

The Centre (Exmouth) - ‘Friends and Family Test’ - Oct-15 to Jan-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.	%	%	%
Oct-15	16	100.0	0.0	0.0
Nov-15	21	100.0	0.0	0.0

Dec-15	17	100.0	0.0	0.0
Jan-16	21	100.0	0.0	0.0

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

	'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, helpful, professional.	None.	Female	26-35	Other ethnic group	No tick
2	Extremely likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
3	Extremely likely	Receptionist was lovely and really helpful, learnt all about giraffes and monkeys in the waiting room. I'm yet to go in for my appointment. I'll let you know how it goes.... Amazing nurse and treatment.	Better signs to tell you where it is.	Female	26-35	White British	No tick
4	Extremely likely	Very professional and friendly.	None.	Female	26-35	Other ethnic group	No tick
5	Extremely likely	Helpful staff and free water.	No.	Male	16-25	Other ethnic group	No tick
6	Extremely likely						No tick
7	Extremely likely	I am happy with the service offered by the hospital and the staff.	N/A.	Male	16-25	Asian / Asian British	No tick

8	Extremely likely	Professional, polite, made me feel at ease.		Female	16-25	White British	No tick
9	Extremely likely	Very helpful and friendly.		Female	16-25	White British	No tick
10	Extremely likely			Female	46-55	White British	No tick
11	Extremely likely	Always feel that things are confidential here. Normally quite easy to get an appointment apart from this time. Shows how popular this service is - would have to hate to have to go to Exeter.	One more late day appointments. Seems to be very busy.	Female	26-35	White British	No tick
12	Extremely likely	Good staff.		Male	26-35	White British	No tick
13	Extremely likely	Lots of humour around with high level of professionalism.		Male	over 65	White British	No tick
14	Extremely likely	I found Dr C. extremely helpful, positive and relaxing as I had various concerns. Thank you.	Fine as it is.		46-55	White British	No tick
15	Likely						No tick
16	Likely	Had a few problems with booking as I was booked into Exeter instead of Exmouth and then booked in for the wrong time on the following occasion. However, the doctor was very reassuring and made me feel at ease. She was also very informative.		Female	26-35	White British	No tick

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

	'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	Professional & efficient.		Female	26-35	White British	No tick
2	Extremely likely	Friendly doctors + nurses - informative.		Female	16-25	White British	No tick
3	Extremely likely	Excellent service, friendly staff.		Female	26-35	White British	No tick
4	Extremely likely	Always friendly staff who are helpful.	Nope.	Female	16-25	White British	No tick
5	Extremely likely						No tick
6	Extremely likely	Very kind, very thorough & explained well.	No.	Female	36-45	White British	No tick
7	Extremely likely	Staff all very friendly and welcoming, made me feel very comfortable.					No tick
8	Extremely likely	Care given was appropriate + caring. Felt comfortable as possible. Friendly approach. Thank you.		Female	26-35	White British	No tick
9	Extremely likely	Friendly service.		Male	36-45	White British	No tick
10	Extremely likely			Female	26-35	White British	No tick
11	Extremely likely	Nurse was kind and understanding.	No.	Male	16-25	White British	No tick
12	Extremely likely	Very friendly staff making me feel at ease.		Female	26-35	White British	No tick
13	Extremely likely	Very good service.		Female	46-55	White British	No tick
14	Extremely likely	Good service, friendly and helpful.	More privacy.	Male	16-25	White British	No tick
15	Extremely likely	Excellent nurse A. so lovely!		Female	16-25	White British	No tick

16	Likely	Very supportive people.		Female	under 16	White British	No tick
17	Likely			Female	16-25	White British	No tick
18	Likely	Friendly, professional, discreet.		Female	16-25	White British	No tick
19	Likely	Friendly, non-invasive.		Male	16-25	White British	No tick
20	Likely			Female	26-35	White British	No tick
21	Likely	Lovely staff.		Female	36-45	White British	No tick

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

	'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			Female	36-45	White British	No tick
2	Extremely likely	The doctor was absolutely lovely + very professional.		Female	36-45	White British	No tick
3	Extremely likely	Everyone was very friendly.		Female	16-25	White British	No tick
4	Extremely likely	Great help and support.					No tick
5	Extremely likely	Very friendly and helpful staff. Give good advice and are supportive.		Female	16-25	White British	No tick
6	Extremely likely	Very quick, helpful service.		Female	16-25	White British	No tick
7	Extremely likely	Easy to book an appointment, very short waiting time.		Male	26-35	Black / African / Caribbean / Black British	No tick
8	Extremely likely	Can make appointments easily, all staff are very friendly. Very convenient as I work full time so evenings are great!	Maybe another evening in Exmouth opening! or later?		26-35	White British	No tick
9	Extremely likely	Very nice and helpful.	No.	Female	26-35	Other ethnic	No tick

						group	
10	Extremely likely	Staff are extremely nice and make you feel comfortable.		Male	16-25	White British	No tick
11	Extremely likely			Male	26-35	White British	No tick
12	Extremely likely	Friendly, person-centred approach! Great service.		Female	16-25	White British	No tick
13	Extremely likely	Friendly and helpful.	No.	Female	16-25	White British	No tick
14	Extremely likely		Nope, all good.	Female	16-25	White British	No tick
15	Extremely likely	Very professional.		Male	26-35	White British	No tick
16	Likely	It's a good service and keeps you safe.	No.		16-25	White British	No tick
17	Likely	Consideration - feel like I could talk.		Male	16-25	White British	No tick

Qualitative Feedback - The Centre (Exmouth) - Jan-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	Fast + friendly. Great reception + doctors. Thank you.		Female	26-35	White British	No tick
2	Extremely likely	The doctors are absolutely lovely, couldn't be nicer!					No tick
3	Extremely likely	To get checked, health check - don't worry. Can access services via phone. Beneficial apps can be arranged locally.		Female	26-35	White British	No tick
4	Extremely likely	Local, friendly + helpful.		Female	36-45	White British	No tick
5	Extremely likely	Friendly + efficient service.		Female	26-35	White British	No tick
6	Extremely likely	Made me feel at ease, great service.		Female	26-35	White British	No tick

7	Extremely likely	Very easy accessible service, very professional.		Female	26-35	White British	No tick
8	Extremely likely	The ladies were so very lovely and helpful, very reassuring and understanding. I felt very relaxed, despite the fact that my reason for visiting wasn't very pleasant.		Female	16-25	White British	No tick
9	Extremely likely	Very helpful and very easy to talk to.		Female	16-25	White British	No tick
10	Extremely likely	Friendly & non-judgemental.		Female	16-25	White British	No tick
11	Extremely likely	Very pleased. Very nice.		Male	16-25	White British	No tick
12	Extremely likely	Very helpful and feel at ease discussing everything.		Female	16-25	White British	No tick
13	Extremely likely	Always very kind and listen to your problems.		Female	56-65	White British	No tick
14	Extremely likely	Experience and knowledge for coil fitting in contrast to GPs' reputations for coil fittings.		Female	36-45	White British	No tick
15	Extremely likely	Friendly staff.		Female	26-35	White British	No tick
16	Extremely likely	Seen very quickly. Helpful, smiling staff.		Male	26-35	White British	No tick
17	Likely	Friendly, informative staff.		Male	36-45	White British	No tick
18	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
19	Likely						No tick
20	Likely	Staff very friendly & helpful. Short waiting time.					No tick
21	Likely	Very nice, polite.		Male	16-25	White British	No tick