

The Centre (Exeter) - 'Friends and Family Test' - Oct-15 to Jan-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. | % | % | % |
| Oct-15 | 33 | 100.0 | 0.0 | 0.0 |
| Nov-15 | 65 | 100.0 | 0.0 | 0.0 |

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|--------|----|-------|-----|-----|
| Dec-15 | 72 | 98.6 | 0.0 | 1.4 |
| Jan-16 | 18 | 100.0 | 0.0 | 0.0 |

Qualitative Feedback - The Centre (Exeter) - Oct-15

| | '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 service, thanks! | | | | | No tick |
| 2 | Extremely likely | D. & P. were extremely patient and helpful. They explained everything. Absolutely brilliant service. | Nope. | Female | 16-25 | White British | No tick |
| 3 | Extremely likely | Ease of service and helpful. | | | | | No tick |
| 4 | Extremely likely | Very prompt service. Excellent staff. Very helpful. | Nil. | Female | 16-25 | White British | No tick |
| 5 | Extremely likely | The nurse was very friendly - she did know what she's doing and I did not even need to wait for long! Excellent! | | | | | No tick |
| 6 | Extremely likely | Lovely lady, made me very calm and relaxed in a situation about which I had been frightened. Ran on time too! | | Female | 16-25 | White British | No tick |
| 7 | Extremely likely | Services are always excellent. Staff are brilliant!! | | | | | No tick |
| 8 | Extremely likely | Lovely, kind, professional, thoughtful. | Advertise a more anonymous waiting space! | | 56-65 | Other ethnic group | No tick |
| 9 | Extremely likely | The staff here are professional | | | 16-25 | White British | No tick |

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| | | and also very good at making you feel at ease. | | | | | |
| 10 | Extremely likely | Excellent service, very efficient & helpful. | | | over 65 | White British | No tick |
| 11 | Extremely likely | K. was utterly superb, couldn't ask for a better healthcare assistant. | | | | | No tick |
| 12 | Extremely likely | Good, easy service + nice people. | | Female | 16-25 | White British | No tick |
| 13 | Extremely likely | Very helpful. | | | | | No tick |
| 14 | Extremely likely | Ease of process. Straightforward and uncomplicated. | | | | | No tick |
| 15 | Extremely likely | I always feel good when I come here and the people here are lovely! | | | | | No tick |
| 16 | Extremely likely | Every time I come to the walk-in centre the staff have made me feel very comfortable. They always go out of their way to make sure I have been looked after and are very friendly. Always a pleasant experience. | The wait is sometimes tedious but not much can be done about that. | Female | 16-25 | White British | No tick |
| 17 | Extremely likely | Nurse was very experienced and made me feel at ease. | | Female | 26-35 | White British | No tick |
| 18 | Extremely likely | Very helpful, friendly & quick service. | | Female | 16-25 | White British | No tick |
| 19 | Extremely likely | Friendly, informative, non-judgemental. I made an early appointment. So no waiting involved. | No, it was great. | Female | 46-55 | Mixed / Multiple ethnic groups | No tick |
| 20 | Extremely likely | Treated with respect! Non-judgemental! Felt at ease throughout my visit. | | | over 65 | White British | No tick |

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| 21 | Extremely likely | Efficient. Friendly. | | Female | 16-25 | White British | No tick |
| 22 | Extremely likely | Polite staff & doctors. | Receive patients that came by appointment on time. | Female | 16-25 | White British | No tick |
| 23 | Extremely likely | Friendly and well-trained staff. | Shorter waiting time. | Male | 16-25 | White British | No tick |
| 24 | Extremely likely | The staff are brilliant - put me at ease as I get nervous. | | | | | No tick |
| 25 | Extremely likely | | | | over 65 | White British | I DO NOT wish my anonymised comments to be made public |
| 26 | Extremely likely | Seen quickly and professionally. | | Female | 16-25 | White British | No tick |
| 27 | Extremely likely | | | Male | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 28 | Extremely likely | | | | | | No tick |
| 29 | Extremely likely | Both doctor and healthcare assistant were very professional and approachable. | | Male | 46-55 | White British | No tick |
| 30 | Extremely likely | Always judgement-free and so friendly, always feel comfortable when attending appointments. | | Female | 16-25 | White British | No tick |
| 31 | Likely | Nurses are polite & nice. However, my appointment was a bit late but I do appreciate it's hard to put a time limit on! & luckily I'm in no rush. | Maybe give the appointments a longer estimated time. | Female | 16-25 | White British | No tick |
| 32 | Likely | Good, quick service. Non-judgemental. | Reception staff have often been rude/abrupt on the phone. | Female | 16-25 | White British | No tick |
| 33 | Likely | Good, quick service. | | Male | 16-25 | White British | No tick |

Qualitative Feedback - The Centre (Exeter) - Nov-15

| | '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 | Dr was very helpful. | | Male | 46-55 | Black / African / Caribbean / Black British | No tick |
| 2 | Extremely likely | I was nervous about having the tests and was made to feel comfortable and relaxed. | | Female | 16-25 | White British | No tick |
| 3 | Extremely likely | L. was lovely, professional and made me feel more comfortable than most normal doctors' appointments. | | Female | 16-25 | White British | No tick |
| 4 | Extremely likely | Helpful, friendly and quick. | | | | | No tick |
| 5 | Extremely likely | Felt very reassured and safe in the nurses hands while having implant removed. | | Female | 16-25 | White British | No tick |
| 6 | Extremely likely | It's good. | | | | | No tick |
| 7 | Extremely likely | Good care, coil and implant fitted well here. Staff v. friendly. | | Female | 16-25 | White British | No tick |
| 8 | Extremely likely | V. friendly + helpful! | | | | | No tick |
| 9 | Extremely likely | | | Female | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 10 | Extremely likely | | | Male | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 11 | Extremely likely | | | | | | No tick |

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|----|------------------|---|--|--------|-------|--------------------|--|
| 12 | Extremely likely | | | Female | 36-45 | White British | No tick |
| 13 | Extremely likely | Brilliant, quick & efficient service. Everything explained in full before, during & after treatment. Have already recommended to my friends & family. | | Female | 36-45 | White British | No tick |
| 14 | Extremely likely | Lovely staff, happy to help with any issue and even held my hand. | | | | | No tick |
| 15 | Extremely likely | Friendly + very helpful. | | Male | 46-55 | White British | No tick |
| 16 | Extremely likely | Very lovely staff + very helpful. | | Female | 16-25 | White British | No tick |
| 17 | Extremely likely | | | Female | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 18 | Extremely likely | Very helpful lady, made me feel extremely comfortable. | | Female | 16-25 | White British | No tick |
| 19 | Extremely likely | Prompt & very efficient service I received today. | No, it was very good. | Female | 46-55 | White British | No tick |
| 20 | Extremely likely | Very professional and very friendly. | All good. | Female | 26-35 | Other ethnic group | No tick |
| 21 | Extremely likely | Nurses were very nice, talked me through what they were doing + very calming. | | | | | No tick |
| 22 | Extremely likely | Efficient + friendly staff. | | Female | 36-45 | White British | No tick |
| 23 | Extremely likely | Provided what I needed in a timely manner. Friendly. | More evening appts. / clinics. | Female | 36-45 | White British | No tick |
| 24 | Extremely likely | Friendly staff, seen quickly. | Nothing, staff were lovely + I was seen quickly. | Female | 16-25 | White British | No tick |
| 25 | Extremely likely | Such an understanding and friendly nurse put me at ease instantly! | N/A. | Female | 16-25 | White British | No tick |

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|----|------------------|---|--|--------|-------|---------------|---------|
| 26 | Extremely likely | Helpful staff - very. Availability of service. Central location. | N/A. | Male | 46-55 | White British | No tick |
| 27 | Extremely likely | Efficient, quick service and friendly. | N/A. | Male | 26-35 | White British | No tick |
| 28 | Extremely likely | Very kind + efficient service. | Felt confidentiality was compromised at reception when signing in (name, phone etc.). Would be good to have a sign in sheet. | Female | 26-35 | White British | No tick |
| 29 | Extremely likely | Queued for 40mins and read. As soon as I was called the process was very quick and efficient. The nurses were very polite and friendly. Would recommend to other uni students! | | Male | 16-25 | White British | No tick |
| 30 | Extremely likely | Very friendly and helpful staff. Made me very relaxed. | | Male | 16-25 | White British | No tick |
| 31 | Extremely likely | Very kind, helpful non-judgemental nurses. | None. | Female | 16-25 | White British | No tick |
| 32 | Extremely likely | Very friendly and understanding. | No. | Female | 16-25 | White British | No tick |
| 33 | Extremely likely | T. was very helpful and nice. | | | | | No tick |
| 34 | Extremely likely | The nurse (T.) was very professional, had a very good bedside manner and she performed the procedure with minimal pain - put me at ease. Furthermore I would have the contraceptive implant again because this experience was very good as I was slightly anxious about how painful it was going to be. | N/A. | Female | 16-25 | White British | No tick |

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|----|------------------|--|---|--------|---------|---------------|---------|
| 35 | Extremely likely | T. has been great, made me feel at ease and very informative. Thank you so much! | | | | | No tick |
| 36 | Extremely likely | Very informative and lovely nurse! (T.) Very reassuring. | | Female | 16-25 | White British | No tick |
| 37 | Extremely likely | | No - all is fab!! | Female | 16-25 | White British | No tick |
| 38 | Extremely likely | Informative, friendly and I didn't feel rushed. | | Female | 36-45 | White British | No tick |
| 39 | Extremely likely | Lovely people. | No. | Female | 16-25 | White British | No tick |
| 40 | Extremely likely | Very friendly and approachable service. A. was very helpful and took time to explain all treatments and check medical questions, to ensure I was at ease. | | Female | 26-35 | White British | No tick |
| 41 | Extremely likely | Effective for what I needed (sexual health appointment) and friendly staff who are easy to talk to. | | Male | 16-25 | White British | No tick |
| 42 | Extremely likely | Saw a doctor and a nurse and both were very comforting and made me feel comfortable. | | Female | 26-35 | White British | No tick |
| 43 | Extremely likely | Very professional and non-judgemental approach. Thanks so much for your help. I was really impressed with your support for the emotional side as well as the physical. | Didn't realise I could get an appointment - but I think you do probably publicise that, so that's my mistake. | Male | 46-55 | White British | No tick |
| 44 | Extremely likely | Treatment by staff. Confidentiality. | | Male | over 65 | White British | No tick |
| 45 | Extremely likely | L. was fantastic. She made me feel so comfortable. | | Female | 16-25 | White British | No tick |
| 46 | Extremely likely | Really friendly & informative. | | Male | 16-25 | White British | No tick |

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|----|------------------|---|--|--------|-------|---------------|---------|
| 47 | Extremely likely | Polite, friendly, reassuring staff. | | Female | 26-35 | White British | No tick |
| 48 | Extremely likely | Very friendly & helpful staff. | | Male | 16-25 | White British | No tick |
| 49 | Extremely likely | B. (nurse advisor) very welcoming, professional & non-judgemental. Reassuring. Thank you. | Waiting times for pre-booked appointments. | | | | No tick |
| 50 | Extremely likely | Friendly staff. | | Female | 16-25 | White British | No tick |
| 51 | Extremely likely | Absolutely wonderful treatment + care from the nurses. Put me at my ease. Fabulous. | | Female | 26-35 | White British | No tick |
| 52 | Extremely likely | Doctor and nurse were very friendly gave me lots of information and talked through what I had done. | | Female | 26-35 | White British | No tick |
| 53 | Extremely likely | Friendly staff / easy to talk to. | Not having to make a number of appt. for different issues (e.g. smear tests, contraception). | Female | 26-35 | White British | No tick |
| 54 | Extremely likely | Lovely woman, v. friendly. Thank you. | | Female | 26-35 | White British | No tick |
| 55 | Extremely likely | Great service, friendly and seen quickly. | | Female | 16-25 | White British | No tick |
| 56 | Extremely likely | Friendly + helpful nurse. | | Female | 26-35 | White British | No tick |
| 57 | Extremely likely | Good service, friendly, helpful. | Like the opening later as helps with work commitments. | Female | 16-25 | White British | No tick |
| 58 | Extremely likely | Nurse I saw was lovely. Very approachable. Was seen quickly. I was able to call in after work at 6.10pm which was perfect for me. | Extended hours are brilliant. | Female | 36-45 | White British | No tick |
| 59 | Extremely likely | Helpful + friendly nursing staff & it was brilliant to be able to attend an appointment in the | | Female | 26-35 | White British | No tick |

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| | | evening (6.30pm) so as to fit around work. Top marks! | | | | | |
| 60 | Extremely likely | Staff are very friendly and professional. Made my visit as comfortable as they could. | | Female | 36-45 | White British | No tick |
| 61 | Likely | | | Female | 16-25 | White British | No tick |
| 62 | Likely | Pretty quick, everyone was lovely. | | Female | 16-25 | Mixed / Multiple ethnic groups | No tick |
| 63 | Likely | Friendly service. | | | | | No tick |
| 64 | Likely | | | | | | No tick |
| 65 | Likely | The centre is good. However, the walk-in centre downstairs sent me to the wrong reception which was a 30min wait! Very silly. | Ask more @ reception "is that with 'the centre' or walk-in?" | Female | 26-35 | White British | No tick |

Qualitative Feedback - The Centre (Exeter) - Dec-15

| | '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 | Efficient & friendly. | | Male | 56-65 | White British | No tick |
| 2 | Extremely likely | Extremely friendly and welcoming staff. Made me feel comfortable and gave me lots of advice and help. | | | | | No tick |
| 3 | Extremely likely | Fast, efficient service with very friendly staff that don't judge. | | | | | No tick |
| 4 | Extremely likely | Everyone very kind, gentle & friendly. No stigma to being | | Female | 36-45 | White British | No tick |

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|----|------------------|---|----------------------|--------|-------|-----------------------|---------|
| | | here. Thank you. | | | | | |
| 5 | Extremely likely | I think what you do here is fantastic. The kindness, professionalism and non-judgemental attitude is priceless when you are feeling a bit vulnerable. Thank you! | No. | Female | 46-55 | White British | No tick |
| 6 | Extremely likely | Staff helpful, clear and friendly. | No. | Female | 36-45 | White British | No tick |
| 7 | Extremely likely | Super service, helpful staff. Thank you. | N/A. | Female | 26-35 | White British | No tick |
| 8 | Extremely likely | Very prompt, helpful care given. Supportive + non-judgemental environment. | None. | Female | 36-45 | White British | No tick |
| 9 | Extremely likely | Friendly approach. Very useful advice + written information for further reading at home. Well-organised. Flexibility for further appointments - date + time. Two thumbs up! | | Female | 26-35 | Other ethnic group | No tick |
| 10 | Extremely likely | Nurse was lovely! Extremely helpful. Very friendly. L. was great. | No. | Female | 16-25 | White British | No tick |
| 11 | Extremely likely | Lovely staff, quick + informative. | | | | | No tick |
| 12 | Extremely likely | I got all information about implant. The nurse explained me very clear about the process. | | Female | 26-35 | Asian / Asian British | No tick |
| 13 | Extremely likely | Fast, friendly, really kind & light with situation in hand. Fitted me in to suit me - really appreciated. | | Female | 16-25 | White British | No tick |
| 14 | Extremely likely | Excellent communication re: appointment. Doctor was | No – it's brilliant. | Female | 36-45 | White British | No tick |

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|----|------------------|--|--|--------|-------|-----------------------|---------|
| | | professional, kind and very good! Nurse was very supportive and helped me feel at ease. | | | | | |
| 15 | Extremely likely | T. the nurse was very helpful and friendly. | | Female | 16-25 | White British | No tick |
| 16 | Extremely likely | Quick, friendly. So good to have the later clinic- working late but still being able to sort health issues + get advice. 5-stars. Thank you! | Nope. | Female | 16-25 | White British | No tick |
| 17 | Extremely likely | Very helpful, non-judgemental staff. | | Female | 16-25 | White British | No tick |
| 18 | Extremely likely | Always friendly and reassuring. | | | | | No tick |
| 19 | Extremely likely | The staff are really lovely and make you feel at ease. | | Female | 16-25 | White British | No tick |
| 20 | Extremely likely | 2 excellent practitioners (L. in particular). | No. | Male | 56-65 | White British | No tick |
| 21 | Extremely likely | Very good, quick service. | | Male | 46-55 | White British | No tick |
| 22 | Extremely likely | The lady who saw me was very friendly and made me feel more comfortable. | There is a long wait. More nurses / doctors. | Female | 16-25 | White British | No tick |
| 23 | Extremely likely | Friendly and supportive nurses - also provide useful information. | | | | | No tick |
| 24 | Extremely likely | Competent & friendly staff. Easy access to services. Meets needs effectively. | | Female | 16-25 | White British | No tick |
| 25 | Extremely likely | Excellent service. | | | | | No tick |
| 26 | Extremely likely | Friendly & helpful. | | Female | 16-25 | White British | No tick |
| 27 | Extremely likely | Very friendly & nice. | | Female | 16-25 | Asian / Asian British | No tick |
| 28 | Extremely likely | Very friendly and helpful. | No. | Female | 16-25 | White British | No tick |

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|----|------------------|---|---|--------|-------|--------------------|---------|
| 29 | Extremely likely | | No, it's been a very good service. | Male | 46-55 | White British | No tick |
| 30 | Extremely likely | I'm from Southampton (recently moved here). We have nothing like this there. Quick, convenient to use. Highly recommend. | | | | | No tick |
| 31 | Extremely likely | Brilliant to have a late night appointment, would have been much harder to get in otherwise. | Late night appointments definitely recommended. | Female | 26-35 | White British | No tick |
| 32 | Extremely likely | Lovely staff - makes all the difference having lovely, caring smiley people. | N/A. | Female | 26-35 | White British | No tick |
| 33 | Extremely likely | Quick service. Very friendly staff. | | Female | 26-35 | Other ethnic group | No tick |
| 34 | Extremely likely | Friendly, don't judge, quick service. | | Female | 16-25 | White British | No tick |
| 35 | Extremely likely | Fast service, friendly staff. | Not really. | Female | 16-25 | White British | No tick |
| 36 | Extremely likely | Efficient fast, felt safe and comfortable, brilliant, short waiting time. | | Female | 16-25 | | No tick |
| 37 | Extremely likely | Very professional, good quality service. | | | | | No tick |
| 38 | Extremely likely | People in the service allow their patients to feel comfortable in awkward and uncomfortable situations. This made the experience much easier. | No. | Female | 16-25 | White British | No tick |
| 39 | Extremely likely | Seen F. today - needed to change pill but unable to make appt. last minute. She spoke to a doctor and sorted everything | | Female | 16-25 | White British | No tick |

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|----|------------------|---|---|--------|-------|---------------|---------|
| | | for me. Very pleased. Thank you. | | | | | |
| 40 | Extremely likely | No judgement, always happy to help. F., Exeter branch. | N/A. | Female | 16-25 | White British | No tick |
| 41 | Extremely likely | Very helpful ladies and the late opening suited me with working long daytime hours. | | Female | 26-35 | White British | No tick |
| 42 | Extremely likely | Open after 6pm. | | Female | 26-35 | White British | No tick |
| 43 | Extremely likely | Quick, easy and very friendly much appreciated. | | Female | 16-25 | White British | No tick |
| 44 | Extremely likely | Great service with very friendly team. The service in Exeter is far better than the one in Gloucester. Please keep up the great work. | Occasionally, the wait can be lengthy but appreciate how busy you can be. | | 46-55 | White British | No tick |
| 45 | Extremely likely | Kind and friendly nurses. | | | | | No tick |
| 46 | Extremely likely | Have recently been having my injection in Bournemouth due to moving to uni but here is so much more friendly + efficient and the nurses are more gentle. Merry Christmas. | | Female | 16-25 | White British | No tick |
| 47 | Extremely likely | Very friendly + quick service despite computers all being down! | N/A. | Female | 16-25 | White British | No tick |
| 48 | Extremely likely | Staff lovely & helpful. | | Female | 26-35 | White British | No tick |
| 49 | Extremely likely | Really friendly + reassuring. | | | | | No tick |
| 50 | Extremely likely | Empathetic. Clear information. Gentle. Non-judgemental. Personable. Reassuring. Offers good medical plans. | | Female | 16-25 | White British | No tick |
| 51 | Extremely likely | Fantastic nurse + doctor - very helpful and quick service. Thank | | | | | No tick |

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|----|------------------|--|---|--------|-------|---------------|---------|
| | | you. | | | | | |
| 52 | Extremely likely | Brilliant - pain-free! Great consultant. | | | | | No tick |
| 53 | Extremely likely | I always receive friendly and prompt attention from everyone - receptionists, doctors, nurses. This is important to me as a gay man in a rural part of the country where I might not always expect this. | | Male | 26-35 | White British | No tick |
| 54 | Extremely likely | | Great. | Male | 16-25 | White British | No tick |
| 55 | Extremely likely | Very nice staff. | Reduce waiting times. | Male | 16-25 | White British | No tick |
| 56 | Extremely likely | Excellent service. | Perfect. Thank you. | Female | 26-35 | White British | No tick |
| 57 | Extremely likely | Always find the staff so professional and warm. Very good advice given - a more thorough understanding and explanation of STI's / STD's than my GP had. | Once a nurse didn't wear gloves when she took my bloods which I found a bit worrying. | Female | 16-25 | White British | No tick |
| 58 | Extremely likely | The staff were all really nice and friendly. | No, it was all really good. | Female | 16-25 | White British | No tick |
| 59 | Extremely likely | Professional. I was so nervous - they instantly put me at ease. | | Female | 26-35 | White British | No tick |
| 60 | Extremely likely | Great, professional treatment, no waiting, discreet & comfortable. | | Female | 16-25 | White British | No tick |
| 61 | Likely | Reception staff not as confidential as expected. Both surname, house name and town mentioned loud. | | Male | 46-55 | White British | No tick |
| 62 | Likely | Good service, quick + easy. | | | | | No tick |

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|----|-----------------------------|---|---|--------|----------|---------------|--|
| 63 | Likely | | | Female | 16-25 | White British | I DO NOT wish my anonymised comments to be made public |
| 64 | Likely | I had a good service. But I must comment on the attitude of one of the receptionists downstairs. Perhaps it was the guest / patient before or she was generally having a bad day. But she was so angry and aggressive. My partner and I are both very calm people and we were bewildered by the receptionist's angry manner. I was so shocked by her behaviour that I'm bothering to fill out this. | I've used walk-in clinics in Soho + Plymouth and always found the staff amazing. The receptionist is as important as the doctor. If they don't like their job - change job. | Male | 36-45 | White British | No tick |
| 65 | Likely | | | | | | No tick |
| 66 | Likely | | | Male | 26-35 | White British | No tick |
| 67 | Likely | Nice nurse (P.) | Stay open later. | Female | 16-25 | White British | No tick |
| 68 | Likely | L. was very caring and was very good explaining things. | | Female | under 16 | White British | No tick |
| 69 | Likely | Move the box higher. Cheers. | | Male | 16-25 | White British | No tick |
| 70 | Likely | Friendly nurses who make you feel comfortable. | Put different opening times of different clinics clearly on website. | Female | 16-25 | White British | No tick |
| 71 | Likely | Very helpful & informative. | | Female | 16-25 | White British | No tick |
| 72 | Neither likely nor unlikely | Lack of confidentiality at reception. Wanted to know GP, said surname & address out loud & I thought it was a totally confidential service. | Be more discreet at reception. | Female | 46-55 | White British | No tick |

Qualitative Feedback - The Centre (Exeter) - Jan-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 & helpful staff, quick & efficient service. | N/A. | Female | 16-25 | White British | No tick |
| 2 | Extremely likely | The staff were very friendly, professional and caring! | The service did take a long time, although I imagine this can't be helped, but if speed could be improved then great! | Male | 16-25 | White British | No tick |
| 3 | Extremely likely | Lovely manner. Great service. | | Female | 16-25 | White British | No tick |
| 4 | Extremely likely | Every time I have visited the Exeter contraception clinic I have seen a different member of staff, but ALL have been superb - very informative, caring + kind. (I have been coming here for approx. 8years! for various things). | No - quick waiting times, helpful staff + plenty of info. offered. | Female | 26-35 | White British | No tick |
| 5 | Extremely likely | Staff very friendly and reassuring during a complex implant re-sit! | | | | | No tick |
| 6 | Extremely likely | Excellent, clear service, made to feel completely at ease and quickly seen / dealt with. | N/A. | Female | 16-25 | White British | No tick |
| 7 | Extremely likely | Always very good and informative care. Seen as quickly as they can. | | Female | 16-25 | White British | No tick |
| 8 | Extremely likely | Lovely service. Friendly, helpful staff. | None! | | | | No tick |
| 9 | Extremely likely | Because was made to feel | | Female | 36-45 | White British | No tick |

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|----|------------------|---|--|--------|-------|---------------|---------|
| | | relaxed, lovely, friendly. | | | | | |
| 10 | Extremely likely | P. was absolutely fantastic. Lots of info. given. A valued nurse. Couldn't ask for a smoother experience. | More doctors on evening or weekend clinics. Problem fitting around work. | Female | 16-25 | White British | No tick |
| 11 | Extremely likely | Very helpful and friendly. | | Female | 16-25 | White British | No tick |
| 12 | Extremely likely | Staff are extremely friendly and very gentle with injections. | | Female | 16-25 | White British | No tick |
| 13 | Extremely likely | Excellent service with friendly staff. | | Male | 46-55 | White British | No tick |
| 14 | Extremely likely | | | Male | 36-45 | White British | No tick |
| 15 | Extremely likely | Friendly, professional nursing staff. | | Female | 46-55 | | No tick |
| 16 | Extremely likely | Friendly, promptly seen. | | Female | 16-25 | White British | No tick |
| 17 | Extremely likely | | | Male | 26-35 | White British | No tick |
| 18 | Extremely likely | Excellent staff. But would like to see high rise chairs in waiting room! | | Female | 46-55 | White British | No tick |