

Devon Sexual Health (Barnstaple) - Friends and Family Test - Mar-19 to Jun-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.	%	%	%
Mar-19	13	100.0	0.0	0.0
Apr-19	No data	No data	No data	No data

May-19	No data	No data	No data	No data
Jun-19	9	100.0	0.0	0.0

Qualitative feedback - Devon Sexual Health (Barnstaple) - Mar-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	Was seen on time. My nurse was gentle & reassuring.		
2	Extremely Likely	I thought my experience was great, and I would definitely come back again.		
3	Extremely Likely	[Name withheld] was amazing!	No.	
4	Extremely Likely	Lovely, friendly staff. Very welcoming & kind. Plenty of information available. Clean & tidy clinic.	N/A.	
5	Extremely Likely	Ease of access. Friendly staff. Able to 'drop in' in my own time.		
6	Extremely Likely	Excellent support and advice from very friendly practitioner, [name withheld].	No.	
7	Extremely Likely	I'm so happy with how I have been treated today, cannot do enough for you. Very confidential. Lovely, friendly [illegible].		
8	Extremely Likely	Because [name withheld] was friendly & easy going, therefore made it easy to feel relaxed (not awkward like usually feel with people I first meet).		
9	Extremely Likely	Staff really friendly & kind. No judgements made and I felt 100% comfortable. Thank you.	No.	
10	Extremely Likely	Very friendly and helpful.		
11	Extremely Likely	The staff are friendly, reassuring & very informative. Thank you.		
12	Extremely Likely	Always great advice! Always prefer to come here instead of using my GP!		
13	Extremely Likely	Quick, friendly, supportive, helpful.		

Qualitative feedback - Devon Sexual Health (Barnstaple) - Jun-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	Excellent service with a very professional and personable care. [Name withheld] was very professional with an excellent skill. Such a good service.		
2	Extremely Likely	Staff very friendly & informative, treated with respect & kindness.		
3	Extremely Likely	Felt completely at ease & comfortable. Thanks to all the staff.	N/A.	
4	Extremely Likely			
5	Extremely Likely	[Name withheld] was very helpful and approachable. 5*		
6	Extremely Likely	Awkward request but staff were amazing and very helpful.	Nope.	
7	Extremely Likely	Very quick service & lovely staff. Very informative & explained everything fully. Thank you [names withheld].		
8	Extremely Likely	Very professional. Made to feel at ease, very friendly staff. Excellent service.		
9	Extremely Likely	Always friendly, understanding - confidential. Never bad experience in all the years I've come here.		