

## The Centre (Barnstaple) - Friends and Family Test - Aug-18 to Oct-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.	%	%	%
Aug-18	6	100.0	0.0	0.0
Sep-18	No data	No data	No data	No data
Oct-18	2	100.0	0.0	0.0

### Qualitative feedback - The Centre (Barnstaple) - Aug-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	Given some fantastic advice. Lovely place and very welcoming.	No.	Female	36-45	White British	
2	Extremely Likely	Was very worried about the treatment I was expecting but was extremely relieved by the whole thing with a lovely nurse. From [name withheld]! Thank you.		Female	16-25	White British	
3	Extremely Likely	Very helpful.	No.	Male	46-55	White British	
4	Extremely Likely	Excellent staff, very friendly and understanding.	No. Excellent service.	Female	36-45	White British	
5	Extremely Likely	Fantastic. So friendly. Calm. Efficient. Informative. Totally non-judgemental. Definitely want smear tests done here rather than doctor's. Thank you so much.	None at all. Thank you.	Female	36-45	White British	
6	Extremely Likely	[Name withheld] actually listened to me and came up with some sensible options. Much more helpful than my GP. Thank you!					

### Qualitative feedback - The Centre (Barnstaple) - Oct-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	[Names withheld] were amazing! Staff were so helpful in a time of need! Thank you!	Not at all!	Female	16-25	White British	
2	Extremely Likely	Everyone was absolutely fantastic. Staff were courteous & friendly & set me at ease immediately. Thank you.		Female	46-55	White British	