

Devon Sexual Health (Exeter) - 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	11	100.0	0.0	0.0
Apr-19	16	93.8	6.3	0.0

May-19	11	100.0	0.0	0.0
Jun-19	7	100.0	0.0	0.0

Qualitative feedback - Devon Sexual Health (Exeter) - 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	Helpful, friendly, professional.	The water tap in the hand wash sink was too high pressure for the small sink size, so splashing.	
2	Extremely Likely	Kind, caring & very professional from [name withheld].		
3	Extremely Likely	Everyone at the clinic is friendly, approachable and reassuring. I always feel that I'm in safe and capable hands when I am need of this service. [Names withheld] help put me completely at ease!	Not at all! The service I received here far surpasses that of the clinic in my home town. Very small wait times and friendly faces.	
4	Extremely Likely	The best medical consultation ever! Dr [name withheld] was empathetic, considerate and thorough. Communication skills exceptional. I am very fortunate to have been treated by such a brilliant doctor.		
5	Extremely Likely	Turning up at 12.30 on a weekday. Only third in the queue for a walk-in appointment. Prompt and accessible service.	More readily available information about wifi. Also, more greenery and maybe a fish tank.	
6	Extremely Likely	Excellent service. Quickly seen, lovely practitioner took my 'minor complaint' seriously & reassured me. However, really concerned re: noise & swearing from street level which echoes into the room - must be awful to have that distraction on a daily basis.		
7	Extremely Likely	[Name withheld] was excellent as were the other two staff members that helped me today (taken blood & discussed trauma therapy), outstanding service. Thank you.	It's already excellent.	
8	Extremely Likely			Do not publish
9	Extremely Likely	The staff were so lovely. I had [name withheld], she was very informative and made me feel extremely at ease.		

10	Extremely Likely	Every experience I have had has been lovely as the nurses calm my nerves when I'm nervous.		
11	Extremely Likely			
12	Not entered	The nature of my visit to this clinic is embarrassing and I'm unlikely to discuss it with fam/friends, just as if my friends/fam are ever in need of similar treatment, they are unlikely to want to disclose info about their visit.	Serve cake.	

Qualitative feedback - Devon Sexual Health (Exeter) - Apr-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 friendly and efficient help provided. The doctor [name withheld] made me feel very comfortable.		
2	Extremely Likely	Very comfortable yet thorough. No embarrassment. Thanks. Great advice.	No.	
3	Extremely Likely	Super-friendly, reassuring and professional. In terms of sexual health, this is really important to put patients minds at ease.	No, it's great.	
4	Extremely Likely	A great experience from start to finish. Everybody calm and helpful, in spite of the workload. A special thank you to Dr [name withheld] - exceptional doctor.	Don't pare back on this service - it is fabulous.	
5	Extremely Likely	The nurse I saw [name withheld] was discreet, professional and knowledgeable. She put me at my ease and answered my questions patiently. Thank you.		
6	Extremely Likely	Appointments always available on chosen dates.		
7	Extremely Likely	Availability of appointments, quality of care, speed of treatment.	Online booking service.	
8	Extremely Likely	[Name withheld] the receptionist is absolutely incredible, always makes me feel welcome and I enjoy our regular chat. Always amazing service when spoken to by [name withheld].		
9	Extremely Likely	Very friendly, professional service, excellent staff. Really brilliant, can't praise you enough.	None.	
10	Extremely Likely	Fantastic, professional and friendly service with a smile.		

11	Extremely Likely	Efficient, friendly and informative, an excellent service.		
12	Extremely Likely			Do not publish
13	Likely	All the staff were extremely friendly and showed support.	Waiting times.	
14	Likely	Staff always helpful and polite.	None.	
15	Likely			
16	Extremely Unlikely	When I came into the clinic I found the receptionist made us feel very uncomfortable. She was rude and very short with us. We were unsure if this was the correct place to be regarding our issue, we got no reassurance or further information.	I feel this should be a comfortable place where girls / guys can come if they are concerned about an issue. However, this was not the case.	

Qualitative feedback - Devon Sexual Health (Exeter) - May-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	[Name withheld] was lovely! I was very nervous and she put me very much at ease.		
2	Extremely Likely	[Name withheld] was the most informative Dr to consult with. I have never understood contraceptive health to the extent I was able to from her explanation. She is a credit to Exeter sexual health clinic & the NHS.	This was the most useful consultation I have experienced about any health problem. She took so much time to go over any query I had, thank you.	
3	Extremely Likely	[Name withheld] made me feel incredibly at ease. I ended up leaving feeling actually quite empowered and in charge of my body - which is never a bad feeling to have. It is so important to talk positively and at times humorously about contraception. [Name withheld] is brilliant!	None - maybe a like women's meetup event to talk about contraception?	
4	Extremely Likely	[Name withheld] my nurse was simply fantastic, made me feel exceptionally comfortable in the most uncomfortable procedure - smear. If everyone was like her the world would be a better place. NHS - I love you!	Nothing! You were excellent.	
5	Extremely Likely	Helpful information. [Name withheld] made me feel comfortable and relaxed.	N/A.	
6	Extremely Likely	[Name withheld] has been very understanding & supportive of my choices.	No.	

7	Extremely Likely	Friendly & knowledgeable advice.	No consultation should be needed for implant replacements! Seems a waste of a nurse's time.	
8	Extremely Likely	Very good advice given.		
9	Extremely Likely	Slick & knowledgeable.		
10	Extremely Likely	Every time I come staff are always polite and professional, they don't add the stress of visiting the clinic. Lovely staff!! x.		
11	Likely	Nice people. Reassuring.		
12	Not entered	[Name withheld] is [illegible]. Just the best her for NHS, never felt scared with her Dr [name withheld].	I don't know what to compare but to my old doctor [illegible] me.	

Qualitative feedback - Devon Sexual Health (Exeter) - 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	Very professional, kind and helpful.	No.	
2	Extremely Likely	Easy simple advice, very friendly & helpful.		
3	Extremely Likely	Helpful and friendly care given.		
4	Extremely Likely	Friendly, informative, helpful.		
5	Extremely Likely	Staff are very caring and considerate. A million thanks for ensuring my concerns were answered, dignity & compassion were upheld at all times.	None.	
6	Extremely Likely	Friendly fast, efficient team. Make an unpleasant experience seem not so bad. Very polite & professional, all the information I wanted to know!	None.	
7	Extremely Likely	[Name withheld] was the most helpful nurse I have come across here in the clinic. She took time to look into my issue with my period and came up with a solution. Very thankful for her kind and helpful attitude. She's a real asset to your team.		