

The Centre (Okehampton) - 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	13	100.0	0.0	0.0
Oct-17	16	100.0	0.0	0.0

Qualitative Feedback - The Centre (Okehampton) - 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	Easy, comfortable, didn't feel awkward.		Male	16-25		
2	Extremely Likely	Very friendly and extremely helpful.					
3	Extremely Likely	Very good service, nice and helpful staff.	More days a week.	Female	36-45	Other ethnic group	
4	Extremely Likely	Very kind, friendly & helpful staff. Went above and beyond to help!		Female	26-35	White British	
5	Extremely Likely	On time. Close to where I live.		Female	46-55	White British	
6	Extremely Likely	Always helpful and close to home.	Nope. Always good.	Female	16-25	White British	
7	Extremely Likely	Always courteous, patient.		Female	46-55	Other ethnic group	
8	Extremely Likely	Local & knowledge & efficient.	No.	Female	36-45	White British	
9	Extremely Likely			Female	16-25	White British	Do not publish
10	Extremely Likely	Lovely staff. Quick appointment made.					
11	Extremely Likely			Female	26-35	White British	Do not publish
12	Extremely Likely	Polite and helpful.		Female	26-35	White British	
13	Likely			Female	16-25	White British	
14	<i>Not entered</i>	There are actually no other alternatives in the local area that I know of but would expect referrals would be made by GP, so would not expect to be referring or recommending others to the service.		Female	46-55	White British	

Qualitative Feedback - The Centre (Okehampton) - 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			Female	26-35	White British	
2	Extremely Likely	Because everyone is very friendly and helpful.		Female	Under 16	White British	
3	Extremely Likely	Very good service!!					
4	Extremely Likely	Great local service & care.					
5	Extremely Likely	Only service within a 30 mile distance of where I live. Brilliant service!		Female	16-25		
6	Extremely Likely	So convenient - fantastic to have a local service/clinic.		Female	46-55	White British	
7	Extremely Likely	Amazing nurses - love it!		Female	16-25	White British	
8	Extremely Likely	Lovely nurses.		Female	16-25	White British	
9	Extremely Likely	Always friendly & helpful.		Female	26-35	White British	
10	Extremely Likely	Really nice and helpful staff.					
11	Extremely Likely	Very nice people who give you the right info on what you need/risks.	No.	Female	16-25	White British	
12	Extremely Likely	Fast service, friendly, very clean.		Male	26-35	White British	
13	Extremely Likely						
14	Extremely Likely	Great service for working people - late hours etc. Thank you!		Female	36-45	White British	
15	Likely	Doctor very easy to talk to and comforting.	No.	Female	16-25	White British	
16	Likely				36-45	White British	