

## The Centre (Barnstaple) - Friends and Family Test - Apr-18 to Jul-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.	%	%	%
Apr-18	3	100.0	0.0	0.0
May-18	No data	No data	No data	No data
Jun-18	4	100.0	0.0	0.0

Jul-18	No data	No data	No data	No data
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### Qualitative feedback - The Centre (Barnstaple) - Apr-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	Patient request for anonymised comments not to be made public
1	Extremely Likely	The nurse who took care of me was the most lovely lady. I felt at ease and very comfortable. Thank you. xxx		Female	36-45	White British	
2	Extremely Likely	My implant has been exchanged extremely good, no pain, quick and professional. Thank you very much. I will be back to you for next implant exchange.	No.	Female	26-35	White British	
3	Extremely Likely	Brilliant and friendly service. All my questions answered and to come back if any more worries. Brilliant.		Female	26-35	White British	

### Qualitative feedback - The Centre (Barnstaple) - Jun-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	Patient request for anonymised comments not to be made public
1	Extremely Likely	I have visited the centre twice. I have phoned up and have been seen the following day. The receptionist and nurses really put me at ease and have a kind, professional manner. Thank you.	None.	Female	46-55	White British	
2	Extremely Likely	Great advice and care from [name	No.	Female	26-35	White British	

		withheld]. Changed pill due to health reasons. Really happy.					
3	Extremely Likely	Friendly.	No.	Female	26-35	White British	
4	Likely	Experts in their field and more informative than a GP.	Building is too hot, needs to be sorted!	Female	26-35	White British	