

The Centre (Okehampton) - 'Friends and Family Test' - Jun-16 to Aug-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.	%	%	%
Jun-16	No data	No data	No data	No data
Jul-16	22	100.0	0.0	0.0

Aug-16	12	100.0	0.0	0.0
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Qualitative Feedback - The Centre (Okehampton) - Jul-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	Both ladys I seen were very friendly and nice. Thank you.					
2	Extremely likely	Friendly, very helpful.		Female	26-35	White British	
3	Extremely likely	Always a friendly, efficient service.		Female	36-45	White British	
4	Extremely likely	Very friendly staff.		Female	26-35	White British	
5	Extremely likely	Friendly, helpful.		Female	26-35	White British	
6	Extremely likely	Staff are very informative, friendly and professional.		Female	36-45	White British	
7	Extremely likely	Staff & doctors were very friendly.		Female	16-25	White British	
8	Extremely likely			Male	46-55	White British	
9	Extremely likely	Seen on time. Very friendly doctor.		Female	26-35	White British	
10	Extremely likely	Nurse was very nice & helpful.		Female	26-35	White British	
11	Extremely likely	No problems. All well. Seen and treated quickly.		Female	46-55		
12	Extremely likely	Easy to make appointment on phone. Always friendly + helpful.	Appointments not always on time.	Female	26-35	White British	
13	Extremely likely	It's near to home.		Female	36-45	White British	

14	Extremely likely	Professional, caring, listened, had a plan. Could not expect more.	No.	Male	46-55	White British	
15	Extremely likely	Excellent staff. Very helpful.		Female	26-35	White British	
16	Extremely likely	Good service, quick and very helpful.		Female	16-25	White British	
17	Extremely likely	Very, very kind and understanding. Excellent service. 10/10 Thank you so much.					
18	Extremely likely	Great staff - very friendly and helpful.		Female	26-35	White British	
19	Likely	Excellent service, thank you. However, I am a teacher in the area. It could be tricky seeing students for both me and the students here. Is there any previous to avoid this? Thanks.	Separate waiting area for young people / staff who work with them?	Female	26-35	White British	
20	Likely	Very helpful & friendly service non-judgemental.		Female	26-35	White British	
21	Likely	Very helpful.			16-25	White British	
22	Likely	Very helpful.			16-25	White British	

Qualitative Feedback - The Centre (Okehampton) - Aug-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	Friendly, efficient staff.		Female	16-25	White British	
2	Extremely likely	Lovely Dr A.J. - clear explanation	None.	Female	36-45	White British	

		of what was going to happen!					
3	Extremely likely	Lovely people.	There is nothing for children to do in waiting areas - just comics would do!	Female	36-45	White British	
4	Extremely likely	Very friendly & informative. Reassured me @ every step. Thank you!					
5	Extremely likely	Really good help on explaining things.		Male	26-35	White British	
6	Extremely likely	Professional advice + service.	No.	Female	36-45	White British	
7	Extremely likely	Helpful, friendly advice, not pushy, just explains at right level.		Female	36-45	White British	
8	Extremely likely	Dr A.J. was brilliant, very gentle + explained the procedure throughout + checked I was ok.	Poster on the ceiling!	Female	36-45	White British	
9	Likely	Good service. Bit slow - had to wait 30 minutes.					
10	Likely	Good service & advice.		Female	16-25	White British	
11	Likely	Nice people. Straightforward.	No.		under 16	White British	
12	Likely	Everyone is friendly and welcoming, doing their best to help you in any way they can. Much more welcoming here than in Exeter.	Possibly extend the service hours or add another day to the sexual health clinic service.	Female	16-25	White British	