

The Centre (Exeter) - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	22	100.0	0.0	0.0
Oct-16	19	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exeter) - Sep-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 good service.			26-35	White British	
2	Extremely likely	Good service, always helpful and generally pretty quick.		Female	26-35	White British	
3	Extremely likely	Very easy to book appointments for me and my partner. Very convenient late opening times.	Instant HIV tests to help reduce worry + stress.	Male	26-35	White British	
4	Extremely likely	Friendly, efficient, informative service.		Female	26-35	White British	
5	Extremely likely	Excellent, quick, friendly, reassuring service from the lovely girl on the front desk to S. who did my tests. Thank you.	None! Great already!	Female	36-45	White British	
6	Extremely likely	Always treated with respect by medical staff & everything resolved.	Nope [illegible].	Male	26-35	White British	
7	Extremely likely			Female	16-25	White British	Do not publish
8	Extremely likely	All of the doctors and nurses I have seen have been extremely helpful and friendly.	No.	Male	26-35	White British	
9	Extremely likely	Excellent service.					
10	Extremely likely	Everything explained fully in detail and answered all of my questions. Very pleased. Thank you.		Female	56-65	White British	
11	Extremely likely	Very good service, knowledgeable doctor, friendly, caring, had time for me. Thank		Female	36-45	White British	

		you.					
12	Extremely likely				16-25	White British	
13	Extremely likely	Emergency contraception, coil fitted. Brilliant, friendly service. Thank you.	N/A.	Female	26-35	White British	
14	Extremely likely	Efficient, friendly service.	More evening clinics.	Female	46-55	White British	
15	Extremely likely	Very quick waiting times and friendly and helpful staff! Thank you.					
16	Extremely likely	Good service + friendly staff. Very approachable.		Male	26-35	White British	
17	Extremely likely	Everyone very helpful and friendly. I was soon put at my ease.		Male	56-65	White British	
18	Extremely likely	Excellent service – clean, diligent & caring. The procedure was carried out quickly & efficiently. All was explained in great detail.	None.	Female	26-35	White British	
19	Extremely likely	[Illegible].					
20	Extremely likely	Came on 18th Aug 2016. Everyone who saw us gave us lovely service, receptionist, nurse K. etc. Bad experience on past 3 weeks when visited but they made up for that completely. Thank you.	Able to book sexual health at desk (not through phone). Instructions made clear about signing in.		16-25	White British	
21	Likely	Good service but often a wait.	To improve waiting times.	Female	16-25	White British	
22	Likely			Female	16-25	White British	Do not publish

Qualitative Feedback - The Centre (Exeter) - Oct-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 thorough, friendly service. Fit me in last minute & gave v. good advice, thanks!	More evening/weekend appts.	Female	16-25	White British	
2	Extremely Likely	Very friendly and calmed me down when I was nervous. I think the nurses name was P.		Female	16-25	White British	
3	Extremely Likely	Saw Dr D. (who was lovely). The service was very efficient, especially in comparison to two other clinics I have visited previously (Brookside, Aylesbury and GUM, High Wycombe). I was even seen on time!			16-25	White British	
4	Extremely Likely	Given time, treated with respect and taken seriously. After 5 years of no action from GPs had action straightaway here and now treatment.		Female	36-45	White British	
5	Extremely Likely	Extremely helpful & welcoming reception & nursing staff!	Update website with services available on what day.	Female	16-25	White British	
6	Extremely Likely	Fantastic service.					
7	Extremely Likely	Lovely nurses. Informative and friendly. Fantastic NHS service. Thank you x.		Female	26-35	White British	
8	Extremely Likely	Very friendly. Welcome & lovely. Thank you.					

9	Extremely Likely			Female	46-55	White British	Do not publish
10	Extremely Likely	Thank you for making me feel so comfortable! A. was so professional and a real credit to the clinic. Thank you so much M.					
11	Extremely Likely	Friendly staff. Very helpful.					
12	Extremely Likely	Friendly and helpful staff who were very sympathetic and supportive.		Female	46-55	White British	
13	Extremely Likely	Each time I've visited all of the staff have been just incredible. They really listen, care & give great treatment & advice. I don't know what we'd do without this service.		Female	26-35	White British	
14	Extremely Likely	I had blood taken for the first time without passing out, by C.		Female	16-25	Other ethnic group	
15	Extremely Likely	Very kind and friendly staff, made me feel comfortable and informed.					
16	Extremely Likely	Very good service.		Male	36-45	White British	
17	Extremely Likely	Amazing, friendly staff. Made to feel at ease. Fast service.	Perfect!	Female	26-35	White British	
18	Extremely Likely	Friendly, helpful.		Female	16-25	White British	
19	Likely	Efficient, convenient.	Could do online appointment, check-ins/sign-ups.	Male	16-25	White British	