

The Centre (Barnstaple) - Friends and Family Test - Jan-18 to Mar-18

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.	%	%	%
Jan-18	11	100.0	0.0	0.0
Feb-18	4	100.0	0.0	0.0
Mar-18	No data	No data	No data	No data

Qualitative feedback - The Centre (Barnstaple) - Jan-18

	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	Nurse very nice & helpful. Put me at ease.		Female	16-25	White British	
2	Extremely Likely	Was very welcoming approach. Had great advice and will return to see doctor.		Female	36-45	Other ethnic group	
3	Extremely Likely	The staff were very unjudgmental – thank you - about an embarrassing subject. And a sore 'bottom'.		Female	36-45	White British	
4	Extremely Likely	Really helpful - to the point. Helped with my anxious nature. Thank you!		Female	16-25	White British	
5	Extremely Likely	Friendly. Informative.		Female	16-25	White British	
6	Extremely Likely	Fast appointments & little waiting times. Friendly staff who are calm & explain everything thoroughly. Very helpful.		Female	16-25	White British	
7	Extremely Likely	Very helpful and efficient.		Female	46-55	White British	
8	Extremely Likely	Very informative advice.	No.	Female	36-45	White British	
9	Extremely Likely	Very helpful information given for existing medical condition. Very friendly and understanding!!	N/A.	Female	16-25	White British	
10	Extremely Likely	I think the service is brilliant. I lived in Bristol before and I suffered continuously and was in pain constantly. My condition was never taken seriously so I am so grateful to finally have someone actually taking me seriously. I am a much happier person. Thanks so much.	None! You are all great!	Female	26-35	White British	
11	Extremely Likely	Treated with dignity, efficiency and thoroughness. Due to this, my fears	To keep going with the service as I have experienced with	Female	56-65	White British	

		were allayed after investigation. Specific treatment given, resulting in a significant improvement in my health. Specific thanks go to [name withheld] for their gentleness, diplomacy & efficiency.	dignity & thoroughness at the forefront for all, with provision for ongoing staff training.				
--	--	--	---	--	--	--	--

Qualitative feedback - The Centre (Barnstaple) - Feb-18

	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	Really comfortable to talk to.			16-25	White British	
2	Extremely Likely	Very helpful and made me feel comfortable.			36-45	White British	
3	Extremely Likely	Felt very comfortable. Welcoming, polite staff.			26-35	White British	
4	Extremely Likely	Extremely friendly staff - best hospital experience ever! Thank you!	No.	Male	36-45	Other ethnic group	