

The Centre (Okehampton) - 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	17	100.0	0.0	0.0
Dec-18	23	95.7	0.0	4.3

Jan-19	33	97.0	0.0	3.0
Feb-19	22	100.0	0.0	0.0

Qualitative feedback - The Centre (Okehampton) - Nov-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	Convenient, good service.	No - maybe more appointments.	
2	Extremely Likely			
3	Extremely Likely	Friendly, competent and caring staff.		
4	Extremely Likely	Very friendly and fast service. Helpful. Nearby!		
5	Extremely Likely	I feel really lucky to have this service in Okehampton. So brilliant.		
6	Extremely Likely	Very friendly & very helpful with advice.		
7	Extremely Likely	Fast & friendly advice.		
8	Extremely Likely	Quick service. Efficient.		
9	Extremely Likely	Very helpful, made me feel at ease.		
10	Extremely Likely	Very helpful and thorough.		
11	Extremely Likely			Do not publish
12	Extremely Likely	Very helpful & friendly.		
13	Extremely Likely	Friendly, welcoming, helpful.	Get a new doorbell!	
14	Extremely Likely			
15	Extremely Likely	Very efficient, lovely nurse, more time than GP.		
16	Extremely Likely	Great service, friendly, discreet & so kind.		
17	Extremely Likely			
18	Not entered	Nearest clinic is 30-plus miles & I can't get there with my working hours.		

Qualitative feedback - The Centre (Okehampton) - 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	Contraception.		
2	Extremely Likely			
3	Extremely Likely	Helpful, friendly Dr and staff.		
4	Extremely Likely			
5	Extremely Likely	Very friendly staff, convenient clinic time.		
6	Extremely Likely	Very friendly staff put me at ease about everything.	No.	
7	Extremely Likely	Helpful, confidential, easy.		
8	Extremely Likely	Local and helpful.		
9	Extremely Likely	Nurse was very calming, made me feel comfortable.		
10	Extremely Likely	Friendly & easy to use.		
11	Extremely Likely			
12	Extremely Likely			
13	Extremely Likely	Very polite, helpful staff.		
14	Extremely Likely	Very caring.		
15	Extremely Likely	Always friendly & informative.	Only gripe is waiting times - not today though.	
16	Extremely Likely			
17	Extremely Likely	All help I've received has been amazing, made me feel very comfortable about my procedure & answered any/all my questions!	N/A.	
18	Extremely Likely	On time, very swift and close to home.	N/A.	
19	Extremely Likely		More evenings.	
20	Extremely Likely			
21	Extremely Likely	Really easy service, nice doctor, quick appointments.	No.	
22	Likely	Had to wait but very helpful & fit me in with doc too!		
23	Don't Know	[Illegible]	Not sure.	

Qualitative feedback - The Centre (Okehampton) - 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	Very helpful, informative, friendly, much better service than going to the GP.		
2	Extremely Likely		No.	
3	Extremely Likely	Excellent, friendly care.		
4	Extremely Likely	Very friendly. Fast, efficient service. Easy to get an appointment. More convenient than Dr during the day.	None.	
5	Extremely Likely	Local and easy to attend, very friendly staff.	None.	
6	Extremely Likely	Good service, very helpful.		
7	Extremely Likely	She was lovely and chatty.		
8	Extremely Likely			Do not publish
9	Extremely Likely	Friendly and sympathetic service. Thank you.		
10	Extremely Likely	Very friendly & helpful.		
11	Extremely Likely	Very friendly staff and very helpful service.		
12	Extremely Likely	Friendly, helpful.	None.	
13	Extremely Likely	Depo injection - very quick & easy to drop in. Staff are very friendly.		
14	Extremely Likely	Friendly, helpful, reassuring advice from experts.		
15	Extremely Likely	Quick and easy.		
16	Extremely Likely	Very helpful & friendly.		
17	Extremely Likely	So much easier than having to go to Exeter!	Online booking.	
18	Extremely Likely			
19	Extremely Likely	Always helpful & efficient. Only problem is that the phone isn't always answered to book appointments.	Ensure phones are answered. Brilliant in Okehampton themselves.	
20	Extremely Likely	Staff are friendly, informative and I felt completely at ease.		
21	Extremely Likely	Very good service, supportive & professional.		
22	Extremely Likely			

23	Extremely Likely	Staff / nurse so friendly, no judgement.		
24	Extremely Likely	Helpful, informative, discreet, polite.	More clinics!! For more opportunities to access. Friday pre-weekend for young people parties etc.	
25	Extremely Likely	Friendly staff & don't judge you for being there.	No.	
26	Likely			
27	Likely	I felt comfortable the whole time and didn't feel pressured to answer anything I didn't want to.		
28	Likely	Convenient.		
29	Likely			
30	Likely	Not very easy to book. Staff at reception friendly.	Easier to contact to book appt!	
31	Likely			
32	Likely	Friendly, understanding, helpful advice.	No.	
33	Neither Likely nor Unlikely	Waiting over 2hrs when you are not answering calls to make appointments is not good.		

Qualitative feedback - The Centre (Okehampton) - 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	Helpful. Closer than Exeter.		
2	Extremely Likely	I would have to travel over 30 miles for sexual health advice & I like seeing same person.		
3	Extremely Likely	Very friendly staff. Convenient.	No.	
4	Extremely Likely			
5	Extremely Likely	Friendly & helpful staff.		
6	Extremely Likely	That it's local and the treatment was very good and staff very good and helpful.	No.	
7	Extremely Likely	Friendly & discreet.	No improvement needed.	
8	Extremely Likely	Quick, compassionate & friendly.		
9	Extremely Likely	Friendly staff.		

10	Extremely Likely	Caring & professional.		
11	Extremely Likely			
12	Extremely Likely	Friendly & discreet.	No improvement needed.	
13	Extremely Likely		Day time clinic in Oke.	
14	Extremely Likely	Brilliant staff, great service, local hospital.		
15	Extremely Likely	Friendly welcome, easy and relax feel.		
16	Likely			Do not publish
17	Likely	Polite staff.	No.	
18	Likely			
19	Likely		No.	
20	Likely	Nice service.		
21	Likely	Friendly.		
22	Likely	Very pleasant staff.		