

## The Centre (Exmouth) - Friends and Family Test - Jul-17 to Aug-17

*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 'Would recommend' score is 75%**

Month	Responses	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Jul-17	25	100.0	0.0	0.0
Aug-17	8	100.0	0.0	0.0

## Qualitative Feedback - The Centre (Exmouth) - Jul-17

	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 staff.		Female	16-25	White British	
2	Extremely Likely	Very friendly, helpful and the staff don't judge.		Female	16-25	White British	
3	Extremely Likely	Always had good service by the staff at family planning.		Female	36-45	White British	
4	Extremely Likely	N/A.	No.	Female	16-25	White British	
5	Extremely Likely	Always very helpful & kind. Make you feel relaxed.		Female	36-45	White British	
6	Extremely Likely	Staff were very bubbly, smiley and helpful on arrival.		Female	16-25	White British	
7	Extremely Likely	Very friendly and made me feel secure & safe.		Female	26-35	White British	
8	Extremely Likely	Able to get appointment easily.		Female	26-35	White British	
9	Extremely Likely	Lady was real nice. Welcoming.	Advertise your clinic & what it offers more widely.	Female	46-55	Asian / Asian British	
10	Extremely Likely	Discreet, easily accessible and lovely staff.	No.	Male	16-25	White British	
11	Extremely Likely	Very positive and friendly staff.		Female	16-25	White British	
12	Extremely Likely	Polite staff, very helpful.		Female	26-35	White British	
13	Extremely Likely	The ease of use.		Female	16-25	White British	
14	Extremely Likely			Female	36-45	White British	
15	Extremely Likely	Friendly.			46-55	White British	
16	Extremely Likely	Always been able to get you an appointment.		Female	36-45	White British	
17	Extremely Likely	Good care at times to suit me.		Female	36-45	White British	
18	Extremely Likely	The sympathetic and understanding approach is always shown to me.		Female	46-55	White British	

19	Extremely Likely	Staff are efficient, centre is pleasant. Nurse very friendly, took her time.	No.	Female	36-45	White British	
20	Extremely Likely	Easy to get an appointment. Convenient to Exmouth. Expertise in this particular area. Thorough investigation and good follow up. Overall excellent.	Not really.	Female	46-55	White British	
21	Likely	Supportive, non-judgemental staff.		Female	26-35		
22	Likely	Friendly, helpful, informative.		Male	36-45	White British	
23	Likely	Very accommodating & friendly.		Female	26-35	White British	
24	Likely	Reception staff are extremely lovely & helpful & nurses are very kind.	Open a few more days as it isn't always possible to make a Thursday. Sometimes need seeing quicker! (Not nurses fault! xxx).	Female	16-25	White British	
25	Likely			Female	16-25	White British	

### Qualitative Feedback - The Centre (Exmouth) - Aug-17

	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	I was very impressed with the friendliness and professionalism of the unit. I was given detailed advice and was amazed by how helpful everyone was, thank you.		Male	Over 65	White British	
2	Extremely Likely	Very quick, easy & non-judgemental. Very helpful & kind.	10/10.	Female	16-25	White British	
3	Extremely Likely	Friendly, efficient service.		Female	26-35	White British	
4	Extremely Likely	Staff are always friendly & not judgemental. It is obvious that they are	No.	Female	46-55	White British	

		here to help and advise.					
5	Extremely Likely	Friendly & welcoming. Put at ease.		Female	26-35	White British	
6	Extremely Likely	Kind, understanding and knowing how important sexual health is to look after.	None.	Female	26-35	White British	
7	Extremely Likely	Fast, friendly service. Easy to use & easy parking for those with babies.	More days open.	Female	26-35	White British	
8	Likely	The doctor I had treated me wonderfully. They were friendly and made me feel very comfortable.	None that I can think of. I understand how busy it is working in this environment. I think the doctors & nurses do a wonderful job considering the pressure of time.	Female	26-35	White British	