

The Centre (Okehampton) - 'Friends and Family Test' - Oct-15 to Jan-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. | % | % | % |
| Oct-15 | No data | No data | No data | No data |
| Nov-15 | 12 | 100.0 | 0.0 | 0.0 |

| | | | | |
|--------|---------|---------|---------|---------|
| Dec-15 | No data | No data | No data | No data |
| Jan-16 | 6 | 100.0 | 0.0 | 0.0 |

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

| | '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 kind. | No. | Male | 26-35 | White British | No tick |
| 2 | Extremely likely | Friendly and approachable. | Maybe more walk-in times. | Male | 16-25 | White British | No tick |
| 3 | Extremely likely | Very friendly, helpful staff. Very impressed with the service received. | Nope. | Female | 26-35 | White British | No tick |
| 4 | Extremely likely | Great communication. Promptly seen. | | Female | 26-35 | White British | No tick |
| 5 | Extremely likely | Very kind doctor and nurse, peaceful surroundings. Thank you! | None. | Female | 36-45 | White British | No tick |
| 6 | Extremely likely | Lovely lady, well-explained. Good advice given. | | Female | 36-45 | White British | No tick |
| 7 | Extremely likely | V. friendly & efficient service. | | Female | 46-55 | White British | No tick |
| 8 | Extremely likely | So gentle & kind. Good clear advice. | Picture / poster of something interesting on the ceiling above the examining couch i.e. holiday destination help focus patient's mind away from examination. | | 46-55 | White British | No tick |
| 9 | Extremely likely | Very smooth-running service. | | Female | 26-35 | Black / African | No tick |

| | | | | | | | |
|----|------------------|---|--|--------|-------|-----------------------------|---------|
| | | From the time I arrived the receptionist attended to me. She was polite and attentive. The doctor was very thorough and I left reassured. I would definitely use the service again if I need it and would recommend it to others. | | | | / Caribbean / Black British | |
| 10 | Extremely likely | Very polite manners. | | | | | No tick |
| 11 | Likely | Happy staff. | | Male | 16-25 | White British | No tick |
| 12 | Likely | I am new to the area so don't know many people yet to recommend you to! But I think your service is excellent. | | Female | 36-45 | White British | No tick |

Qualitative Feedback - The Centre (Okehampton) - Jan-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 | Wonderful care & treatment. | | Female | 26-35 | White British | No tick |
| 2 | Extremely likely | Friendly staff. | | Female | 46-55 | White British | No tick |
| 3 | Extremely likely | Wonderful. Thank you. | | | 36-45 | White British | No tick |
| 4 | Extremely likely | Very helpful. Easily accessible. | No. | Female | 26-35 | White British | No tick |
| 5 | Extremely likely | Such a lovely doctor & HCA!!! | | Female | 46-55 | White British | No tick |
| 6 | Likely | Friendly. | | Female | 16-25 | White British | No tick |