

The Centre (Okehampton) - 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	8	100.0	0.0	0.0
May-18	8	87.5	0.0	12.5
Jun-18	9	100.0	0.0	0.0

Jul-18	15	100.0	0.0	0.0
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Qualitative feedback - The Centre (Okehampton) - 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			Female	36-45	Other ethnic group	
2	Extremely Likely	Reliable, friendly service.	More appointments / days clinic available.	Female	16-25	White British	
3	Extremely Likely	I normally get all the services that I require.		Female	26-35	Other ethnic group	
4	Extremely Likely			Female	36-45	White British	
5	Extremely Likely	Quick service and [name withheld] was very friendly & helpful.		Female	16-25	White British	
6	Extremely Likely	Easy to do.		Female	26-35		
7	Extremely Likely	Very local. Out of work hours & friendly service. Thank you.		Female	26-35	White British	
8	Likely	Good when seen but hard to book & bad drop-in times. Don't think there's enough services.	More staff. More booking slots. Better drop-in times.	Female	16-25	White British	

Qualitative feedback - The Centre (Okehampton) - 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			Female	16-25	White British	
2	Extremely Likely			Female	16-25	White British	Do not publish

3	Extremely Likely	Excellent service.	N/A.	Female	26-35	White British	
4	Extremely Likely	Friendly, lovely nurse [name withheld].	No.	Female	26-35	White British	
5	Extremely Likely	Good service from friendly staff.		Female	36-45	White British	
6	Extremely Likely	Very friendly.		Male	26-35	White British	
7	Likely	Only Mondays hard to book as limited but good service.		Female	16-25	White British	
8	Neither Likely nor Unlikely			Female	26-35	White British	

Qualitative feedback - The Centre (Okehampton) - 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] is an angel! So helpful & patient - so was [name withheld]. Thank you!					
2	Extremely Likely	They were really nice. People [illegible] they cared.					
3	Extremely Likely	Helpful staff. Local service. Can book contraceptive services without GP appointment which takes weeks to get!	Put the service on more times per week.	Female	16-25	White British	
4	Extremely Likely	I got an appointment really quickly. They are all nice and happy to help!		Female	36-45	White British	
5	Extremely Likely	Great service. Understanding. Good advice. Good listener. Friendly.	Open the hospital again!	Female	16-25	White British	
6	Extremely Likely	Very friendly & helpful staff.		Female	46-55	White British	
7	Extremely Likely	Helpful staff. Quick job.		Female	16-25	White British	
8	Extremely Likely	Extremely friendly and fitted my implant quickly!.		Female	26-35	White British	
9	Extremely Likely	The staff are helpful, friendly & efficient!.	Perhaps let patients know if their appointment will be late.	Female	16-25	White British	

Qualitative feedback - The Centre (Okehampton) - 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	Friendly staff, receptionist and nurse. Very efficient service, was able to book in at a suitable time and was seen quickly. The nurse was friendly and very informative, making an uncomfortable appointment a more pleasant experience than anticipated and I was very pleased I could be seen locally in Okehampton.	No. Great service. No changes needed.	Female	36-45	White British	
2	Extremely Likely	Everyone is very friendly.		Male	16-25	White British	
3	Extremely Likely	Excellent service - super-friendly.					
4	Extremely Likely			Female	36-45	White British	Do not publish
5	Extremely Likely	Very convenient and don't have to take time off work.	No.	Female	26-35	White British	
6	Extremely Likely	Convenient location rather than 60-mile round trip to Exeter. Friendly, knowledgeable staff.	None, it doesn't need it.	Female	36-45	White British	
7	Extremely Likely	[Name withheld] is always an amazing help - the clinic is so convenient for many!					
8	Extremely Likely	I did wait for a little while. However, I felt very looked after and by who I was seen by. I learnt a couple of bits of extra information that I found very useful. Thank you!					
9	Extremely Likely			Female	36-45	White British	
10	Extremely Likely	Because, after living in this area for 20 years, I'd not been aware of this clinic till last week.	Advertise.	Male	46-55	White British	
11	Extremely Likely	Very pleasant surroundings. Nice,					

		friendly staff.					
12	Extremely Likely	Very good.		Female	Under 16	White British	
13	Extremely Likely	Very good service. Very helpful.		Female	Under 16	White British	
14	Likely	I don't know.		Male	16-25	White British	
15	Likely	Quick response and friendly and helpful doctors / nurses.			16-25	White British	