

The Centre (Okehampton) - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	51	98.0	2.0	0.0
Aug-17	26	100.0	0.0	0.0

Qualitative Feedback - The Centre (Okehampton) - Jul-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	Friendly, helpful staff.		Female	36-45	White British	
2	Extremely Likely	Very friendly & helpful.	No.	Female	46-55	White British	
3	Extremely Likely	Health.		Female	16-25	White British	
4	Extremely Likely	Dr very nice and reassuring. Easy to access.	No.	Female	36-45	White British	
5	Extremely Likely	Friendly staff.		Male	26-35	White British	
6	Extremely Likely			Female	16-25	White British	
7	Extremely Likely	Great staff and support.		Female	46-55	White British	
8	Extremely Likely	Kind. Considerate & on time.		Female	46-55	Other ethnic group	
9	Extremely Likely	It's good to bring into the open.		Male	56-65	White British	
10	Extremely Likely	Wonderful staff. Excellent advice & much better location so I don't have to travel to Exeter.		Female	26-35	White British	
11	Extremely Likely	Lovely people.	Still feels a little like a step back in time. V. clear the service we are waiting for.	Female	36-45	White British	
12	Extremely Likely	Very helpful.		Female	16-25	White British	
13	Extremely Likely	Depo injection.	N/A.	Female	16-25	White British	
14	Extremely Likely	Close to home.					
15	Extremely Likely	Super-efficient, clear advice and follow-up recommendations.					
16	Extremely Likely	Good for young people in community.					
17	Extremely Likely	Friendly & don't feel embarrassed.		Female	16-25	White British	
18	Extremely Likely	Really welcoming and comforting.		Female	16-25	White British	
19	Extremely Likely	Very thorough.		Female	16-25	White British	

20	Extremely Likely	Very helpful doctor explained everything and put me at ease.					
21	Extremely Likely	Friendly staff.			26-35	White British	
22	Extremely Likely	Very helpful, informative appointment.	Better telephone service for making appointments, answerphone with best times to phone to speak to somebody. Booking appointment online - not sure if this already happens.	Female	46-55	White British	
23	Extremely Likely	Because I have been many of times and they have been superb.		Female	Under 16	White British	
24	Extremely Likely	Very friendly, helpful. Did not have to wait.		Female	46-55	White British	
25	Extremely Likely			Male	26-35	White British	
26	Extremely Likely	Fab explanations & lovely manner of Dr & nurse. Great care, thanks.		Female	46-55	White British	
27	Extremely Likely			Female	16-25	White British	
28	Extremely Likely	Helpful staff.					
29	Extremely Likely	Nurses are amazing!		Female	16-25	White British	
30	Extremely Likely	Nurses and doctors very good and on time.	Stay open!!	Female	46-55	White British	
31	Extremely Likely	Very helpful!!		Female	16-25	White British	
32	Extremely Likely	Convenient.	More than one night a week.	Female	26-35	White British	
33	Extremely Likely	Brilliant service - fast & friendly.	No.	Female	46-55	White British	
34	Extremely Likely	Local. Excellent treatment.		Female	36-45	White British	
35	Extremely Likely	Excellent service, thank you.					
36	Extremely Likely	Excellent, prompt service. Friendly & professional but kind staff.		Female	36-45	White British	
37	Extremely Likely	Excellent.			56-65	White British	
38	Extremely Likely	Friendly, reassuring staff, everything well explained.	No.	Female	36-45	White British	
39	Extremely Likely	Nice to have a local facility.	No.	Female	56-65	White British	

40	Extremely Likely			Female	36-45	White British	Do not publish
41	Extremely Likely	Advice was current and up to date. Staff friendly and helpful.		Female	26-35	White British	
42	Extremely Likely			Female	26-35	White British	
43	Extremely Likely	Friendly, professional service, that's extremely important.		Male	26-35	White British	
44	Extremely Likely	Close to home, more likely to get tested.		Female	46-55	White British	
45	Extremely Likely	Very friendly and helpful. I felt very at ease.		Female	46-55	White British	
46	Extremely Likely	Friendly. Undaunting.	More often clinics.	Female	36-45	White British	
47	Extremely Likely	Ease of appointment, on in the evening. Very friendly staff.	No.	Female	16-25	Other ethnic group	
48	Extremely Likely			Female	16-25	Other ethnic group	
49	Likely	Happy environment, always feel come.			16-25	White British	
50	Likely		No - was very friendly and reassured me.	Female	16-25	White British	
51	Extremely Unlikely			Female	16-25	White British	

Qualitative Feedback - The Centre (Okehampton) - Aug-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	Very convenient. Very helpful.	No.	Female	26-35	White British	
2	Extremely Likely	Nice, pleasant, after work.		Female	16-25	White British	
3	Extremely Likely	Wonderful service.		Female	26-35	White British	
4	Extremely Likely			Female	26-35	White British	
5	Extremely Likely	I have used this service for over 10	No, always happy.	Female	26-35	White British	

		years. To be able to come after work is very convenient.					
6	Extremely Likely	Caring, listened to what I had to say, explained well.	N/A.		16-25	White British	
7	Extremely Likely			Female	26-35	White British	
8	Extremely Likely	Discreet, helpful and understanding. Thank you.					
9	Extremely Likely	Very friendly service, short wait, local.		Female	46-55	White British	
10	Extremely Likely	Doctor was wonderful & very polite & helpful! Very pleased.		Female	16-25	White British	
11	Extremely Likely	Helpful, understanding, friendly.					
12	Extremely Likely	Very convenient.					
13	Extremely Likely			Female	16-25	White British	
14	Extremely Likely						
15	Extremely Likely	Very pleased with the local service.	No.	Female	46-55	White British	
16	Extremely Likely	Convenient, on the doorstep, a great community service.		Female	36-45	White British	
17	Extremely Likely	Friendly people.		Female	36-45	White British	
18	Extremely Likely	Good service - very supportive.		Female	46-55	White British	
19	Extremely Likely	Excellent, friendly service. Very helpful.		Female	46-55	White British	
20	Extremely Likely						
21	Extremely Likely	Excellent explanation, very nice manner. I felt well informed and confident in the staff. Many thanks!		Female	26-35	White British	
22	Extremely Likely			Female	26-35	White British	Do not publish
23	Extremely Likely	Attitude of staff. Reassuring. Not patronising. Accepting.		Female	46-55	White British	
24	Likely	Because the staff is very supportive.	N/A.	Female	16-25	White British	
25	Likely	I felt it was a good service & care.		Female	16-25	White British	
26	Likely	Really lovely nurse, dealt with my issues.		Female	26-35	White British	