

**The Centre (Okehampton) - 'Friends and Family Test' - Jan-17 to Feb-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.       | %               | %                   | %   |
| Jan-17 | 10        | 100.0           | 0.0                 | 0.0   |
| Feb-17 | 33        | 100.0           | 0.0                 | 0.0   |

### Qualitative Feedback - The Centre (Okehampton) - Jan-17

|    | <b>'Friends and Family Test' Response</b> | <b>Please can you tell us the main reason for the response you have given?</b> | <b>Have you any suggestions for ways we can improve the service you have received?</b> | <b>Gender</b> | <b>Age</b> | <b>Ethnicity</b> | <b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b> |
|----|---|--|--|---------------|------------|------------------|--|
| 1  | Extremely Likely                          | Staff all excellent, polite & very pleasant.                                   |  | Female        | 46-55      | White British    |  |
| 2  | Extremely Likely                          | Always been very helpful and quite close so don't have to come far.            |  | Female        | 16-25      | White British    |  |
| 3  | Extremely Likely                          |  |  | Female        | 46-55      | White British    |  |
| 4  | Extremely Likely                          | Very good service & kindness of staff.   | No.  | Female        | 36-45      | White British    |  |
| 5  | Extremely Likely                          | Very lovely lady.  |  | Female        | 36-45      | White British    |  |
| 6  | Extremely Likely                          | Very friendly and approachable staff. Quick and easy.                          | Keep up the good work.   | Female        | 26-35      | White British    |  |
| 7  | Extremely Likely                          | Quick and efficient.   |  |               | 16-25      | White British    |  |
| 8  | Extremely Likely                          |  | Very good service.   | Female        | 16-25      | White British    |  |
| 9  | Extremely Likely                          | Staff are friendly and make you feel welcome.                                  |  | Female        | 36-45      | White British    |  |
| 10 | Likely                                    | Gave me all advice needed.   |  | Male          | 16-25      | White British    |  |

### Qualitative Feedback - The Centre (Okehampton) - Feb-17

|   | <b>'Friends and Family Test' Response</b> | <b>Please can you tell us the main reason for the response you have given?</b> | <b>Have you any suggestions for ways we can improve the service you have received?</b> | <b>Gender</b> | <b>Age</b> | <b>Ethnicity</b>      | <b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b> |
|---|---|--|--|---------------|------------|-----------------------|--|
| 1 | Extremely Likely                          | Very friendly.   |  | Female        | 26-35      | Asian / Asian British |  |
| 2 | Extremely Likely                          | I have struggled to be listened to and understood at a GP and feel             |  | Female        | 16-25      | White British         |  |

|    |                  |  |       |        |          |   |                |
|----|------------------|--|-------|--------|----------|---|----------------|
|    |                  | the service given is superb.   |       |        |          |   |                |
| 3  | Extremely Likely | Mirena coil re-fit.  | No.   | Female | 36-45    | White British                               |                |
| 4  | Extremely Likely | Very convenient & friendly service.  |       | Female | 26-35    | White British                               |                |
| 5  | Extremely Likely | Efficient. Polite. Professional. Prompt.   | None. | Female | 46-55    | White British                               |                |
| 6  | Extremely Likely | Very friendly service, short wait, same day appointment, close (ish) to where I live and welcoming and reassuring environment. |       | Female | 26-35    | White British                               |                |
| 7  | Extremely Likely | It was very quick and the people were very kind.   |       | Female | Under 16 | White British                               |                |
| 8  | Extremely Likely | It was quick, easy and they were very understanding.   | No.   | Female | Under 16 | White British                               |                |
| 9  | Extremely Likely | Excellent service.   |       | Female | 16-25    | White British                               |                |
| 10 | Extremely Likely | Quick appointment. Friendly staff.   |       | Female | 26-35    | White British                               |                |
| 11 | Extremely Likely |  |       | Female | 16-25    | White British                               | Do not publish |
| 12 | Extremely Likely | As the staff are so friendly, helpful, give you good advice.   |       | Female | 36-45    | White British                               |                |
| 13 | Extremely Likely | Amazing staff xx.  |       | Female | 16-25    | White British                               |                |
| 14 | Extremely Likely |  |       | Female | 16-25    | White British                               | Do not publish |
| 15 | Extremely Likely | Very calm and friendly staff.  |       | Male   | 16-25    | Black / African / Caribbean / Black British |                |
| 16 | Extremely Likely | Very good service and close to home.   |       | Female | 26-35    | White British                               |                |
| 17 | Extremely Likely | Very good as they give me lots of info. I didn't know & can't travel.  |       | Female | 26-35    | White British                               |                |
| 18 | Extremely Likely | They were extremely helpful and is close enough to where I live or I would have to travel 30 plus miles.                       |       | Male   | 36-45    | White British                               |                |
| 19 | Extremely Likely | Friendly & helpful staff.  |       | Female | 36-45    | Other ethnic group                          |                |
| 20 | Extremely Likely | Extremely kind & caring staff. High professional standards. Thank you!   |       | Female | 46-55    | White British                               |                |

|    |                  |   |                         |        |          |               |                |
|----|------------------|---|-------------------------|--------|----------|---------------|----------------|
| 21 | Extremely Likely | Very helpful. Explained things well.  |                         |        |          |               |                |
| 22 | Extremely Likely |   |                         | Female | 36-45    | White British | Do not publish |
| 23 | Extremely Likely | So friendly and very helpful.   |                         |        |          |               |                |
| 24 | Extremely Likely |   |                         | Female | 36-45    | White British |                |
| 25 | Extremely Likely | Because it is local.  |                         | Female | 46-55    | White British |                |
| 26 | Extremely Likely | Very helpful, informative staff very caring & understanding. Thank you.                                 |                         | Female | 56-65    | White British |                |
| 27 | Extremely Likely | A very professional and lovely lady. Thank you for all the advice and help.                             |                         | Female | 16-25    | White British |                |
| 28 | Extremely Likely | Lovely, friendly service. Local so don't have to go to Exeter.  | No.                     | Female | 46-55    | White British |                |
| 29 | Extremely Likely | It was a very comfortable experience but professional and informative as well. A very valuable service. | No. It was really good. | Female | 46-55    | White British |                |
| 30 | Extremely Likely | Very informative & friendly.  | Appt. reminder by text. | Female | 26-35    | White British |                |
| 31 | Likely           | Comfortable. Reassuring. Informative.   |                         | Female | 16-25    | White British |                |
| 32 | Likely           |   |                         | Male   | 16-25    | White British |                |
| 33 | Likely           | Easy to talk to / nice people.  | Timing.                 | Female | Under 16 | White British |                |