

The Centre (Exmouth) - 'Friends and Family Test' - Feb-16 to May-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.	%	%	%
Feb-16	11	100.0	0.0	0.0
Mar-16	No data	No data	No data	No data

Apr-16	No data	No data	No data	No data
May-16	No data	No data	No data	No data

Qualitative Feedback - The Centre (Exmouth) - Feb-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 friendly and committed nurses who are really helpful.	None. Excellent service.	Female	16-25	White British	No tick
2	Extremely likely	Excellent advice & thorough. Nurses etc. All lovely & happy to relax / confide.	No.	Female	16-25	White British	No tick
3	Extremely likely	Helpful and friendly.					No tick
4	Extremely likely	Great advice & put me at my ease.					No tick
5	Extremely likely	Brilliant care. Well explained at each step. Very friendly.	No.	Female	36-45	White British	No tick
6	Extremely likely	Friendly and approachable staff.		Female	26-35	White British	No tick
7	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
8	Extremely likely	Friendly, efficient, informative, gave confidence.		Female	46-55	White British	No tick
9	Extremely likely	Warm, helpful & efficient.		Female	26-35	White British	No tick
10	Extremely likely	Practical, effective advice and professional manner.		Female	36-45	White British	No tick

11	Extremely likely	I work for a GP surgery & am aware of how difficult it is for patients to get appointments with a GP who can fit coils - would highly recommend this service - quick, on time, no waiting. I felt confident in the doctor.		Female	36-45	White British	No tick
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