

The Centre (Tiverton) - Friends and Family Test - Mar-17 to Apr-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.	%	%	%
Mar-17	20	100.0	0.0	0.0
Apr-17	8	100.0	0.0	0.0

Qualitative Feedback - The Centre (Tiverton) - Mar-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	The wonderful service.		Male	36-45	White British	
2	Extremely Likely			Female	16-25	White British	
3	Extremely Likely	The doctors (and nurses!) here have all been so helpful, understanding and non-judgmental. I always feel better / reassured after speaking to them. Also, very impressed with the service in general and the facilities. Makes all the difference having a specialised service for sexual health.	Not really - just hope it continues to stay open (and for all ages, not just young people).	Female	16-25	White British	
4	Extremely Likely	Prompt, good service. Kind reception staff and nurses.	More options for times & dates - only Wednesdays - can fill up quickly.	Female	16-25	White British	
5	Extremely Likely			Female	16-25	White British	Do not publish
6	Extremely Likely	Professional, kind, patient.		Female	16-25	White British	
7	Extremely Likely			Male	26-35	White British	
8	Extremely Likely	Looking after your sexual health is important. You don't get judged while having tests and get advice if needed.	None.	Female	16-25	White British	
9	Extremely Likely	Friendly and very helpful.					
10	Extremely Likely	Everyone's very polite. It's an easy-access, close clinic.		Female	26-35	White British	
11	Extremely Likely	Always a fantastic service here. Everyone is very friendly and make you feel comfortable. Have recommended to lots of friends who all think the service is great.					
12	Extremely Likely	The atmosphere, approach and anonymity of sexual health clinics is			56-65		

		very important. Tiverton are very good at achieving the right level of discretion. My experience of the Sidwell Street clinic was poor in comparison.					
13	Extremely Likely			Female	36-45	White British	
14	Extremely Likely	Because you were able to give me an appointment soon after ringing.		Female	26-35	White British	
15	Extremely Likely	Very friendly staff. Very convenient not to have to go into Exeter. I always feel comfortable here.		Female	46-55	White British	
16	Extremely Likely	Easy to book appointment & friendly staff.					
17	Extremely Likely	Helpful and understanding.		Female	26-35	White British	
18	Likely	Friendly staff, clean facilities.		Male	16-25	White British	
19	Likely	Easy to organise. Easy testing. Friendly / professional staff.		Male	16-25	White British	
20	Likely	Make you feel relaxed and friendly.		Female	16-25	White British	

Qualitative Feedback - The Centre (Tiverton) - Apr-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	Quicker & easier than going to GP.		Female	16-25	White British	
2	Extremely Likely	Always had instant treatment if needed, would always contact me with results of examinations / tests and I am always made to feel welcome.	More hours in Tiverton.	Female	36-45	White British	
3	Likely	It's an accessible service with friendly, helpful, non-judgmental staff. I felt the wait time was reasonable for such a	Maybe open the service up on another evening or afternoon to accommodate others.	Female	26-35	White British	

		limited service (only available Wednesdays).					
4	Likely		N/A.	Female	16-25	White British	
5	Likely			Female	16-25	White British	
6	Likely	Everyone is so helpful and staff are nice and friendly.		Female	26-35	Other ethnic group	
7	Likely	Polite, friendly staff. Good opening times.		Female	16-25	White British	
8	Likely	Great service but feel it needs to offer more appointments.	Yes.	Female	26-35	White British	
9	Not entered	Family live in Cornwall.	None.	Female	46-55	White British	