

The Centre (Exmouth) - 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	10	100.0	0.0	0.0
Oct-17	4	100.0	0.0	0.0

Qualitative Feedback - The Centre (Exmouth) - 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				16-25	White British	
2	Extremely Likely	I never have to wait long for an appointment. The staff are so helpful and accommodating.		Female	16-25	White British	
3	Extremely Likely	Very reassuring and informative service, great for newcomers.		Female	16-25	White British	
4	Extremely Likely	Very nervous to have a smear test. Everything explained well and the least painful smear test I have ever had.		Female	56-65	White British	
5	Extremely Likely			Female	16-25	White British	
6	Extremely Likely	Very helpful, very informative, always available for assistance. Please keep going!	No, all excellent!	Male	26-35	White British	
7	Extremely Likely	Friendly & efficient service.	Alternate the days that the service is available.	Female	16-25	White British	
8	Extremely Likely	Very kind staff.		Female	36-45	White British	
9	Likely	It's local and good.		Male	16-25	White British	
10	Likely	I was thoroughly talked through everything I asked. This enabled me to understand the different types of pill and what suits me best.		Female	16-25	White British	

Qualitative Feedback - The Centre (Exmouth) - 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	Great, efficient service.		Female	26-35	White British	
2	Extremely Likely	Friendly staff.	None.	Female	16-25	White British	
3	Extremely Likely	More understanding & knowledgeable than the GP.		Female	36-45	White British	
4	Extremely Likely	Very helpful & friendly staff. Good communication between staff & patients. Make you feel at ease. Usually prompt in keeping to appointment time.	No.	Female	46-55	White British	