

The Centre (Exmouth) - 'Friends and Family Test' - Jun-15 to Jul-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.	%	%	%
Jun-15	36	100.0	0.0	0.0
Jul-15	No data	No data	No data	No data

Qualitative Feedback - The Centre (Exmouth) - Jun-15

	Mo nth	'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	Jun	Extremely likely	[illegible] reception staff.	N/A.	Male	16-25	White British	No tick
2	Jun	Extremely likely	Everything is done professionally and I felt comfortable in what could be an uncomfortable situation.		Male	16-25	White British	No tick
3	Jun	Extremely likely	Lovely staff make you feel very comfortable & at ease.					No tick
4	Jun	Extremely likely			Male	16-25	White British	No tick
5	Jun	Extremely likely	Excellent, knowledgeable service, very friendly staff.					No tick
6	Jun	Extremely likely	Staff are so lovely and I felt so relaxed in their care! I was extremely happy with everybody.	No.	Female	16-25	White British	No tick
7	Jun	Extremely likely			Female	16-25	White British	No tick
8	Jun	Extremely likely	Very helpful, friendly and approachable.					No tick
9	Jun	Extremely likely	Because the nurse was so lovely and helpful.	No.	Female	under 16	White British	No tick
10	Jun	Extremely likely			Female	26-35	White British	No tick
11	Jun	Extremely likely	These are very personal appointments and the staff here are very lovely and		Female	26-35	White British	No tick

			make an effort to put you at ease and make you feel comfortable.					
12	Jun	Extremely likely	I think it's extremely important to get yourself checked over before a new relationship + to request they get checked too. Prevention is better than cure. Staff are very professional + discrete.	An easier way of booking & maybe a direct line through to Exmouth clinic.	Female	36-45	White British	No tick
13	Jun	Extremely likely	Friendly staff who are professional + good at what they do. For coil fitting I would always recommend you over a GP who doesn't do them often.	No.	Female	36-45	White British	No tick
14	Jun	Extremely likely	Very helpful.		Female	16-25	White British	No tick
15	Jun	Extremely likely	Put at ease, nurse very understanding & explained everything well.					No tick
16	Jun	Extremely likely	I find visiting the clinic to be a totally positive experience. The attitude of the staff is free from any forms of judgement, just caring and reassuring.					No tick
17	Jun	Extremely likely	Quicker than docs over road! Friendly.					No tick
18	Jun	Extremely likely			Male	16-25	White British	I DO NOT wish my anonymised comments to be made public

19	Jun	Extremely likely	Staff were very friendly and helpful.		Female	16-25	White British	No tick
20	Jun	Extremely likely	Really helpful. Felt an ease. Didn't feel bad.		Female	26-35	White British	No tick
21	Jun	Extremely likely	Really nice, didn't feel uncomfortable at all. Great staff.		Female	16-25	White British	No tick
22	Jun	Extremely likely	Helpful and friendly.					No tick
23	Jun	Extremely likely			Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
24	Jun	Extremely likely	Very professional, excellent staff, wonderful service.	No, was fantastic.	Female	26-35	White British	No tick
25	Jun	Extremely likely	Staff very helpful and professional. Unable to access my own GP. This service is invaluable. Thank you.		Female	56-65	White British	No tick
26	Jun	Extremely likely				46-55	White British	No tick
27	Jun	Likely	Staff friendliness, efficiency.	No, all good.	Male	26-35	White British	No tick
28	Jun	Likely			Female	26-35	White British	No tick
29	Jun	Likely	Always attentive and understanding. Emphasise confidentiality. Not long waiting times and punctual.		Female	16-25	White British	No tick
30	Jun	Likely	Good service, friendly.					No tick
31	Jun	Likely	Very friendly and make you feel comfortable.	Make sure you tell the patient which clinic - either Exeter or Exmouth as there was confusion	Female	16-25	White British	No tick

				with an appointment previously.				
32	Jun	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
33	Jun	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
34	Jun	Likely	Good service.	The waiting times. Often you don't get seen for the time of your appointment.	Female	16-25	White British	No tick
35	Jun	Likely	Fast, friendly & efficient!					No tick
36	Jun	Likely	Good service.			16-25	White British	No tick