

## The Centre (Okehampton) - 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	14	100.0	0.0	0.0
Oct-18	16	100.0	0.0	0.0

### Qualitative feedback - The Centre (Okehampton) - 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 friendly & helpful.		Female	26-35	White British	
2	Extremely Likely	Friendly staff, very helpful, answered all my question, made you feel relaxed when having it done.	None.	Female	36-45	White British	
3	Extremely Likely						
4	Extremely Likely	Contraceptive pill. Work 9-5pm - haven't got the time for doctors.		Female	16-25	White British	
5	Extremely Likely			Male	16-25	White British	
6	Extremely Likely			Female	16-25	White British	
7	Extremely Likely	Friendly staff.	New batteries in the clocks.	Female	26-35	White British	
8	Extremely Likely			Female	16-25	White British	
9	Extremely Likely	Friendly, helpful staff.		Female	16-25	White British	
10	Extremely Likely	Service is good and everyone is kind.					
11	Extremely Likely	Nurse extremely helpful.					
12	Extremely Likely	Doctor wouldn't help with contraception needs - easy to visit and fits into my needs / life.		Female	46-55	White British	
13	Extremely Likely	Quick service.		Female	16-25	White British	
14	Likely	Had to wait before I was seen. However, lovely reception team.	N/A.	Female	16-25	White British	

### Qualitative feedback - The Centre (Okehampton) - 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			Female	16-25	White British	
2	Extremely Likely	Excellent care and service.		Female	26-35	White British	

3	Extremely Likely	Contraception.		Female	16-25	White British	
4	Extremely Likely	Helpful & quiet surgery.		Female	26-35	Other ethnic group	
5	Extremely Likely	Friendly, personal & professional service, feel safe.	No.	Female	16-25	White British	
6	Extremely Likely	Were very good, empathetic and easy to talk to.		Female	26-35	White British	
7	Extremely Likely	Convenient place to see the nurse.		Female	56-65	White British	
8	Extremely Likely	On time & very friendly staff.		Female	26-35	White British	
9	Extremely Likely	Nurse very nice, make you feel [illegible].			46-55	White British	
10	Extremely Likely	Convenient.		Female	26-35	White British	
11	Extremely Likely	Very helpful and friendly, explained everything clearly.		Female	46-55	White British	
12	Extremely Likely	Check up.	No. Great service.	Female	16-25	White British	
13	Extremely Likely						
14	Likely	It's easy, the staff are friendly and it is local.		Male	16-25	White British	
15	Likely	Nice people and service.		Male	16-25	White British	
16	Likely			Female	36-45	White British	