

## The Centre (Exeter) - Friends and Family Test - Nov-17 to Dec-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.	%	%	%
Nov-17	17	100.0	0.0	0.0
Dec-17	11	100.0	0.0	0.0

### Qualitative Feedback - The Centre (Exeter) - Nov-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	I was extremely impressed by how approachable, polite, professional and thorough the staff were. [Name withheld] was lovely and I can recommend her. I will definitely come here again!!					
2	Extremely Likely	Very friendly and professional service - made me feel comfortable and at ease. Speedy!		Female	16-25	White British	
3	Extremely Likely	It's a valuable service. Friendly staff. Put you at ease. Good/excellent advice given. It's confidential.	Ability to do tests by post or online.	Male	46-55	White British	
4	Extremely Likely	Quick and effective. Excellent staff. Thanks!	More publicity.	Female	56-65	White British	
5	Extremely Likely						
6	Extremely Likely	Friendly staff. I liked [name withheld].	No.	Female	Under 16	White British	
7	Extremely Likely	Very friendly & helpful.		Female	26-35	White British	
8	Extremely Likely	Such a fast and effective service. Lovely ladies make you feel very comfortable and at ease. Thanks so much for your hard work!		Female	26-35	White British	
9	Extremely Likely	[Name withheld] made me feel extremely comfortable.					
10	Extremely Likely	Everyone I spoke to today was absolutely brilliant and very accommodating of my nervousness. I particularly appreciate the doctor who took the time to answer all of my questions and went out of their way to make me comfortable. Thank you!		Female	26-35	Other ethnic group	

11	Extremely Likely	Friendly staff, made to feel comfortable, reassuring. Short wait.	No.	Female	36-45	White British	
12	Extremely Likely	Treated very courteously by everyone I saw. All things I asked about were explained in layman's terms.		Male	Over 65	White British	
13	Extremely Likely	Very nervous about having bloods. However, [name withheld] calmed me down. Thank you.			16-25	White British	
14	Extremely Likely	Helpful, friendly staff. Seen quickly. Very thorough.	No. It was very good already.	Female	26-35	White British	
15	Extremely Likely	Faultless service. Terrific, kind, knowledgeable staff. Really quick. Thank you.	No. It was excellent. Thanks for asking though.	Female	36-45	White British	
16	Extremely Likely	The doctor was lovely. Helped me with everything. Explained everything in great detail. Didn't make you feel embarrassed.		Female		White British	
17	Likely	Friendly staff. Long waiting time. Efficient solutions & advice. Very supportive.	Hot drinks and less of a waiting time.	Female	16-25	White British	
18	<i>Not entered</i>	Arrived 10.50am, only 2 persons in the room. Seen in 15mins. Lovely nurse.	All staff be able to do everything. System with numbers - first come, first served!		36-45	White British	

### Qualitative Feedback - The Centre (Exeter) - Dec-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	Fast, efficient, yet friendly service. Thanks.		Female	26-35	White British	
2	Extremely Likely	I attended for smear & coil change today. Telephone consultation last	No - perfect.	Female	46-55	White British	

		week & procedure today were undertaken by [name withheld] who is a credit to your service. She made me feel very at ease and was very approachable & reassuring. It was lovely to be able to receive continuity of care from such a warm & welcoming professional. Thanks again.					
3	Extremely Likely	Every time I have come here, I have had amazing, quick service. Better than anywhere I've been.	No - brill.	Female	26-35	White British	
4	Extremely Likely	Pain-free. Lovely nurses. Quick.					
5	Extremely Likely	Very friendly & informative.		Female	16-25	White British	
6	Extremely Likely	Very respectful of my sexual assault history. Kind and reassuring nurse - [name withheld].					
7	Extremely Likely	Friendly staff - always helpful and understanding.		Female	16-25	White British	
8	Extremely Likely	Really good service.		Female	16-25	White British	
9	Extremely Likely	Good service!	No.	Female	16-25	White British	
10	Extremely Likely	Kind, polite, caring & professional service.	No.	Female	16-25	White British	
11	Likely	Staff are very friendly and answer all questions.		Female	16-25	Mixed / Multiple ethnic groups	