

The Centre (Barnstaple) - Friends and Family Test - Sep-17 to Oct-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.	%	%	%
Sep-17	43	100.0	0.0	0.0
Oct-17	24	100.0	0.0	0.0

Qualitative Feedback - The Centre (Barnstaple) - Sep-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	Very efficient, personal & kind. Easy to talk to & felt comfortable. No hassle - felt happy when I left. Thanks.		Female	26-35	White British	
2	Extremely Likely	Everyone is lovely here and so professional. Have a great day.	N/A.	Female	26-35	White British	
3	Extremely Likely	Having this health centre available has been so important to me. From the start I was very impressed with the level of care I have had. Outstanding customer service skills. A well-needed place to have.	I believe this health centre is outstanding.		46-55	White British	
4	Extremely Likely	[Name withheld] was very helpful and I was seen on the same day I called to make an appointment.		Female	16-25	White British	
5	Extremely Likely	Very helpful staff! Great advice when unsure.	None.	Female	16-25	White British	
6	Extremely Likely	Friendly staff. Good information given. Put at ease very quickly.		Female	16-25	White British	
7	Extremely Likely	Discreet service. Four members of the team available at any time. Very attentive & understanding.		Female	36-45	White British	
8	Extremely Likely	Very helpful and polite.		Female	26-35	White British	
9	Extremely Likely			Male	26-35	White British	
10	Extremely Likely	Extremely friendly service and top level of service.		Female	16-25	White British	
11	Extremely Likely	Very friendly staff. Made me feel at ease.	Online appointment bookings would be good - convenient.	Female	36-45	White British	
12	Extremely Likely	Lovely nurses & feel welcome.	No.		16-25	White British	
13	Extremely Likely	Brilliant service from arranging	None.	Female	46-55	White British	

		appointment to receiving the procedure needed.					
14	Extremely Likely	The senior practitioner was so lovely, extremely helpful & just made the visit so much nicer.	N/A. This service is so important & I really appreciate it.	Female	16-25	White British	
15	Extremely Likely	Excellent service!		Female	36-45	White British	
16	Extremely Likely	Very discreet, straight to the point, no judgement.		Male	26-35	White British	
17	Extremely Likely	Very friendly.		Male	16-25	White British	
18	Extremely Likely	Extremely friendly and informative. Was really quick and painless.		Female	16-25	White British	
19	Extremely Likely	Professional service & very helpful.		Female	16-25	White British	
20	Extremely Likely	Good, quick service. Lovely staff.		Female	16-25	White British	
21	Extremely Likely	Implant removal - practitioner was very good and calming. Coil practitioner was great and friendly.		Female	16-25	White British	
22	Extremely Likely	Very friendly and helpful.		Female	16-25	White British	
23	Extremely Likely	Very informative and professional service.		Female	26-35	White British	
24	Extremely Likely	Quick and easy. Helped a lot.	No.	Female	16-25	White British	
25	Extremely Likely	Very friendly & made me feel at ease!		Female	16-25	White British	
26	Extremely Likely	Friendly staff. Short waiting time.		Female	26-35	White British	
27	Extremely Likely	Good choice of contraception as I'm off to university.		Female	16-25	White British	
28	Extremely Likely	Very helpful with questions asked.		Female	16-25	White British	
29	Extremely Likely	Really helpful staff, make you feel comfortable. Really good, honest service.	N/A.	Female	16-25	White British	
30	Extremely Likely			Female	36-45	Asian / Asian British	Do not publish
31	Extremely Likely	[Names withheld] were excellent and the entire service team were organised and efficient. Shout out to [name withheld].	None at all.	Male	16-25	White British	

32	Extremely Likely	Helpful, friendly staff. I was seen quickly and the whole process was efficient.	N/A.	Female	26-35	White British	
33	Extremely Likely	Quick. Easy to get to and very friendly staff.		Female	26-35	White British	
34	Extremely Likely	Excellent, friendly & informed care.		Female	36-45	White British	
35	Extremely Likely	Practitioner [name withheld] was very kind and helpful, experience was smooth, friendly and swift!		Female	16-25	White British	
36	Extremely Likely	Everybody is very friendly.		Female	36-45	White British	
37	Extremely Likely	Practitioner lovely to deal with, very helpful and friendly.		Female	46-55	White British	
38	Extremely Likely	Booking appointments easy. Lovely, friendly staff. Very supportive with lots of good info.		Female	26-35	White British	
39	Extremely Likely	Friendly & helpful.	N/A.	Female	16-25	White British	
40	Extremely Likely	So friendly, helpful & always smiley faces.		Female	16-25	White British	
41	Extremely Likely	Friendly, easy to talk to about stuff to the nurses.		Female	16-25	White British	
42	Likely			Female	26-35	White British	
43	Likely	So easy to come in and get your situation sorted.		Female	Under 16	White British	

Qualitative Feedback - The Centre (Barnstaple) - Oct-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	[Name withheld] was exceptionally helpful in getting a Dr to see me. [Name withheld] was super-fast, very		Female	36-45	White British	

		lovely. All in all, a comforting service. Thank you.					
2	Extremely Likely	Friendly and informative and thorough consultation. The nurse was very knowledgeable and approachable and [name withheld] the HCA was also friendly.	No.	Female	36-45	White British	
3	Extremely Likely	Very friendly and helpful.		Female	26-35	White British	
4	Extremely Likely			Female	26-35	White British	Do not publish
5	Extremely Likely	Really friendly, kind staff. Made me feel at ease. Thank you.					
6	Extremely Likely	Good advice and helpful for what I needed.		Female	16-25		
7	Extremely Likely	Was very straightforward & very quick & easy.	N/A.	Female	16-25	White British	
8	Extremely Likely	Have helped me every way possible.	No.	Female	16-25	White British	
9	Extremely Likely	Good support. Very friendly and helpful.		Female	16-25	Other ethnic group	
10	Extremely Likely	Friendly & professional.					
11	Extremely Likely	V. good service.	Longer opening hours.	Female	46-55	White British	
12	Extremely Likely	Excellent, friendly service.	No.	Female	56-65	White British	
13	Extremely Likely	Lovely, chatty and made me extremely comfortable.		Female	26-35	White British	
14	Extremely Likely	A great service and very helpful. Thank you.		Female	36-45	White British	
15	Extremely Likely	Professional, knowledgeable and quick!		Male	26-35	White British	
16	Extremely Likely	Very supportive and helpful. I felt very comfortable! Thank you.	Keep doing what you're doing!	Female	26-35	White British	
17	Extremely Likely	Very relieved. Thank you.		Female	46-55	White British	
18	Extremely Likely	The staff were really friendly, very talkative and supportive, as well as informative.		Female	16-25	White British	
19	Extremely Likely	Fantastic experience every time. Makes me feel welcome and unafraid		Female	16-25	White British	

		to discuss contraception options. Never leave feeling embarrassed. Wonderful service - friendly and helpful.					
20	Extremely Likely	Good service.		Female	26-35	White British	
21	Extremely Likely	You have looked after me very good and I am very pleased.	No, it's very good as it is.	Male	Over 65	White British	
22	Extremely Likely	Very welcoming and kind. Put me at a lot of ease. Very lovely staff!		Female	26-35	White British	
23	Extremely Likely	Excellent communication of the nurse, very knowledgeable and put me at ease. Easy to get an appointment.		Female	36-45	White British	
24	Likely	It was really quick and easy to do what I wanted. The staff were really friendly and knowledgeable.		Female	16-25	White British	