NHS
Northern Devon Healthcare
NHS Trust

The Centre (Exmouth) - 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:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

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	No data	No data	No data	No data
Feb-18	1	0.0	0.0	100.0
Mar-18	No data	No data	No data	No data

Qualitative feedback - The Centre (Exmouth) - 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	Don't Know	Have been trying to ring Exeter clinic for over a week. However, no answer every time. Yesterday (7/2/18) I rang a total of 16 times and not one call answered. Luckily, I didn't need to be seen straightaway as no hope. However, arrived at Exmouth clinic, appointment given straightaway. Very efficient. Shame about Exeter phone lines.		Female	26-35	White British	