

## The Centre (Tiverton) - Friends and Family Test - May-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.	%	%	%
May-17	9	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Tiverton) - May-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	Friendly, efficient, supportive, explain well, knowledgeable.	Speedier results - you have them [illegible] but do them at 7-day delay.	Female	46-55	White British	
2	Extremely Likely	Friendly staff and very informative.		Female	36-45	White British	
3	Extremely Likely	Very efficient, easy to talk to.		Female	16-25	White British	
4	Extremely Likely	Always visited this department for the services provided. Always been given great service and the correct treatment and information. Easy to make an appointment.	Not really.	Female	16-25	White British	
5	Extremely Likely	Helpful & friendly staff. Lots of advice/information. Free.		Female	26-35	White British	
6	Extremely Likely	Quick appointment. Nice people.		Female	26-35	White British	
7	Extremely Likely	Because the nurses have been very helpful.		Female	26-35	White British	
8	Likely			Female	46-55	White British	Do not publish
9	Likely	Have been very helpful.		Female	56-65	White British	