

The Centre (Okehampton) - 'Friends and Family Test' - Nov-16 to Dec-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.	%	%	%
Nov-16	20	100.0	0.0	0.0
Dec-16	No data	No data	No data	No data

Qualitative Feedback - The Centre (Okehampton) - Nov-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	It was very good advice to make sure I understood.	Very good service.	Female	16-25	White British	
2	Extremely Likely	Kind, considerate staff. Thanks!		Female	26-35	White British	
3	Extremely Likely	Good have local service.		Female	36-45	White British	
4	Extremely Likely			Female	36-45	White British	Do not publish
5	Extremely Likely	Pain-free contraception.		Female	26-35	Other ethnic group	
6	Extremely Likely	Extremely helpful & pleasant staff.		Female	46-55	White British	
7	Extremely Likely			Female	46-55	White British	
8	Extremely Likely	Very helpful over the phone and in person. Nice, friendly staff. Local service - very easy for me to access. Weekly service - can access when needed.		Female	16-25	White British	
9	Extremely Likely	I was told I would need 2 appointments to have my implant removed but they did in my first appointment.	None.	Female	16-25	White British	
10	Extremely Likely			Female	26-35	Other ethnic group	
11	Extremely Likely	The service and help you receive is perfect, friendly and compassionate! It would be a travesty if the hospital were to close down. Save our hospital.	Save our community! 10/10.	Female	46-55	White British	
12	Extremely Likely	Friendly, efficient and thorough staff. No long waiting times.	N/A.		46-55	White British	
13	Extremely Likely	Extreme abdominal pain following the 'implant'.		Female	Under 16	White British	

14	Extremely Likely			Female	16-25	White British	
15	Extremely Likely	Really helpful and understanding of my problems. Very smiley and funny too.					
16	Extremely Likely	V. friendly doctor.		Female	26-35	White British	
17	Extremely Likely	Easy to access. Good location. Seen today as a walk-in. Very helpful and much easier than booking a GP appointment. Brilliant service!		Female	26-35	White British	
18	Extremely Likely	Very helpful, friendly and informative specialist nurse. Brilliant service to have in Okehampton hospital.					
19	Extremely Likely	Quick appointment, very helpful in Exeter & Okehampton.		Female	36-45	White British	
20	Extremely Likely	Quick, professional and friendly.		Female	36-45	White British	