

The Centre (Exmouth) - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	13	100.0	0.0	0.0
Apr-17	10	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exmouth) - Mar-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	Open later = really convenient. Really lovely & friendly staff. Feel like can ask any questions and always treated with respect. Sometimes if I have gone to a doctor's for contraception / sexual health felt like I was rushed out. Would now always use sexual health clinic.	Possible opening on another evening? But otherwise all fab.	Female	16-25	White British	
2	Extremely Likely	Pleasant, helpful staff, felt very comfortable answering what I was here for.					
3	Extremely Likely	Lovely, friendly staff, very understanding, they make you feel as comfortable as possible.		Female	16-25	White British	
4	Extremely Likely	Managed to get an appointment on the day.	More sessions in Exmouth.	Female	26-35	White British	
5	Extremely Likely	This is a convenient and essential service. The staff are wonderful.	No.	Female	46-55	White British	
6	Extremely Likely	Fantastic service! Friendly, helpful staff.	Open more than once a week?	Female	26-35	White British	
7	Extremely Likely		No.	Female	16-25	Other ethnic group	
8	Extremely Likely	I have already recommended clinic to friends. Friendly, kind, gentle team.		Female	26-35	Other ethnic group	
9	Extremely Likely	Very helpful and reassuring doctor / staff. Made me feel at ease. Thank you.					
10	Extremely Likely	The Exmouth clinic has always been very efficiently run. Pleasant and knowledgeable staff.		Female	26-35	White British	

11	Extremely Likely	Quick & efficient service.		Female	16-25	White British	
12	Extremely Likely	[Illegible] She was really nice. Thanks.		Female	36-45	Other ethnic group	
13	Likely	Doctor & assistant (nurse?) was amazing & very reassuring - but long waiting times.	Just speed up the queue.	Female	16-25	White British	

Qualitative Feedback - The Centre (Exmouth) - Apr-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	Accessible service. Helpful & friendly staff.		Female	26-35	White British	
2	Extremely Likely	Brilliant service. Very efficient. Lovely staff & very helpful.	No.	Female	26-35	White British	
3	Extremely Likely		More times / days.	Female	16-25	White British	
4	Extremely Likely	Lovely, helpful doctor. Dr R.A.		Female	16-25	White British	
5	Extremely Likely	Convenient times available. Friendly staff who make you feel comfortable.	None.	Female	16-25	White British	
6	Extremely Likely	The service is always very friendly yet professional and I feel comfortable being able to express any concerns.		Female	16-25	White British	
7	Extremely Likely	It's the local centre. Very good service.		Female	36-45	White British	
8	Likely	Very helpful and brilliant with advice. Also, very friendly.		Female	16-25	White British	
9	Likely			Female	26-35	White British	
10	Likely	It's convenient to come to Exmouth. Although it is a shame it is only open one day a week.	Longer opening hours - later in the evening.	Female	36-45	White British	