

## The Centre (Exeter) - 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	Would recommend	Would not recommend	Neither likely nor unlikely to recommend / Don't know
	No.	%	%	%
Nov-18	16	100.0	0.0	0.0
Dec-18	13	100.0	0.0	0.0

<b>Jan-19</b>	<b>7</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Feb-19</b>	<b>9</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

### Qualitative feedback - The Centre (Exeter) - Nov-18

	<b>Friends and Family Test response</b>	<b>Please can you tell us the main reason for the response you have given?</b>	<b>Have you any suggestions for ways we can improve the service you have received?</b>	<b>Patient request for anonymised comments not to be made public</b>
1	Extremely Likely	Lovely people, excellent service!		
2	Extremely Likely	Lovely friendly staff. They made me feel unembarrassed & very helpful & great communication.		
3	Extremely Likely	Staff excellent at removing any shame or worry. Thanks.	Please add other gender options to this survey for trans & non-binary folk. Thanks.	
4	Extremely Likely	Excellent service from [name withheld], senior nurse today. Other staff very good too.	Maybe self-management and postal/online services. Availability of prep.	
5	Extremely Likely	I was seen by [name withheld]. She was friendly, professional, gave me advice & listened to me. So, very happy & thank you.		
6	Extremely Likely	Really efficient, sensitive healthcare that provided both medical and pastoral care.	No.	
7	Extremely Likely	Quick, evening appointment. No wait in clinic. Seen by nurse & doctor. Very straightforward process & excellent patient manner.	Genuinely, no.	
8	Extremely Likely	Very friendly staff, helpful and knowledgeable. Made me feel at ease.		
9	Extremely Likely	Everyone was understanding and caring, generous with information and generally helpful. A far cry from my treatment in America.		
10	Extremely Likely	The staff are absolutely fantastic & don't judge. Thank you.		
11	Extremely Likely	The service you provide is amazing, as are the people who provide it so professionally & with such respect & good humour. You guys rock!	None about the service. In terms of promotion, how about anonymised statements from visit.	

12	Extremely Likely	Friendly, professional, informative staff. Kind atmosphere, working very hard. Thank you.	No.	
13	Extremely Likely	Speedy & helpful by [name withheld], made me feel at ease.	No.	
14	Extremely Likely	Friendly, non-judgemental service. Wonderful staff! Thank you.	You're amazing, keep it up!	
15	Extremely Likely	[Name withheld] very friendly, made me feel at ease & helpful. Kind & compassionate. Thank you. x		
16	Likely	Because regardless of the service, the need is there. We are all responsible for our own sexual health. Access is key!!	More availability to those who work full time - more clinics after 6pm. Please.	

### Qualitative feedback - The Centre (Exeter) - 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	Very professional & calm, [name withheld] was very reassuring, explained procedure & ensured I was well to leave.		
2	Extremely Likely	Staff fantastic, incredibly knowledgeable, understanding & made me feel incredibly comfortable.		
3	Extremely Likely	Lovely doctor, the time waiting wasn't that long considering there was 8 people before me. Friendly staff.		
4	Extremely Likely	The doctor made me feel very comfortable.		
5	Extremely Likely	The nurse/doctor was wonderful, as in her professional manner was sensitive and confidential, she wasn't talking out loudly about my embarrassing medical concerns. She talked quietly and she could immediately empathise that I was feeling very unhappy about being here.	All receptionists to speak more quietly when discussing clients sensitive information next to a waiting room where other patients can hear every word.	
6	Extremely Likely	A brilliant service - professional, efficient, kind & supportive, thank you!	A shorter wait for counselling services.	
7	Extremely Likely	[Name withheld] was very friendly and helpful with advice. I would highly recommend the service here. I felt very comfortable and put at ease.	Nothing!	

8	Extremely Likely	Very friendly, understanding.	No.	
9	Extremely Likely	Was treated very kindly and respectfully by staff, [name withheld]. Thank you.	A way to get through bottom reception without waiting if you have an appointment, in case you are running late and waiting in queue downstairs cancels appointment.	
10	Extremely Likely	Coming back for coil.		
11	Extremely Likely	Nurse was easy to talk to and given me more advice than my GP.		
12	Extremely Likely	Wonderful, friendly, informative service.	N/A.	
13	Likely	Long wait to be seen, however the service & treatment is great!		

### Qualitative feedback - The Centre (Exeter) - 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	Each time I here everyone is always really friendly and extremely caring. I don't get the same level of care or compassion at my GP's. Keep up the amazing work you do! Thank you.		
2	Extremely Likely	Made me feel so welcome and at ease and I was in a lot of pain before she touched my arm and she was so gentle. Thank you very much. xxx		
3	Extremely Likely	Great service as it's really easy to make an appointment. Other places (e.g. Bristol) there isn't enough resource so it's hard to get seen.		
4	Extremely Likely	Very helpful & thorough.	N/A.	
5	Extremely Likely	[Name withheld] put me completely at ease during my implant removal, I was extremely anxious about the pain but they distracted me & made it a positive experience! Thank you.		
6	Extremely Likely	They made me feel very much at ease and were very sympathetic to my fear of needles.		
7	Likely	Nice, polite.	Quicker.	

### Qualitative feedback - The Centre (Exeter) - 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	Professional, efficient, friendly and super-quick coil change! Dr [name withheld] is amazing. [Name withheld] kind chaperone.		
2	Extremely Likely	[Name withheld] was very kind and informative, very good service!	N/A.	
3	Extremely Likely	Excellent service, above beyond for a patient with a learning disability. Thank you. [Name withheld]		
4	Extremely Likely	Kind, caring & accepting of my reason for coming. Thank you for making this a pleasant visit. [Name withheld].		
5	Extremely Likely	Always booked in early and always super informative!		
6	Extremely Likely			Do not publish
7	Extremely Likely	Staff are very friendly and helpful. I think it's a great clinic.		
8	Extremely Likely	Treated with respect & dignity.		
9	Likely	I was seen to really quickly at the walk in clinic.		