

The Centre (Okehampton) - 'Friends and Family Test' - Jun-15 to Jul-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.	%	%	%
Jun-15	15	100.0	0.0	0.0
Jul-15	10	100.0	0.0	0.0

Qualitative Feedback - The Centre (Okehampton) - Jun-15

	Month	'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	Jun	Extremely likely	Helpful & discreet.		Male	26-35	White British	No tick
2	Jun	Extremely likely	Very thorough.	No.		16-25	White British	No tick
3	Jun	Extremely likely	Very nice nurses, good speed, went through everything we needed to know and does not hurt.		Female	16-25	White British	No tick
4	Jun	Extremely likely	Always been happy with the way I have been treated.	No.	Female	16-25	White British	No tick
5	Jun	Extremely likely	Very friendly with people. Always make you feel comfortable.		Female	26-35	White British	No tick
6	Jun	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
7	Jun	Extremely likely	Friendly, knowledgeable staff. Quick appointments - no problem getting appointment when I needed one.		Female	36-45	White British	No tick
8	Jun	Extremely likely	Very helpful, friendly and professional.	A direct appointments line.	Female	36-45	White British	No tick
9	Jun	Extremely likely	In a convenient place. Service is always fast and the staff are lovely.		Female	16-25	White British	No tick

10	Jun	Extremely likely			Female	26-35	White British	No tick
11	Jun	Likely			Female	16-25	White British	I DO NOT wish my anonymised comments to be made public
12	Jun	Likely	Brilliant service, nice and clean.			16-25	White British	No tick
13	Jun	Likely	Staff are friendly. Always clean & tidy.		Female	16-25	White British	No tick
14	Jun	Likely			Female	16-25	White British	No tick
15	Jun	Likely	Location.		Female	36-45	White British	No tick

Qualitative Feedback - The Centre (Okehampton) - Jul-15

	Month	'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	Jul	Extremely likely	Very helpful and friendly. I felt very relaxed and able to talk openly and ask questions.		Female	46-55	White British	No tick
2	Jul	Extremely likely	Very friendly staff. Professional and good bedside manner!		Female	36-45	White British	No tick
3	Jul	Extremely likely			Female	16-25	White British	No tick
4	Jul	Extremely likely	Staff always very pleasant and helpful.		Female	36-45	White British	No tick
5	Jul	Extremely likely	Very organised and friendly		Female	36-45	White	No tick

			service. Really appreciate the extra support / care from assistant on the day for my appointment. Excellent service. Very nice staff.				British	
6	Jul	Extremely likely	Quick to be seen by polite, helpful staff. Felt welcome and put at ease.		Female	36-45	White British	No tick
7	Jul	Extremely likely	Can get appointment quick, very nice people, not much waiting around.		Female	16-25	White British	No tick
8	Jul	Extremely likely	Very gentle, lovely, understanding staff who genuinely care.		Female	36-45	White British	No tick
9	Jul	Extremely likely	I will highly recommend, made to feel relaxed will, certainly be back.		Female	26-35	White British	No tick
10	Jul	Likely	Regular and efficient, helpful staff & service.	Waiting time is often long, particularly for drop in sessions.	Female	16-25	White British	No tick