

The Centre (Exmouth) - 'Friends and Family Test' - Aug-15 to Sep-15

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.	%	%	%
Aug-15	No data	No data	No data	No data
Sep-15	19	94.7	0.0	5.3

Qualitative Feedback - The Centre (Exmouth) - Sep-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	Because it's important if you have any concerns & the nurses are always so patient and understanding.		Male	46-55	White British	No tick
2	Extremely likely			Male	46-55	White British	No tick
3	Extremely likely	Staff are always friendly and advice is useful and informative.	No.	Male	16-25	White British	No tick
4	Extremely likely	Friendly and reassuring.					No tick
5	Extremely likely	Outstanding service. Extremely helpful. Very friendly. Best advice and information clinic that I have ever come across.	Regular staff breaks to allow them to keep their friendly spirit.	Female	26-35	Mixed / Multiple ethnic groups	No tick
6	Extremely likely	All the staff were very friendly so I felt immediately relaxed.		Female	16-25	White British	No tick
7	Extremely likely	Felt comfortable & staff were friendly & made me feel at ease.		Female	26-35	White British	No tick
8	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
9	Extremely likely	Time allocation. Quick appt. Convenient opening. Friendly staff.		Female	26-35	White British	No tick
10	Extremely likely	Very helpful and friendly staff.		Male	26-35	White British	No tick
11	Extremely likely	Exactly doctors, quick procedure.		Female	26-35	White British	No tick
12	Extremely likely	Very helpful and friendly staff.		Female	16-25	White British	No tick

13	Extremely likely	Change of implant.			16-25	White British	No tick
14	Extremely likely	Very informative. Happy to answer all questions. Felt very relaxed.	None.	Female	16-25	White British	No tick
15	Extremely likely	Welcoming and I felt at ease.		Female	16-25	White British	No tick
16	Likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
17	Likely	Was very at ease and didn't feel at all embarrassed. Very friendly.		Female	16-25	White British	No tick
18	Likely	Great nurses / doctors. Feel very comfortable here.		Female	16-25	White British	No tick
19	Neither likely nor unlikely	Too much of an intimate treatment to discuss with family and friends. Was called in 10mins after actual appointment time.	Let patient know if clinic is running late.	Female	26-35	White British	No tick