

The Centre (Tiverton) - Friends and Family Test - Jul-17 to Aug-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.	%	%	%
Jul-17	10	100.0	0.0	0.0
Aug-17	13	92.3	0.0	7.7

Qualitative Feedback - The Centre (Tiverton) - Jul-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1	Extremely Likely			Female	26-35	White British	Do not publish
2	Extremely Likely	Everyone has been extremely friendly and professional and made me feel at complete ease.		Female	16-25	White British	
3	Extremely Likely		Option of a drop in service.	Female	16-25	White British	
4	Extremely Likely			Female	26-35	White British	Do not publish
5	Extremely Likely	Very friendly staff, doctor took their time explaining things, felt really comfortable.	No, it was excellent.	Female	26-35	Other ethnic group	
6	Extremely Likely	Lovely staff, great service!	More opening hours.	Female	16-25	White British	
7	Extremely Likely	Easy to make appointment, friendly service.	No.	Female	26-35	White British	
8	Extremely Likely	Good location & friendly comfortable service when can be quite sensitive.		Female	26-35	White British	
9	Extremely Likely	I believe that everyone that is sexually active must have regular checks. The service provided is lifesaving.	No.	Female	36-45	White British	
10	Likely	Good advice.		Female	36-45	White British	

Qualitative Feedback - The Centre (Tiverton) - Aug-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	Excellent interpersonal skills from all staff - make experience as personal, pleasant & individual as possible	If clinic is running late provide a text service to warn patients.	Female	26-35	White British	

		within 'the system'.					
2	Extremely Likely	Very helpful and friendly.		Female	36-45	White British	
3	Extremely Likely	Very easy to get an appointment. Friendly staff: on the phone, at reception. Very friendly nurses.		Female	16-25	White British	
4	Extremely Likely	Quicker than going through doctors' surgery.	Not having to pay for parking.	Female	26-35	White British	
5	Extremely Likely	Friendly / personable staff. Helpful advice. Accessible service. Relatively easy to get an appt.		Female	26-35	White British	
6	Extremely Likely	When phoning to make the appointment the phone was answered quickly & professionally. That, along with the friendly, approachable staff at Tiverton's SHC. Good experience all round!	N/A.	Female	36-45	White British	
7	Extremely Likely	Do above & beyond to give you your specific help & making you feel comfortable.		Female	16-25		
8	Extremely Likely			Female	26-35	White British	
9	Extremely Likely	Very good service here and everyone is so nice. Always manage to fit people in or help whenever they can.	N/A.	Female	16-25	White British	
10	Likely	Simple, professional and nice.	Keep doing the same.	Male	46-55	White British	
11	Likely	Very friendly initial contact and follow up. Easy to access centre at Tiv.		Female	56-65	White British	
12	Likely	First visit.	Open an extra day so don't have to travel to Exeter.	Female	26-35	White British	
13	Neither Likely nor Unlikely			Female	16-25	White British	
14	<i>Not entered</i>	We shall see. Can't comment till I have my appointment.	Have more sessions available or a walk-in clinic in town.	Female	26-35	White British	