

The Centre (Exeter) - 'Friends and Family Test' - Nov-16 to Dec-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.	%	%	%
Nov-16	29	93.1	3.4	3.4
Dec-16	No data	No data	No data	No data

Qualitative Feedback - The Centre (Exeter) - Nov-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	Very happy with service provided. Highly recommend it.		Male	36-45	White British	
2	Extremely Likely	H. - great doctor. Made me feel really at ease and had great professionalism. Couldn't have had a better appointment! Both the lady at reception (S.) and the lady who (C.) took my blood were also very kind & helpful.		Female	16-25	White British	
3	Extremely Likely			Female	26-35	White British	Do not publish
4	Extremely Likely	They are very friendly. I don't get embarrassed.		Female	46-55	White British	
5	Extremely Likely						
6	Extremely Likely	Absolutely amazing. So friendly and helpful.					
7	Extremely Likely	Friendly staff & made to feel welcome & at ease.	None.	Female	36-45	White British	
8	Extremely Likely	T. was so lovely and really made me feel comfortable. It's been a battle to get on to some medication but T. did lots of tests in one to help me out. Definitely recommend the service and I hope to have T. again when I come back!					
9	Extremely Likely	L. was lovely and friendly, very informative and helpful. A credit to our centre.					
10	Extremely Likely	I am extremely pleased with every aspect of the care and understand		Male	46-55	White British	

		second to none. All members of the Team are kind and professional Thank you all and keep up the good work.					
11	Extremely Likely	L. & A. were amazing, super-friendly & lovely - made the whole experience worry-free.		Female	16-25	White British	
12	Extremely Likely	Very helpful!					
13	Extremely Likely						
14	Extremely Likely	Ms B. very understanding and easy to talk to. Put me at ease. Very friendly service.					
15	Extremely Likely	I spoke to your nurse A. on the phone who was extremely humane, reassuring and professional, also the same in the clinic. Thank you & Merry Christmas x.					
16	Extremely Likely	Excellent help and treatment for thrush, would highly recommend to others.					
17	Extremely Likely	It was such an efficient, barely painful experience. Both the doctor & nurse were so experienced & kind it made the whole experience.	No problem at all.	Female	16-25	White British	
18	Extremely Likely	Good, friendly staff, able to put you at ease and listen.	No - it's first class.	Male	56-65	White British	
19	Extremely Likely	L. removed my implant. She was very nice and helped me with my anxiety. Very much appreciated.		Female	16-25	White British	
20	Extremely Likely	Quick to book appointments. Friendly staff.					
21	Extremely Likely	Quick - I hardly waited 2mins in the waiting room! Friendly - felt v. comfortable. Thorough - covered all areas I was worried about &					

		more.					
22	Extremely Likely	L. was very thoughtful and kind all the time during test. L. has been professional at all time and very gentle.		Female	36-45	Other ethnic group	
23	Extremely Likely	T. was friendly, knowledgeable & efficient.		Female	26-35	White British	
24	Extremely Likely	Very nice staff. Fairly short wait considering I 'walked in'. Helpful and understanding doctor who went out of her way to help.		Female	46-55	White British	
25	Extremely Likely	F. was amazing, so friendly & really helped with making my decision. Was a bit worried about coming as heard not great things from other people re: removal of the implant (not here) but she was great.		Female	16-25	White British	
26	Extremely Likely	T. is lovely, did a great job & very reassuring and kind.		Female	16-25	White British	
27	Extremely Likely	Friendly and reassuring staff. Quick service.					
28	Unlikely	Treatment STI.	Be honest and admit a patient problem rather than try to cover it up.	Male	26-35	White British	
29	Don't Know	Long waiting time because only 1 doctor available. In general, the service is good.	There was only one doctor available when I visited, who was on lunch & then in a meeting which meant a wait of over 1hr to be seen. Maybe 2 doctors?	Male	56-65	White British	
30	<i>Not entered</i>		More types of STI checked for.	Female	16-25	White British	