

The Centre (Okehampton) - 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	40	100.0	0.0	0.0
Dec-17	19	94.7	0.0	5.3

Qualitative Feedback - The Centre (Okehampton) - 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	Lovely people.		Female	26-35	White British	
2	Extremely Likely	Good service, friendly and, because it is close, more likely to make the journey here.		Female	46-55	White British	
3	Extremely Likely	Travelling in from a rural village I feel it's an essential to be able to attend such a service locally.					
4	Extremely Likely	Really helpful and listened to me!	None.	Female	36-45	White British	
5	Extremely Likely			Female	46-55	White British	
6	Extremely Likely	I had never heard of the service but was referred by my consultant when my private medical wouldn't pay. I needed seeing urgently & rather than waiting for my small local GP to have to refer me (& get an apt 1st!) I called here. Amazing. Polite. Understanding & all sorted with an appointment. I started with the Exeter office but when they saw my address I was given a local appointment - brilliant. Thank you.			46-55	White British	
7	Extremely Likely	Very helpful and quick.					
8	Extremely Likely	Nice people.					
9	Extremely Likely						
10	Extremely Likely	Very helpful.		Female	Under 16	White British	
11	Extremely Likely	Wonderful.					
12	Extremely Likely	Nice, friendly staff.	Nope.	Female	16-25	White British	
13	Extremely Likely	Great sexual health clinic, lovely					

		doctor.					
14	Extremely Likely	Drop-in clinic - seen quickly, very friendly & helpful.					
15	Extremely Likely	Because staff are extremely kind & helpful & very good for teens on short notice.					
16	Extremely Likely	This is a brilliant service and it saves a lot of people from travelling far, people who don't drive or have young school children. Staff are amazing and very educational on women's health.					
17	Extremely Likely						
18	Extremely Likely						
19	Extremely Likely	Friendly, professional approach.		Female	26-35	White British	
20	Extremely Likely	Very friendly staff, non-judgemental, put my mind at ease.	Longer opening hours.	Female	26-35	White British	
21	Extremely Likely	Handy to have here. Saves going all the way to Exeter when I work full-time & lovely staff.	Nope. All great.	Female	16-25	White British	
22	Extremely Likely	Really convenient service.					
23	Extremely Likely	Swift, great service.		Female	46-55	White British	
24	Extremely Likely	Local. Instead of 20 plus mile trip to Exeter.	None.	Female	36-45	White British	
25	Extremely Likely	Very convenient having a local test centre. Friendly service.					
26	Extremely Likely	Clean & inviting surrounds. Staff helpful and friendly. Very efficient.					
27	Extremely Likely	Friendly & efficient.	N/A.	Female	16-25	White British	
28	Extremely Likely				26-35	White British	Do not publish
29	Extremely Likely	After 9-5 work hours is great so I don't have to take time off work. Thank you.					
30	Extremely Likely	Helpful staff - quick & friendly.		Male	16-25	White British	
31	Extremely Likely						
32	Extremely Likely	Fantastic service and wonderful		Female	46-55	White British	

		doctors/nurses. I would absolutely recommend.					
33	Extremely Likely	Extremely conscientious & respectful.	No.	Female	36-45	White British	
34	Extremely Likely	A lovely service. Friendly staff & very convenient.		Female	26-35	White British	
35	Extremely Likely	[Illegible].					
36	Extremely Likely	Easy to access. Very helpful.	No.	Female	26-35	White British	
37	Extremely Likely						
38	Likely	Friendly, helpful advice.		Female	16-25	White British	
39	Likely	Great service.		Female	26-35	White British	
40	Likely	Good, but had to wait 35mins to be seen and I had an appointment.		Female	16-25	White British	
41	<i>Not entered</i>	Really nice and helpful.					
42	<i>Not entered</i>		N/A.	Female	26-35	White British	
43	<i>Not entered</i>			Female	46-55	White British	Do not publish

Qualitative Feedback - The Centre (Okehampton) - 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	Very helpful. Very informative. Nice to be seen locally.					
2	Extremely Likely	I use this service every 12 weeks and would have to travel an additional 30 miles if it wasn't here.		Female	16-25	White British	
3	Extremely Likely	Efficient & clear.		Female	46-55	White British	
4	Extremely Likely	Close to home.		Female	16-25	White British	
5	Extremely Likely	Excellent advice.					
6	Extremely Likely	Easy to pop in after work.					

7	Extremely Likely	Because the nurses are always so good.	None.	Female	16-25	White British	
8	Extremely Likely	Very friendly & helpful.		Female	26-35	White British	
9	Extremely Likely			Female	16-25	White British	
10	Extremely Likely	Friendly people. Good service.					
11	Extremely Likely	Wonderful. Helpful. Many thanks.		Female	46-55	White British	
12	Extremely Likely	Extremely professional.					
13	Extremely Likely	Very helpful.		Female	36-45	White British	
14	Extremely Likely	Excellent advice, very supportive.	No.		16-25	White British	
15	Extremely Likely	Very friendly, clinician explained procedure fully, appointment offered, very convenient.		Female	36-45	White British	
16	Extremely Likely	Important service everyone should use.		Male	26-35	White British	
17	Likely	Very quick appointment.		Female	46-55	White British	
18	Likely	Convenient.		Female	16-25	White British	
19	Neither Likely nor Unlikely			Female	16-25	White British	