

The Centre (Exeter) - 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	9	100.0	0.0	0.0
May-18	5	100.0	0.0	0.0
Jun-18	3	100.0	0.0	0.0

Jul-18	13	100.0	0.0	0.0
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Qualitative feedback - The Centre (Exeter) - 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	It's so apparent the right people are effective working here with the right attitude and caring nature. With reassurances and lots of advice delivered in a warm, professional manner. The website was fab for giving advice and the format of my appointment today.		Female	46-55	White British	
2	Extremely Likely	Having come back more than once the help has been extremely helpful, far better than the branch in a different county where I am at uni.		Female	16-25	White British	
3	Extremely Likely	Made to feel comfortable and relaxed. Everything was explained to me in as much detail as possible. Was not judged for my reasoning to come today. Much better experience than how I was treated at my local GP.	Keep up the perfect work.	Female	16-25	White British	
4	Extremely Likely	Staff are very considerate and efficient. Made me feel very comfortable.		Female	16-25		
5	Extremely Likely	The nurses and staff are always so lovely and treat you with upmost respect.	Keep up the great work.	Female	26-35	White British	
6	Extremely Likely	Friendly, considerate, discreet & really listened.	No - it was very good.	Male	56-65	White British	

7	Extremely Likely	Felt very uncomfortable when came in and Dr [name withheld] made me feel at ease, talked me through everything.	Charity pot because everything costs money and we receive for free.	Female	46-55	White British	
8	Extremely Likely	[Names withheld] you are both [expletive omitted] marvellous! Thank you!					
9	Likely		Reception area not helpful! Don't answer phone ever! Try to avoid booking appts.	Female	36-45	White British	

Qualitative feedback - The Centre (Exeter) - May-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	A wonderful service. All staff so helpful and friendly. Thank you!	No.	Female	36-45	White British	
2	Extremely Likely	Very friendly staff.	All very lovely!!	Female	16-25	White British	
3	Extremely Likely	So much better than previous clinic (Tunbridge Wells). Always very informative & able to make anyone feel comfortable. No shaming when giving information about partners etc.					
4	Extremely Likely	The doctor I saw today was very professional, warm and reassuring. Extremely good at her job! Thank you. Wouldn't have known what I'd have done otherwise.			46-55	White British	
5	Extremely Likely	Very informative. Answered all questions. Very quick at removing my implant. Very polite & helpful. Would return & recommend to all.	None.	Female	26-35	White British	

Qualitative feedback - The Centre (Exeter) - 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	[Name withheld] & [name withheld] have been absolutely brilliant. Honest, open, patient and great at putting a patient at ease. 10/10.					
2	Likely	When I had a phone call with results I advised that it wasn't a good time, but person continued to talk about me needing treatment. I had to hang up the phone as I was in a room full of people. Good job I didn't have her on speaker.					
3	Likely	Lovely care staff. Dreadful reception. Training needed! Phone system needs answering!. It will put off vulnerable people.	Poor welcome from some reception staff. Distressed girl beside me at reception needed treating with kindness and understanding.	Male	46-55	White British	

Qualitative feedback - The Centre (Exeter) - Jul-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	Repeat prescription - lovely lady saw me! (forgot her name).		Female	26-35	White British	
2	Extremely Likely	Because being here felt very unhappy and embarrassed and the lovely people here made me feel at ease.		Male	26-35	White British	
3	Extremely Likely						

4	Extremely Likely	Very helpful, always useful.					
5	Extremely Likely	Efficient service. Staff is really kind and professional.	It is already good as it is.	Male	36-45	Other ethnic group	
6	Extremely Likely	Incredibly helpful & informative. Very friendly & welcoming & knowledgeable staff.	N/A.	Female	16-25	White British	
7	Extremely Likely	Brilliant service. Very impressed.	No.	Female	46-55	White British	
8	Extremely Likely	All the staff are excellent, open and non-judgemental.	Air-con for the staff - they all look very hot!	Male	36-45	White British	
9	Extremely Likely	Excellent family planning clinic. [Name withheld] was wonderful.					
10	Extremely Likely	Nurse was very lovely & easy to talk to.		Female	16-25	White British	
11	Extremely Likely	Quick and responsive service to make the appointment. GP / Dr was skilled, efficient and kind. Explained everything well and listened to / answered all my questions. Many thanks!	None!	Female	46-55	White British	
12	Extremely Likely			Female	26-35	White British	
13	Likely	The staff is very helpful and reassuring and there isn't funny look or laugh.		Female	26-35	Black / African / Caribbean / Black British	