

The Centre (Okehampton) - 'Friends and Family Test' - Aug-15 to Sep-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.	%	%	%
Aug-15	13	100.0	0.0	0.0
Sep-15	14	100.0	0.0	0.0

Qualitative Feedback - The Centre (Okehampton) - Aug-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	46-55	White British	I DO NOT wish my anonymised comments to be made public
2	Extremely likely	Very kind staff, friendly & informative.		Female	16-25	White British	No tick
3	Extremely likely	Great personalised care! Fantastic - thank you.					No tick
4	Extremely likely	Condoms + femidoms.	None.	Female	26-35	White British	No tick
5	Extremely likely	Friendly, professional service.	No.	Female	16-25	White British	No tick
6	Extremely likely	Very friendly & helpful Dr & staff.		Female	36-45	White British	No tick
7	Extremely likely	Very friendly staff, helpful, to the point.		Female	16-25	Other ethnic group	No tick
8	Extremely likely	Good and helpful x.					No tick
9	Extremely likely	Top up of pills.		Female	36-45	White British	No tick
10	Extremely likely	On time! & lovely Dr + team.					No tick
11	Extremely likely	Great service, kind, caring, willing to help.					No tick
12	Extremely likely	Very friendly & helpful.		Female	36-45	Other ethnic group	No tick
13	Likely	Our appointment was for 17.20 and we were at [blank]. The nurse and staff were professional and helpful.		Female	36-45	White British	No tick

Qualitative Feedback - The Centre (Okehampton) - Sep-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	Very welcome and good advice.		Female	under 16	Mixed / Multiple ethnic groups	No tick
2	Extremely likely	Very friendly and helpful.		Female	36-45	White British	No tick
3	Extremely likely						No tick
4	Extremely likely	Convenient & lovely staff.	Online appts.	Female	26-35	Asian / Asian British	No tick
5	Extremely likely						No tick
6	Extremely likely	Excellent service.		Female	46-55	White British	No tick
7	Extremely likely						No tick
8	Extremely likely	Lovely ladies!!		Female	46-55		No tick
9	Extremely likely			Female	16-25	Other ethnic group	No tick
10	Extremely likely	Very polite staff.					No tick
11	Extremely likely	Very helpful & informative.		Female	36-45	White British	No tick
12	Extremely likely	Helpful nurse.		Male	36-45	White British	No tick
13	Extremely likely	Very helpful.	None.	Female	16-25	White British	No tick
14	Likely	Friendly & helpful.		Female	36-45	White British	No tick