

The Centre (Okehampton) - Friends and Family Test - May-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.	%	%	%
May-17	14	100.0	0.0	0.0

Qualitative Feedback - The Centre (Okehampton) - May-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	Fab - lovely service.		Female	26-35	White British	
2	Extremely Likely	Excellent, understanding, brilliant.		Female	56-65	White British	
3	Extremely Likely	Staff great & friendly. Everything so easy.		Female	26-35	White British	
4	Extremely Likely	V. happy with service & feel v. comfortable talking about personal issues.		Female	36-45		
5	Extremely Likely	Excellent service.		Female	36-45	White British	
6	Extremely Likely			Female	26-35	White British	
7	Extremely Likely	Brilliant.	Perfect as it is.		56-65	White British	
8	Extremely Likely	Lovely service!					
9	Extremely Likely	GUM.			26-35	White British	
10	Extremely Likely	Very friendly & welcoming staff in a lovely local, small hospital.		Female	46-55	White British	
11	Extremely Likely	The service was so easy to use. No problems booking appointments etc. Telephone consult was brilliant. Your staff were so friendly & reassuring. 10/10.		Female	26-35	White British	
12	Extremely Likely	Nice to have local facilities available.	No.	Female	56-65	White British	
13	Extremely Likely	Very friendly nurse & doctor, good advice etc.	Improve waiting time for drop-in sessions - waited 2 hours before being seen.	Female	16-25	White British	
14	Likely	Appointments running late but all good. Thank you.	No - I'm happy.	Female	26-35	Other ethnic group	