

## The Centre (Exeter) - Friends and Family Test - May-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.	%	%	%
May-17	54	100.0	0.0	0.0

## Qualitative Feedback - The Centre (Exeter) - May-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	Helpful, efficient, conveniently situated service.	Not really - all appts. fully booked when I first called so had to ring back next day.	Female	36-45	White British	
2	Extremely Likely	Kind, relatable and friendly staff take away the embarrassment of this service. Their knowledge and willingness to help is fantastic as is their range of support services. Many thanks.		Female	16-25	White British	
3	Extremely Likely	Friendly staff, easy to book appointments.	N/A.	Female	16-25	White British	
4	Extremely Likely	Lovely people, all-round. Such an important service, made all the easier by kind and thoughtful staff.	Nothing. Y'all are perfect.	Male	26-35	White British	
5	Extremely Likely	Professional nurses available to listen and explain. Nurses tolerant and patient. The Centre is very well-organised. Relaxing environment. Thank you.	Just hoping there will be more centres like this one around UK.	Female	36-45	Other ethnic group	
6	Extremely Likely	You offer such a wonderful service. I am so grateful to be able to come & see you regarding things I don't want to talk to my GP about. Your staff are all wonderful. Thank you so much.	You do such a great job.	Female	36-45	White British	
7	Extremely Likely	Sex health check.	Very happy with all!	Male	36-45	White British	
8	Extremely Likely			Female	26-35	White British	
9	Extremely Likely	Excellent service!!! I cannot imagine my life without contraception, GUM & HIV services in Exeter. Very good for women.					

10	Extremely Likely	A. was fantastic. She was very warm and professional. I felt informed and respected. This is what will further promote individuals to keep visiting - to look after their sexual health.	More so - clearer signposting and [illegible] from GP.	Female	26-35	White British	
11	Extremely Likely	Great nurse with excellent clear information & relaxing manner.		Female	Over 65	White British	
12	Extremely Likely	Sexual health check.	Nope - everyone was so lovely! Felt very at ease.	Female	16-25	White British	
13	Extremely Likely	Lovely doctor and nurse made me feel very comfortable - not too long to wait.		Female	16-25	White British	
14	Extremely Likely	The service is really great. I have also recommended it to my partner. Very helpful doctors and nurses and a brilliant level of care provided.					
15	Extremely Likely	I have had cause to visit several times this year when my GP could not see me. Excellent service, quick, professional, friendly, cannot praise highly enough. (Dr K. & K. in particular).		Female	26-35	White British	
16	Extremely Likely	T. Thank you angel! xxx.					
17	Extremely Likely	GP unable to fit coil. Thank you so much!!! I am so grateful to your clinic for today.	Dr B. was absolutely fantastic, kind & reassuring. I cannot imagine an improvement.	Female	16-25	White British	
18	Extremely Likely	I was on holiday needing support & your team could not have been nicer. I was seen in less than 20 minutes by F. who was just lovely. Non-judgmental, friendly & reassuring - much nicer than I have received back home. Thank you.	None - brilliant.	Female	26-35	White British	
19	Extremely Likely	F. was very informative and made me feel at ease in a situation that would usually make me very nervous. 10/10. I am amazed with the service.	No.	Female	16-25	White British	

20	Extremely Likely	Both doctor & assistant were really easy to talk to, non-judgmental & made me feel really comfortable with a sensitive subject and for me embarrassing but I felt really comfortable & looked after. 5*.	No.	Female	26-35	White British	
21	Extremely Likely	I saw L. She was so clear with her explanations and extremely friendly. I felt comfortable to talk to her about anything and felt she listened and gave me the best advice she could. She was great.		Female	16-25	White British	
22	Extremely Likely	E. was amazing! Thank you.		Female	16-25	White British	
23	Extremely Likely	Very friendly and professional nurse specialist and assistant nurse, especially since I've had previous problem with coil-fitting. All went very smoothly. Not long waiting either. Excellent service.	None. All very good. Great advice given too - sympathetic, lovely people!	Female	46-55	White British	
24	Extremely Likely	Super, lovely, smiley & friendly nurse. V. helpful. Thank you x.	Nothing, great today, v. fast.	Female	36-45	White British	
25	Extremely Likely	Friendly, compassionate, helpful.		Female	26-35	White British	
26	Extremely Likely	The nurse was fantastic. Very welcoming.	No.	Female	16-25	White British	
27	Extremely Likely	Helpful, supportive, good info. for alternatives.	I'm happy so far.	Female	36-45	White British	
28	Extremely Likely	Staff very friendly & helpful.	No.	Female	16-25	White British	
29	Extremely Likely	Everything explained perfectly, made to feel very comfortable, would definitely come back if necessary.		Female	16-25	White British	
30	Extremely Likely	Always friendly & informative. Have the right knowledge. Comforting.		Female	16-25	White British	
31	Extremely Likely	Brilliant staff, friendly.		Female	26-35	White British	
32	Extremely Likely	Quick & reliable staff. Knowledgeable. Made me feel very comfortable & at ease.	N/A.	Female	16-25	White British	

33	Extremely Likely	Very helpful & friendly staff. Thank you!	No.	Female	16-25	White British	
34	Extremely Likely						
35	Extremely Likely	I find speaking to the nurses here I feel very comfortable and I can trust them.	No.	Female	Under 16	White British	
36	Extremely Likely	Fab service & very professional.					
37	Extremely Likely	Nice & friendly.		Female	16-25	White British	
38	Extremely Likely	Very quick service, nurse was friendly & extremely helpful. Loads of info. & advice provided.		Female	26-35	White British	
39	Extremely Likely	Friendly, kind, caring, quick people.		Female	16-25	White British	
40	Extremely Likely	More helpful advice in 20mins than 4 years' worth of advice at local GP's.			46-55	White British	
41	Extremely Likely	Friendly and really nice staff. Explain everything. Quick fit of implant.		Female	26-35	Other ethnic group	
42	Extremely Likely						
43	Extremely Likely	Staff - made to feel as comfortable as possible.		Female	26-35	White British	
44	Extremely Likely	It is the best & most accessible service I have ever used. Even when I was studying in Reading & Manchester I would come home to get tested/get contraception because the services in those cities were a joke! The mix of walk-in/appointments works perfectly & as a girl who needs both consistent birth control & the peace of mind that if I have any issues with sexual health I have the clinic that is invaluable. Do not underestimate the value of this service!	Keep the funding & keep it going. You would be hurting many people by not having this service.	Female	16-25	White British	
45	Extremely Likely	Excellent staff - really lovely and professional from consultation to coil-fitting. Reception staff also lovely.		Female	36-45	White British	
46	Extremely Likely	Great service, very friendly nurse		Female	26-35	White British	

		practitioner.					
47	Extremely Likely	Really friendly staff. Great advice. H. was amazing.		Female	16-25	White British	
48	Extremely Likely	Seen very quickly.		Female	46-55	White British	
49	Extremely Likely	The service was very effective and efficient.	No - apart from being a little more confidential about appts. It could be a little embarrassing.		46-55	White British	
50	Extremely Likely	Everyone very kind & helpful - not made to feel embarrassed & all treatment confidential.	No.	Female	46-55	White British	
51	Extremely Likely	I was never disappointed about this great service. All of you are very professional (doctors and nurses). I can't be more happy that this service exists. Keep up the good job! NHS is the best thing the UK has!	Keep up the good job.	Female	26-35	Mixed / Multiple ethnic groups	
52	Extremely Likely	Excellent information given. Very professional manner of staff.					
53	Likely	Everyone is friendly and have cool denim skirts.		Female	16-25	Mixed / Multiple ethnic groups	
54	Likely	Professional, friendly.	Timings both times have been 20mins late.	Female	26-35	White British	