25	White British	
23	Extremely Likely	Informative & thorough, easy to understand advice, v. friendly nurse.			46-55	White British	
24	Extremely Likely	F. was so lovely to me, good advice.	No.	Female	16-25	White British	
25	Extremely Likely	Professional & helpful as always.		Female	36-45	White British	
26	Extremely Likely	Amazing, helpful Dr!! Thank you x.					
27	Extremely Likely	Not been made to feel uncomfortable at any time.		Male	36-45	White British	
28	Extremely Likely	Very thorough and everything explained in detail.	Less waiting time would be good prior to being seen but understand it's busy place.	Female	46-55	White British	

Qualitative Feedback - The Centre (Exeter) - Apr-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	Very friendly team.		Female	36-45	White British	
2	Extremely Likely			Female	26-35	White British	Do not publish
3	Extremely Likely	Extremely friendly staff, puts me at ease! So informative and I always feel I can make an informative decision after attending an appointment.	No.	Female	16-25	White British	
4	Extremely Likely	Always pleasant, friendly & informative.		Female	26-35	White British	
5	Extremely Likely	Friendly. Understanding & very patient. Staff who I saw - L. & C.	N/A.	Female	16-25	White British	
6	Extremely Likely	I was very well cared for, taken seriously and given adequate advice. Extremely friendly service by nurse. Thank you.		Female	36-45	Other ethnic group	

7	Extremely Likely	F. was very helpful. I didn't feel the need to be nervous during the procedure of contraception implants. I would be happy to return again, with a very supportive nurse! Thank you!		Female	16-25	Mixed / Multiple ethnic groups	
8	Extremely Likely	Amazing people here.					
9	Extremely Likely	Excellent service and helpful and friendly doctors and staff.		Male	16-25	White British	
10	Extremely Likely				16-25	White British	
11	Extremely Likely	So lovely & friendly! Totally put you at ease. Every time I have come in the staff have been so personable! A plus (x3)!		Female	16-25	White British	
12	Extremely Likely	Been coming here for several years and always had friendly, warm & professional service.		Female	36-45	White British	
13	Extremely Likely	Very helpful and professional service, put me completely at ease.		Female	Over 65	White British	
14	Extremely Likely	Prompt, sensitive, friendly service. Also, very efficient e.g. contacting other medical professionals. Dr A.			56-65	White British	
15	Extremely Likely	Easily accessible, friendly, open on weekends.		Female	16-25	White British	
16	Extremely Likely	Very efficient, friendly service. Could ask all relevant questions & felt relaxed & well looked after.					
17	Extremely Likely	Fast, friendly, confidential service.	No.	Female	36-45	Mixed / Multiple ethnic groups	
18	Extremely Likely	Fantastic service today. I rang up and was advised to attend the drop-in service. Short wait, superb consultation and I was treated with great respect. Very thorough care and follow-up arranged too. Thank you all very much for your superb service.	No.	Female	36-45	White British	

19	Extremely Likely	Doctor & nurse both very helpful, kind and dealt with my needs perfectly.	No.	Female	36-45	White British	
20	Extremely Likely	Friendly, knowledgeable staff.		Female	16-25	White British	
21	Extremely Likely	The nurses always listen to you and help a lot and always talk you through everything they are doing.					
22	Extremely Likely	Very understanding, approachable doctor.					
23	Extremely Likely	Kind, caring, confidence-giving doctor. Felt very relaxed & was happy to chat to me about all aspects. Wonderful service. Many thanks!					
24	Extremely Likely			Female	26-35	White British	Do not publish
25	Likely	Had a very helpful / informative chat.	None.	Female	26-35	White British	
26	Likely			Male	16-25	White British	Do not publish