

The Centre (Exmouth) - Friends and Family Test - May-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.	%	%	%
May-17	13	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exmouth) - May-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	Amazing. Thank you.	N/A.	Female	36-45	White British	
2	Extremely Likely	Always friendly, helpful and judgement-free. Really nice staff.		Female	16-25	White British	
3	Extremely Likely			Female	16-25	White British	
4	Extremely Likely	Extremely professional, well organised, efficient & friendly. Much easier to see someone here than with one's doctor!	No.	Female	46-55	White British	
5	Extremely Likely	Friendly receptionist.	No.	Female	36-45	White British	
6	Extremely Likely		A separate sex health waiting room would be nice.	Female	16-25	White British	
7	Extremely Likely			Female	16-25	Mixed / Multiple ethnic groups	
8	Extremely Likely			Female	16-25	White British	
9	Extremely Likely	Very detailed.		Female	16-25	White British	
10	Extremely Likely	The ladies have always been extremely helpful and always with a smile and a laugh.		Female	56-65	White British	
11	Likely	Always efficient. Helpful, professional staff.	Would like to book appointments online.	Female	26-35	White British	
12	Likely		I often phone and there is no answer. A wider choice of days would be good. I never get seen on time.	Female	36-45	White British	
13	Likely	Fantastic to have an 'open late' clinic.		Male	26-35	White British	