

The Centre (Okehampton) - 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	29	100.0	0.0	0.0
Feb-18	32	100.0	0.0	0.0
Mar-18	13	100.0	0.0	0.0

Qualitative feedback - The Centre (Okehampton) - 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	Easy to get appointment. Extremely knowledgeable & helpful staff. Quick diagnosis & treatment. Confidential. Lovely, clean new hospital (please let it be used more), easy to park & reasonable charges.	It's tip-top already.	Female	56-65	White British	
2	Extremely Likely	Brilliant service - caring & understanding even though under stress! Thank you.		Female	46-55	White British	
3	Extremely Likely	Because I was happy! They gave me all the info I needed and kept it all confidential.	I think it's great as it is.	Female	Under 16	White British	
4	Extremely Likely	Excellent, efficient service.		Female	46-55	White British	
5	Extremely Likely	Friendly, reassuring and helpful.		Female	16-25	White British	
6	Extremely Likely						
7	Extremely Likely	Able to attend out of working hours, local service, friendly staff, more relaxed than visiting GP surgery.		Female	46-55	White British	
8	Extremely Likely	Friendly, helpful & professional. Quicker appointment than doctor and great convenience in the evening.	Keep it the same. Brilliant.	Female	46-55	White British	
9	Extremely Likely	Friendly, professional.					
10	Extremely Likely	Up-to-date, evidence-based information. Respectful, good bedside manner. Welcoming reception staff.	More available appointments.	Female		White British	
11	Extremely Likely	Great service, lovely staff made me feel at ease.					
12	Extremely Likely	Very friendly staff & quickly seen.					

13	Extremely Likely						
14	Extremely Likely	It was good.					
15	Extremely Likely	Friendly, approachable staff.	None.	Female	16-25	White British	
16	Extremely Likely			Female	16-25	White British	
17	Extremely Likely						
18	Extremely Likely	Staff are friendly and very efficient.					
19	Extremely Likely	Very quick & friendly service.					
20	Extremely Likely	Lovely doctor and very informative and caring.					
21	Extremely Likely			Female	16-25	White British	
22	Extremely Likely	You make it easy to understand and kind.		Female	Under 16	White British	
23	Extremely Likely	I had fun.					
24	Extremely Likely	Seen straightaway, friendly staff.		Female	36-45	White British	
25	Extremely Likely	Friendly service. Felt at ease.		Female	46-55	White British	
26	Extremely Likely	Depo injection.	N/A. Another service during the week would be useful so that there are 2 x opportunities for appts.	Female	16-25	White British	
27	Extremely Likely	Good, easy to talk to, very useful.					
28	Likely	Useful local service.	No.	Female	36-45	White British	
29	Likely	Friendly, good professional service.					

Qualitative Feedback - The Centre (Okehampton) - 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	Excellent, efficient, friendly service and					

		local! Thank you.					
2	Extremely Likely	Super-quick & friendly service, local to me.	N/A.	Female	36-45	White British	
3	Extremely Likely	Very caring and convenient.	Timings - always late.	Female	16-25	White British	
4	Extremely Likely	After work hours.		Female	26-35	White British	
5	Extremely Likely	Doctors and staff really friendly and approachable.	No.	Female	16-25	White British	
6	Extremely Likely	Friendly staff, explained things well.		Female	16-25	White British	
7	Extremely Likely	Friendly staff.					
8	Extremely Likely	Very helpful & friendly.		Female	26-35	White British	
9	Extremely Likely			Female	Under 16		
10	Extremely Likely	Kind & easy.					
11	Extremely Likely	Very friendly and helpful.		Female	16-25	White British	
12	Extremely Likely	Very reassuring & welcoming.	None.	Female	16-25	White British	
13	Extremely Likely	Very friendly doctor & nurse.		Female	26-35	White British	
14	Extremely Likely	Friendly and helpful.		Male	36-45	White British	
15	Extremely Likely	Nice and helpful staff.		Female	26-35	Other ethnic group	
16	Extremely Likely	Friendly staff. Easy access. Great care.	None, it was excellent.	Female	16-25	White British	
17	Extremely Likely	Always been treated excellently. The doctor I saw today was absolutely brilliant [name withheld].					
18	Extremely Likely	So helpful & friendly.					
19	Extremely Likely	Very friendly, competent nurse!		Female	46-55	White British	
20	Extremely Likely	Amazing - so helpful.	N/A. Wonderful.		26-35	White British	
21	Extremely Likely	Friendly & informative & easier to get to than Exeter.			26-35	White British	
22	Extremely Likely	Very friendly staff, great help.		Female	16-25	White British	
23	Extremely Likely	Polite, informative staff. The locality of the clinic is very convenient.		Female	36-45	White British	
24	Extremely Likely			Male	26-35	White British	
25	Extremely Likely	Welcoming staff. Local to where I live.	I had to have a consult before		36-45	White British	

		Evening clinic to suit. Working hours. Evidence-based practice. Well explained.	my coil was changed. This was a wasted appointment as I have already had them previous. Water cooler.				
26	Extremely Likely	Convenient service, confidential and away from GP surgery.		Female	46-55	White British	
27	Extremely Likely	Very helpful and give a lot of information.		Female	16-25	White British	
28	Extremely Likely	Nice folk.					
29	Extremely Likely	The best. Thank you so much. x	Nothing. It was all wonderful.		26-35	White British	
30	Extremely Likely	Very helpful. Always suggest the best ways of doing something.					
31	Extremely Likely	Good advice, easy procedure.		Female	36-45	White British	
32	Extremely Likely			Female	36-45	White British	

Qualitative Feedback - The Centre (Okehampton) - Mar-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 kind and helpful. Very informative.		Female	26-35	White British	
2	Extremely Likely	Clean, prompt.	N/A.		56-65	White British	
3	Extremely Likely	I need the injection & other clinic is 30 miles away.		Female	16-25	White British	
4	Extremely Likely	Very friendly and helpful. Nice to have a centre close to home and not have to travel all the way to Exeter.	Offer more STI treatment.	Female	16-25	White British	
5	Extremely Likely	Extremely nice people.	N/A.	Female	36-45	White British	
6	Extremely Likely	Location close to home. The staff are excellent here.		Female	46-55	White British	

7	Extremely Likely	Swift, thorough and great 'bedside' manner.	None.	Female	26-35	White British	
8	Extremely Likely			Female	16-25	Asian / Asian British	Do not publish
9	Extremely Likely	Kind staff.			26-35	White British	
10	Extremely Likely			Female	36-45	White British	
11	Extremely Likely	Good information, very helpful.		Female	16-25	White British	
12	Extremely Likely	Very friendly staff. Put me at ease.	No.	Female	26-35	White British	
13	Extremely Likely	Helpful.					