

The Centre (Exeter) - 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	19	100.0	0.0	0.0
Mar-18	1	100.0	0.0	0.0

Qualitative feedback - The Centre (Exeter) - 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	Seen in an hour. Really kind & thorough nurse [name withheld]. Good advice & follow-up given.		Female	36-45	White British	
2	Extremely Likely	Efficient, friendly. Thank you.		Female	56-65	White British	
3	Extremely Likely	Excellent staff & service.					
4	Extremely Likely	Very quick and helpful service.		Male	16-25	White British	
5	Extremely Likely	Brilliant service from Doctor [name withheld] and Nurse [name withheld]. Couldn't have made me feel more comfortable and in great hands.		Female	26-35	White British	
6	Extremely Likely	Extremely happy with the service received today upstairs. Contraception & STI clinic. Thank you so much!	Keep doing a great job.	Female	16-25	White British	
7	Extremely Likely	All the staff were very friendly and professional. Very quick service and felt extremely comfortable sharing my details.		Male	16-25	White British	
8	Extremely Likely	[Name withheld] was amazing - thank you!					
9	Extremely Likely	Conveniently located and expertise across a broad range of topics.		Female	26-35	White British	
10	Extremely Likely	Very helpful & fast service. I would definitely recommend. Thank you.					
11	Extremely Likely	Excellent service. [Names withheld] are amazing. Thank you.	No - all good.	Female	16-25	Mixed / Multiple ethnic groups	

Qualitative feedback - The Centre (Exeter) - 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	So friendly & professional. How lucky are we to have this service.		Female	36-45	White British	
2	Extremely Likely	Very easy service for contraception pill.	N/A.	Female	16-25	White British	
3	Extremely Likely	Completely non-judgemental service. Kind and understanding staff. Great that the staff could keep it completely confidential and anonymous. Not to mention how well they calmed my worried friend down.	Non-appointment contraceptives.	Male	Under 16	White British	
4	Extremely Likely	All very kind. x					
5	Extremely Likely	Staff always polite and welcoming, with a smile. Nurses go the extra mile & listen. Never have to wait long in waiting room. 10 plus. AAA plus.	N/A - already doing the best job.	Female	26-35	White British	
6	Extremely Likely				26-35		
7	Extremely Likely	Very good response and help towards problem.					
8	Extremely Likely	All staff very friendly & make you feel at ease.		Female	36-45	White British	
9	Extremely Likely	Friendly and caring staff.	None.	Female	36-45	White British	
10	Extremely Likely	Staff are always friendly and professional! Easy to book appointments. Always feel comfortable discussing issues with all staff! Very happy to use the service.	Maybe an online booking option?	Female	16-25	White British	
11	Extremely Likely	Always friendly & take the time to explain things & offer very good advice.		Female	36-45	Other ethnic group	

12	Extremely Likely	Both [name withheld] on reception and [name withheld] were so kind and helpful.					
13	Extremely Likely	[Name withheld] was absolutely brilliant. So kind and helpful. 10/10! [Name withheld]		Female	16-25	White British	
14	Extremely Likely	Exeter has been extremely accommodating. Friendly, caring & genuine staff. I've had to come to my home town for coil refit as couldn't get an appointment in London after trying for 6 months! London needs more facilities!	Exeter great! London horrendous - GP doesn't offer and appts go [illegible].	Female	26-35	White British	
15	Extremely Likely	Very friendly & professional - went through all options.		Female	26-35	White British	
16	Extremely Likely	Perfect attention & results. Lovely attention.					
17	Likely	Very well explained. Friendly, good service & opening times.					
18	Likely	Even though I couldn't get through on the phone I came in person and got a cancellation. Staff are very friendly & helpful. Service is good.	For someone to answer telephone. I had rang over two days and did not get an answer.	Female	26-35	White British	
19	Likely	Friendly & helpful staff. Good knowledge of the topic.					

Qualitative feedback - The Centre (Exeter) - Mar-18

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1	Extremely Likely	Friendly staff.		Female	16-25	White British	