

The Centre (Exeter) - 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	No data	No data	No data	No data
Sep-18	21	95.2	4.8	0.0
Oct-18	29	93.1	0.0	6.9

Qualitative feedback - The Centre (Exeter) - Sep-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	Very thorough information, listened to all I had to say, wasn't pressured. Gave alternatives. Great service! Nurse practitioner was lovely.					
2	Extremely Likely	[Name withheld] was absolutely wonderful. Very friendly, approachable and professional. I felt able to talk to her about everything I needed to and I appreciated her care.		Female	26-35	White British	
3	Extremely Likely	Friendly and so helpful and efficient!					
4	Extremely Likely	[Names withheld] - fab!					
5	Extremely Likely	Made me feel extremely comfortable and willing to listen to my worries. Very reassuring and kind.					
6	Extremely Likely	I hate needles but [name withheld] was great. She put me at ease.		Female	16-25	White British	
7	Extremely Likely	Awesome & sensitive & caring, professional team. This clinic is a good place to visit.					
8	Extremely Likely	Kind & respectful.		Female	16-25	White British	
9	Extremely Likely	Great service, very friendly & supportive. Thank you.		Female	36-45	White British	
10	Extremely Likely	Staff are fantastic, really can't fault their care and attention.		Male	16-25	White British	
11	Extremely Likely	Great service. Thank you.			46-55	White British	
12	Extremely Likely	I always received outstanding service from a committed, professional, friendly and caring team. Each and every member of staff has treated me with respect and has never made me feel	None.	Male	26-35	White British	

		judged, regardless of whatever foolish decisions I make. I truly appreciate this invaluable service and am very grateful. Thank you!					
13	Extremely Likely	Always helpful and very knowledgeable about everything. Kind, caring, respectful.					
14	Extremely Likely	[Name withheld] was amazing, made me feel very comfortable when I was initially petrified.	No.	Female	16-25	White British	
15	Extremely Likely	Excellent staff and advice. Couldn't have been more helpful.	All excellent.	Female	16-25	White British	
16	Extremely Likely	Care I received was excellent - [names withheld] were very enthusiastic and happy to answer all my questions.	N/A.		16-25	White British	
17	Extremely Likely	I have always found all the staff at this clinic to be very professional, approachable and helpful. I enjoy coming here and I would definitely recommend the sexual health clinic to other people. Thank you very much. x [Name withheld].					
18	Extremely Likely	All staff were kind & welcoming. The GP [name withheld] was so understanding and non-judgemental. Thank you.		Female	26-35	White British	
19	Extremely Likely	I have been received & treated with such kindness & gentleness combined with absolute professionalism. I can't thank you all enough, especially the receptionist, [name withheld], and [names withheld]. You are all amazing & have helped me tremendously.	I don't think that you could improve it.	Female	56-65	White British	
20	Likely	[Name withheld] is fantastic. Feel very comfortable talking to her and the facilities here are good.		Female	26-35	White British	
21	Extremely Unlikely	Not seen, waited 2 hours.					

Qualitative feedback - The Centre (Exeter) - 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	It's really easy to do and useful and helpful for advice.		Female	16-25	White British	
2	Extremely Likely	I saw [name withheld] to have my first implant fitted and [name withheld] was very reassuring & fitted the implant painlessly.	No. Fantastic every time I have been.	Female	36-45	White British	
3	Extremely Likely			Male	16-25	Asian / Asian British	
4	Extremely Likely	Staff very friendly. Non-judgemental environment.	Toilets could have been cleaner. However, I understand.	Female	16-25	White British	
5	Extremely Likely	Very friendly and thorough staff.		Female	16-25	Other ethnic group	
6	Extremely Likely	Very helpful & friendly staff. Professional & understanding.		Female	26-35	White British	
7	Extremely Likely	Friendly, welcoming, chatty.					
8	Extremely Likely	Very friendly and explained everything clearly.		Female	26-35	White British	
9	Extremely Likely	Waiting time wasn't extreme and the staff were really friendly. Dr [name withheld] was really caring and nurse [name withheld] too. Thank you.	No. I think it was great service.	Female	16-25	White British	
10	Extremely Likely	Prompt, professional and discreet. Also, friendly and non-judgemental.	No.	Male	36-45	White British	
11	Extremely Likely	Today, I saw [name withheld]. I would just like to say how friendly and approachable she was. She made me feel really at ease. I have been here before and I really feel her service today exceeded the service I have had before. She was wonderful!		Female	16-25	White British	
12	Extremely Likely	The two nurses I saw were absolutely					

		amazing! So friendly and really put my mind at ease! Thank you!					
13	Extremely Likely	Mr [name withheld] made me feel at ease & was very supportive & helpful.		Female	16-25	White British	
14	Extremely Likely	Confidential and quick service. I always get seen quickly and sexual health is very important to me.					
15	Extremely Likely	Efficient.		Male	16-25		
16	Extremely Likely	I came in really nervous & was put at ease by everyone. And no, I'm not too old to enjoy life to the full. Thank you.	Clinics for older people only.		Over 65	White British	
17	Extremely Likely	Surgery hours are so much better than my nearest / local clinic. Staff always so personal and professional with great, informed advice. I always feel reassured and assured.					
18	Extremely Likely	A lady called [name withheld] was just absolutely fantastic. [Name withheld] went above and beyond to keep my little girl [name withheld] happy and occupied whilst I saw another great lady doctor [name withheld]. [Name withheld] gave me time and as much support and reassurance as she could. Thank you so much also to [name withheld], very gentle.					
19	Extremely Likely						
20	Extremely Likely	Was seen within 5 minutes of waiting and made to feel comfortable.					
21	Extremely Likely	Very lovely! Made me feel comfortable and normal!		Female	16-25	White British	
22	Extremely Likely		More children's toys in waiting room.	Female	16-25	White British	
23	Extremely Likely	All advice was very helpful. My doctor really listened and gave me the best products and advice for my situation.	None.	Female	16-25		

24	Extremely Likely	Friendly staff.			Over 65	White British	
25	Extremely Likely	Really helpful & friendly. Made me feel at ease throughout.					
26	Extremely Likely	[Name withheld] was very helpful and informative and I felt completely at ease talking about contraceptives and other sexual health issues.		Female	16-25	White British	
27	Likely	Satisfied with services provided.	No.	Female	16-25	White British	
28	Neither Likely nor Unlikely	Booked appointment for 5.20 but had to wait 40 minutes.	Time management.	Female	16-25	White British	
29	Don't Know	I feel like if I call here the receptionist makes me feel like it's a chore to help me. Also, when I approach the front desk I don't feel welcome and that I'm an inconvenience for them. The doctors are great though.	Friendlier reception staff.	Female	26-35	White British	