

## The Centre (Exeter) - 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	35	94.3	2.9	2.9
Oct-17	13	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Exeter) - 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	Quick, no nonsense service. Everyone nice and happy.		Male	46-55	White British	
2	Extremely Likely	Friendly, helpful staff. No judgement.		Male	16-25	White British	
3	Extremely Likely	I was made to feel very comfortable and wasn't judged.	Less of a wait time.	Female	16-25	White British	
4	Extremely Likely	[Name withheld] is a fountain of knowledge and has been far more informative than my GP. Really kind and friendly attitude. Brilliant!					
5	Extremely Likely	Amazing! Such helpful staff & nurses!					
6	Extremely Likely	Very informative & friendly. Really made me feel at ease & non-judgemental. Thank you.	Male & female waiting rooms.		26-35	White British	
7	Extremely Likely	Friendly, helpful staff.			26-35	White British	
8	Extremely Likely	Every time I have come here I've always found it so helpful, for whatever reason I have come. I chose to come here over going to a hospital. Everyone is very patient, friendly, understanding and knowledgeable. Thank you for the great service!					
9	Extremely Likely	Met [name withheld] one of the practitioners. [Names withheld] put my mind at ease, was very professional but equally they were friendly.	Stop getting rid of these wonderful people!	Female	36-45	White British	
10	Extremely Likely	Extremely person-centred, amazing service. I am a sexual assault survivor and you treat me with endless dignity. Thank you.	None!	Female	16-25	White British	

11	Extremely Likely	[Name withheld] - very kind and expert knowledge.		Female	16-25	White British	
12	Extremely Likely	[Names withheld] were informative, clear & caring. Thank you.					
13	Extremely Likely	Very helpful and lovely staff.					
14	Extremely Likely	Really good service, well worth the NHS's money!					
15	Extremely Likely	The practitioner who assisted me was really nice.	No.	Female	26-35	Other ethnic group	
16	Extremely Likely	Always received really helpful advice and care. Everything carried out with respect and attention to detail, always comfortable - which is really important for such personal topics. [Name withheld] was exceptionally lovely.	N/A.	Female	16-25	White British	
17	Extremely Likely	Everyone I encountered was so very lovely, professional, non- judgemental, efficient and good at their jobs. [Names withheld] and I didn't catch the receptionists name but thank you all!	Clarity on the website of the availability of the services and how to make an appointment as I read conflicting information. Keep it up!	Female	26-35	White British	
18	Extremely Likely	Very impressed with staff & building.	No.	Male	36-45	White British	
19	Extremely Likely	Always fast response, very kind and listen well.	Appointments are hard to get without a long waiting a while.	Female	26-35	White British	
20	Extremely Likely	Very helpful and professional.		Female	26-35	White British	
21	Extremely Likely	Friendly and very helpful & professional.		Male	16-25	White British	
22	Extremely Likely	Very lovely nurse and super helpful.					
23	Extremely Likely	Friendly & efficient staff.		Female	26-35	White British	
24	Extremely Likely	Very friendly. Clear advice given and tests were quick & easy.		Male	26-35	White British	
25	Extremely Likely	Had a really great practitioner! Made me very relaxed!		Female	16-25	White British	
26	Extremely Likely	Excellent service. Staff professional,		Male	36-45	White British	

		friendly and very organised. Thank you.					
27	Extremely Likely	Friendly staff, felt really clear on all the information I was given.		Female	46-55	White British	
28	Extremely Likely	Friendly, kind, clear in communication. Non-judgemental.	Maybe nice to have leaflets on how to have fun, safe sex - how to find & stimulate erogenous zones, for example.	Female	36-45	White British	
29	Extremely Likely	All staff here have been very helpful and informative. I never feel judged and I always leave happy!		Female	26-35	White British	
30	Extremely Likely	The professionalism of the staff. I was in real pain and distress and saw practitioner [name withheld] who was wonderful and reassuring. My follow-up apt. was also friendly, professional and I was given excellent advice.					
31	Extremely Likely	Friendly, reassuring team. Put me at ease.		Female	26-35	White British	
32	Extremely Likely	Very good service. Reassuring, tactful, professional and blood test was done v. well - hardly noticed they were doing it!					
33	Extremely Likely	Friendly service from start to finish. Confidence in all they did and so kind and I felt relaxed. A* to [name withheld] x.					
34	Neither Likely nor Unlikely						
35	Unlikely	Was called in late as receptionist didn't book me in when I arrived. Waited 2 hours - not happy!					

### Qualitative Feedback - The Centre (Exeter) - 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	Always very helpful and available when most convenient for us.		Male	36-45	White British	
2	Extremely Likely	All of the staff were really helpful and friendly. There's no need to feel embarrassed and it's better to be safe!			16-25	White British	
3	Extremely Likely	Treated with respect and kindness, felt more than happy to talk about everything.		Male	16-25	White British	
4	Extremely Likely	[Name withheld] was wonderful and reassuring - an angel. Thank you.		Female	26-35	White British	
5	Extremely Likely	Very supportive & understanding.	None.	Female	Under 16	White British	
6	Extremely Likely	Very kind & supportive. Gave me some good tips and made me feel relaxed & not a wuse!					
7	Extremely Likely	Informative & friendly.					
8	Extremely Likely	I am so impressed with the care & kindness I received today by everyone from the minute I walked in & it was extremely daunting! I am so grateful to have spoken to the practitioner [name withheld] & feel relieved that I took the step & have had all the relevant tests done. Thank you to everyone for being so kind & helpful.	No improvements needed! N/A. You are all amazing!!! Thank you.	Female	36-45	White British	
9	Extremely Likely	Excellent service - professional & discreet.	N/A.	Female	26-35	White British	
10	Extremely Likely	Friendly staff, very reasonable waiting times.	N/A.	Female	16-25	White British	
11	Extremely Likely	Really friendly staff and comfortable to		Female		White British	

		talk about anything. Thank you!					
12	Extremely Likely	Staff lovely, helpful & they keep you modest.	Not really!	Female	16-25	White British	
13	Likely	Very convenient service and also helpful.	None.	Male	16-25	White British	