

### The Centre (Okehampton) - 'Friends and Family Test' - Sep-16 to Oct-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.	%	%	%
Sep-16	8	100.0	0.0	0.0
Oct-16	No data	No data	No data	No data

**Qualitative Feedback - The Centre (Okehampton) - Sep-16**

	<b>'Friends and Family Test' Response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Gender</b>	<b>Age</b>	<b>Ethnicity</b>	<b>Please tick this box if you DO NOT wish your anonymised comments to be made public.</b>
1	Extremely likely	Very friendly.		Female	26-35	White British	
2	Extremely likely			Female	16-25	White British	
3	Extremely likely			Female	16-25	White British	Do not publish
4	Extremely likely			Female	36-45	White British	
5	Extremely likely	Very friendly, helpful & personal service.	No.	Female	26-35	White British	
6	Likely	Great service & advice.		Male	26-35		
7	Likely	Very helpful and friendly.		Female	36-45	White British	
8	Likely	Although I had to wait a short while before my appointment, Dr J. was the most helpful doctor I've had!!!					