

## The Centre (Okehampton) - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	38	100.0	0.0	0.0
Apr-17	22	95.5	4.5	0.0

## Qualitative Feedback - The Centre (Okehampton) - Mar-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	Great service.			26-35	White British	
2	Extremely Likely	Dr V. friendly & helpful & v. good bedside manner. V. important for GUM clinic.		Female	26-35	White British	
3	Extremely Likely	They give you more time than going to the doctor's and they let you talk and discuss!		Female	26-35	White British	
4	Extremely Likely			Female	36-45	White British	Do not publish
5	Extremely Likely	Friendly staff, good advice, much shorter waiting time to be seen than Exeter.		Female	26-35	White British	
6	Extremely Likely	Very convenient location. Very helpful.	Nil.	Female	26-35	White British	
7	Extremely Likely	Very thorough and informative.		Female	26-35	White British	
8	Extremely Likely	Staff very helpful & kind.		Female	26-35	White British	
9	Extremely Likely	Really friendly & helpful. More caring than my GP.	Keep doing the same.	Female	46-55	White British	
10	Extremely Likely	Lovely staff & great service.	More regular clinics / week?	Female	26-35	White British	
11	Extremely Likely	Very professional service.			16-25	White British	
12	Extremely Likely	Quick and efficient. Running a little late. Good knowledge.		Female	46-55	White British	
13	Extremely Likely	Friendly & easy.		Female	16-25	White British	
14	Extremely Likely	Convenient time & location, easy to get an appointment & doctor was lovely & informative.	None.	Female	26-35	White British	
15	Extremely Likely	Nurse very polite & put me at ease.		Female	46-55	White British	
16	Extremely Likely	Good explanation, caring & informative.		Female	36-45	White British	

17	Extremely Likely	Very useful and provided me with the right information.	N/A.	Female	Under 16	White British	
18	Extremely Likely	Local and convenient.	N/A.		36-45	White British	
19	Extremely Likely	Great team, made me very relaxed. Thank you x.					
20	Extremely Likely	Really convenient and friendly service.		Female	36-45	White British	
21	Extremely Likely	Very friendly, helpful staff. Easy & quick to get an appointment. Local hospital much more convenient to use.					
22	Extremely Likely	Very happy, no complaints at all. 1st rate.					
23	Extremely Likely	Very friendly & welcoming staff.					
24	Extremely Likely	Very helpful & friendly.		Male	26-35	White British	
25	Extremely Likely	Very lovely, friendly nurse.	Maybe offer the service more than Monday evenings!	Female	36-45	White British	
26	Extremely Likely	Lovely, warm, friendly staff who didn't judge & did their utmost to help me on the day.	More staff = quicker turn around.	Female	26-35	White British	
27	Extremely Likely	Brilliant service & care.		Female	36-45	White British	
28	Extremely Likely	Short waiting time.		Male	26-35	White British	
29	Extremely Likely	Friendly service - local hospital.	None.	Female	46-55	White British	
30	Extremely Likely	Local & handy.		Female	46-55	White British	
31	Extremely Likely	Lovely service and very clean facilities. Thank you.					
32	Extremely Likely	Excellent service & closeness & ease to get to from home.		Female	46-55	White British	
33	Extremely Likely	Very helpful, reassuring staff.		Female	46-55	White British	
34	Likely			Female	16-25	White British	Do not publish
35	Likely	Everyone very friendly.	N/A.	Female	16-25	White British	
36	Likely	Friendly services.					
37	Likely			Female	16-25	White British	
38	Likely	Good. Not long to wait! Computers were down but all ok.		Female	16-25	White British	

## Qualitative Feedback - The Centre (Okehampton) - Apr-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 helpful & kind.					
2	Extremely Likely	Efficient, caring service.					
3	Extremely Likely	Reassuring, caring.	No.	Female	16-25	White British	
4	Extremely Likely			Female	46-55	White British	
5	Extremely Likely	It is the only centre close to my house or I would have to travel to Exeter & struggle to get time off work.		Female	16-25	White British	
6	Extremely Likely	Easy to book, efficient, friendly, supportive, informative. Fab service.					
7	Extremely Likely	Quick & easy to get an appointment. Nurse was lovely.		Female	26-35	White British	
8	Extremely Likely	Because they are friendly and helpful.		Female	16-25	White British	
9	Extremely Likely	Great service, friendly staff and no-one wants to be infected.	None.	Female	26-35	White British	
10	Extremely Likely	Helpful, good advice. Thank you!					
11	Extremely Likely	Good day & time for clinic. Friendly, professional staff made me feel less uncomfortable.		Female	36-45	White British	
12	Extremely Likely	I wanted to discuss contraceptive options as my coil is due to be removed. Very helpful & would highly recommend.	None - great service.	Female	36-45	White British	
13	Extremely Likely	Amazing staff & facilities, always helpful.		Female	16-25	White British	
14	Extremely Likely	Really helpful & friendly staff. Convenient opening times.		Female	46-55	White British	
15	Extremely Likely	Very friendly & informative.	Text reminder for appt. day / time.	Female	26-35	White British	

16	Extremely Likely	Friendly, effective information. Felt very at ease.		Female	36-45	White British	
17	Extremely Likely	Women's clinic.			Under 16	White British	
18	Extremely Likely	Professional, knowledgeable staff who put me at ease.	Make sure it carries on & isn't another service that's cut!	Female	36-45	White British	
19	Extremely Likely	Very helpful, pleasant staff.		Female	46-55	White British	
20	Extremely Likely	Staff extremely friendly & went the absolute extra mile for me & my personal needs. Fantastic service & people! Well done, guys.		Female	16-25	White British	
21	Likely	Helpful, friendly staff.	Offer it more than once weekly.	Female	36-45	Other ethnic group	
22	Unlikely			Female	16-25	White British	