

The Centre (Okehampton) - ‘Friends and Family Test’ - Feb-16 to May-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.	%	%	%
Feb-16	No data	No data	No data	No data
Mar-16	21	100.0	0.0	0.0

Apr-16	No data	No data	No data	No data
May-16	37	100.0	0.0	0.0

Qualitative Feedback - The Centre (Okehampton) - Mar-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	Efficient, friendly service.	No.	Female	36-45	White British	No tick
2	Extremely likely	Very happy with service.					No tick
3	Extremely likely	Friendly & felt comfortable.		Female	16-25	White British	No tick
4	Extremely likely	Very professional treatment given, with a kind patient manner. I'm very pleased.		Female	36-45	White British	No tick
5	Extremely likely				16-25	Other ethnic group	No tick
6	Extremely likely	Never had a problem.		Female	26-35	White British	No tick
7	Extremely likely						No tick
8	Extremely likely	Friendly staff.		Male	16-25	White British	No tick
9	Extremely likely	Great doctor.	Phone line in Exeter is very difficult to get through.	Female	36-45	Other ethnic group	No tick
10	Extremely likely	Easy to use service.		Female	16-25	White British	No tick
11	Extremely likely	Very informative & polite nurse & supporting.	My appointment was a little bit late.	Female	16-25	White British	No tick
12	Extremely likely	Very quick, kind service. Impossible to see own GP.	Advertise your service more so others can use you.	Female	56-65	White British	No tick
13	Extremely likely	Very friendly, knowledgeable & reassuring.		Female	26-35	White British	No tick

14	Extremely likely	Prompt and friendly service. Lovely nurse.		Female	36-45	White British	No tick
15	Extremely likely	M. was very gentle. Hours are good to fit in with work. Easy to get an appointment (2 months for smear with GP).		Female	26-35	White British	No tick
16	Extremely likely			Female	26-35	White British	I DO NOT wish my anonymised comments to be made public
17	Extremely likely	Because people here are very nice and helpful.					No tick
18	Likely	The service I get is very good and well explained.		Female	16-25	White British	No tick
19	Likely			Female	16-25	Other ethnic group	No tick
20	Likely	Good service.					No tick
21	Likely	I felt comfortable and supported.		Female	under 16	White British	No tick

Qualitative Feedback - The Centre (Okehampton) - May-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	Polite, friendly & helpful staff, made to feel comfortable and at ease.	N/A.	Female	36-45	White British	No tick
2	Extremely likely	Great care - both professional and friendly! Good location, conveniently timed.					No tick

3	Extremely likely			Female	26-35	White British	No tick
4	Extremely likely	Fast testing.			under 16	White British	No tick
5	Extremely likely	Easy to get an appt. friendly & helpful.		Female	16-25	White British	No tick
6	Extremely likely	Efficient, got appointment the following week & done everything I needed. Doctor very informative & put mind at rest & really nice!	Try to keep to appointment times better - always running really late.	Female	26-35	White British	No tick
7	Extremely likely	Main reception was closed, didn't have a clue of where to go. When I found area, receptionist very friendly and helpful. Very friendly nurse.			46-55	White British	No tick
8	Extremely likely	Welcoming people, professional advices.					No tick
9	Extremely likely	Good appointment times + efficient booking staff. Excellent doctor.		Female	46-55	White British	No tick
10	Extremely likely	Very professional.		Female	26-35	White British	No tick
11	Extremely likely	Very helpful and kind.		Female	16-25	White British	No tick
12	Extremely likely	The nurses were professional and lovely!					No tick
13	Extremely likely	I was very grateful for the opportunity of an evening appointment.	Ok really.	Female	56-65	White British	No tick
14	Extremely likely	Warm, friendly staff, excellent service.	Nope - all good!	Female	26-35	White British	No tick
15	Extremely likely	Very friendly + kind.					No tick
16	Extremely likely	The nurse was very nice and helpful.		Female	26-35	Other ethnic group	No tick
17	Extremely likely			Female	26-35	White British	I DO NOT wish my

							anonymised comments to be made public
18	Extremely likely	Wonderful staff, professional, smiling, reassuring. Thank you for such a great service.					No tick
19	Extremely likely	Friendly, personal service.					No tick
20	Extremely likely						No tick
21	Extremely likely	Detailed consultation. Convenient location. Kind manner. Dr knew her stuff! Many thanks.		Female	36-45	White British	No tick
22	Extremely likely	Very friendly staff, clean environment, plenty of support, not long to wait.		Female	16-25	White British	No tick
23	Extremely likely	Always extremely friendly & helpful. Good quality service.	No.	Female	16-25	White British	No tick
24	Extremely likely	Nice, friendly.			16-25	White British	No tick
25	Extremely likely	Helpful. Friendly. Convenient.		Female	36-45	White British	No tick
26	Extremely likely	Good quality care, always friendly.	No.	Female	16-25	White British	No tick
27	Extremely likely	Excellent service.		Female	26-35	White British	No tick
28	Extremely likely	Very friendly & effective service.		Female	16-25	White British	No tick
29	Extremely likely	Friendly staff. Confidential. Efficient.	No.	Female	16-25	White British	No tick
30	Extremely likely	Very helpful and kind.		Female	26-35	White British	No tick
31	Extremely likely	Really friendly, approachable staff. Seen quickly & happy with outcome.		Female	26-35	White British	No tick
32	Extremely likely	Convenience.		Female	26-35	White British	No tick
33	Likely	Really friendly, very		Female	26-35	White British	No tick

		informative, felt very supported through whole process.					
34	Likely	Quick service, all checked today after appt. made this afternoon.		Female	26-35	Other ethnic group	No tick
35	Likely	STI check.		Male	16-25	White British	No tick
36	Likely			Female	26-35	White British	No tick
37	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public