

## The Centre (Barnstaple) - Friends and Family Test - Nov-18 to Feb-19

*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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Nov-18	No data	No data	No data	No data
Dec-18	18	100.0	0.0	0.0

Jan-19	21	100.0	0.0	0.0
Feb-19	16	93.8	6.3	0.0

### Qualitative feedback - The Centre (Barnstaple) - Dec-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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	Friendly and professional!		
2	Extremely Likely	Very caring staff, relaxing, kind and approachable. Everything thoroughly explained. Staff did their utmost to be kind.	No.	
3	Extremely Likely	Staff friendly & welcoming, really made me feel at ease.		
4	Extremely Likely	All staff have been extremely kind and helpful.		
5	Extremely Likely	Quieter than doctors surgery & treated very nicely & made to feel comfortable.	No.	
6	Extremely Likely	Friendly, approachable staff. Discreet.		
7	Extremely Likely	Great service, felt at ease.		
8	Extremely Likely	Everyone was very friendly, kind and caring and understanding. The environment is also welcoming. All the staff are lovely.		
9	Extremely Likely	Very helpful, polite and knowledgeable. Thank you.		
10	Extremely Likely	[Name withheld] was extremely helpful & made me feel very relaxed in this environment.		
11	Extremely Likely	It was refreshing that the nurse took her time to thoroughly assess me as a whole and to explain her reasoning. I feel her advice was intuitive and I have confidence that I am now heading in the right direction to address my health issues. Thank you.		
12	Extremely Likely	Really good clinic. Friendly staff. Prompt - got an appointment same day. Can feel at ease with the doctors		

		and can tell them the truth without judgement. [Name withheld]		
13	Extremely Likely	Made me feel very comfortable. Very pleasant staff.		
14	Extremely Likely	Very friendly & helpful staff!	No.	
15	Extremely Likely	Was made to feel really comfortable.		
16	Extremely Likely	It's confidential and friendly - felt very at ease.		
17	Likely	Friendly staff, and getting an appointment was quick and easy.		
18	Likely	Mainly because none of my friends would need it.		

### Qualitative feedback - The Centre (Barnstaple) - Jan-19

	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	Really friendly staff and easy to book appointments.		
2	Extremely Likely	Friendly staff and helpful!		
3	Extremely Likely	Staff and nurses are lovely, very friendly.	No, it's fine.	
4	Extremely Likely	Made me feel at ease during my appointment, easy to book & quick appointment from booking date.	No.	
5	Extremely Likely	My name is [name withheld]. I have decided to have my first smear test done here at the Health Centre. My fear for this test has totally gone. [Name withheld] was very pleasant and very gentle. Not afraid to come back in 3 years time now.		
6	Extremely Likely	Best sexual health care I've received in all 4 countries I've lived in! They were wonderful.	Nope.	
7	Extremely Likely	Always helpful, friendly.		
8	Extremely Likely	Quick easy & friendly.		
9	Extremely Likely	General check following contact with casual partner.	None.	
10	Extremely Likely	Very helpful and easy to get on with.		
11	Extremely Likely	Everyone is always so kind & reassuring, which helps to		

		put me at ease.		
12	Extremely Likely	Very kind & helpful.		
13	Extremely Likely	Very polite people.		
14	Extremely Likely	Very caring, outstanding service.		
15	Extremely Likely	Helpful, quick & easy.		
16	Extremely Likely	Very helpful.		
17	Extremely Likely	Very friendly & helpful.		
18	Extremely Likely	Very welcoming! Made me feel extremely relaxed and comfortable which was massively appreciated due to the anxiety I felt to come and also when having blood test!		
19	Likely	Friendly. Easy to book.		
20	Likely	Last time I was here I need a lot of advice and support - something the GP never had any of with these issues. Thank you!!!	Free food? Maybe snack. I waited a long time and got ferociously hungry.	
21	Likely	Lots of support.		

### Qualitative feedback - The Centre (Barnstaple) - Feb-19

	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?	Patient request for anonymised comments not to be made public
1	Extremely Likely	Nurse was amazing.		
2	Extremely Likely	Very helpful and kind, great service.		
3	Extremely Likely	[Name withheld] was amazing, very gentle & quick with my implant. Very friendly and I felt very comfortable. Thank you.		
4	Extremely Likely			
5	Extremely Likely	Very friendly staff, quick and efficient.		
6	Extremely Likely	Brilliant, fast & friendly service.	More clinics - as in extra days.	
7	Extremely Likely	Staff [name withheld] were friendly, professional & efficient. Calmed my ridiculous nerves straight away! Thank you!	Keep up the good work.	

8	Extremely Likely	Lovely women, very reassuring.		
9	Extremely Likely	Very helpful and nice staff.		
10	Extremely Likely	Put me at total ease!		
11	Extremely Likely	Very professional service. Friendly staff and all options clearly laid out for me. I was very well informed.	Nil.	
12	Extremely Likely	Really helpful nurse and so easy to talk to.	No.	
13	Extremely Likely	All staff very nice & helpful from booking on the phone to being in the clinic. I wasn't made to feel uncomfortable & was given great information.		
14	Extremely Likely	It's a good job to get yourself checked. Everyone was happy and friendly.		
15	Extremely Likely	The nurse who saw me was extremely friendly & welcoming! Would definitely come back again if needed.	N/A.	
16	Unlikely	I haven't seen the doctor yet, but my initial consultation would put me off recommending the service. [Name withheld] was abrasive, hurried and seemed to blame me for having the 'wrong' appointment. For a sensitive, intimate consultation she made me feel anxious & intimidated.		