

## Devon Sexual Health (Okehampton) - 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	20	100.0	0.0	0.0
Apr-19	9	100.0	0.0	0.0

<b>May-19</b>	<b>19</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>
<b>Jun-19</b>	<b>25</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>

### Qualitative feedback - Devon Sexual Health (Okehampton) - Mar-19

	<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	It's easy to access!		
2	Extremely Likely	Doorbell didn't work for me. Excellent service from Dr [name withheld] & receptionist today.	Check the doorbell, replace with a better one.	
3	Extremely Likely	Very friendly & helpful with information.		
4	Extremely Likely	Quick service, polite staff. Easy to book appointment.		
5	Extremely Likely			
6	Extremely Likely	Friendly, quick, easy to talk to.		
7	Extremely Likely	Fast and professional service.		
8	Extremely Likely	Dr [name withheld] was caring, professional and very thorough.		
9	Extremely Likely	Smear much easier than in GP surgery.		
10	Extremely Likely	I felt comfortable the whole time. Very satisfied with my visit.		
11	Extremely Likely	Excellent, friendly service.		
12	Extremely Likely	Friendly staff. Local service, confidential if needed. Ease of access for those who struggle to travel to Exeter or get GP/nurse appointments at own surgery.	No.	
13	Extremely Likely	Good, quick service.	No.	
14	Extremely Likely	Efficient as usual, and friendly.		
15	Extremely Likely	Very friendly.		
16	Extremely Likely	Funny nurses.		

17	Likely			
18	Likely	Efficient and understanding with no sign of judgement.	N/A.	
19	Likely			
20	Likely			
21	Not entered	Not something I would discuss.	Leaflets through the post.	

### Qualitative feedback - Devon Sexual Health (Okehampton) - 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			Do not publish
2	Extremely Likely	Nurse is lovely.		
3	Extremely Likely	Very helpful.		
4	Extremely Likely	Polite and helpful staff.		
5	Extremely Likely	Efficient & professional.		
6	Extremely Likely	Friendly & local.	No.	
7	Extremely Likely	Ease of access, local service.		
8	Extremely Likely	I have been here several times and everyone has always been very helpful & mates.		
9	Likely	Convenient. Friendly staff.	Booking through Exeter was difficult, as initially when I phoned they said I couldn't be seen in Okehampton.	

### Qualitative feedback - Devon Sexual Health (Okehampton) - 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	Excellent experience.		
2	Extremely Likely	Always have great service.		
3	Extremely Likely	[Illegible].		

4	Extremely Likely			
5	Extremely Likely	On time, friendly, helpful.	Reception at front of building so they can see people waiting because doorbell doesn't always work.	
6	Extremely Likely	Nurse very friendly & competent.		
7	Extremely Likely	Very friendly, totally puts me at ease!!		
8	Extremely Likely	Very friendly & informative nurse.	None.	
9	Extremely Likely	Very friendly/helpful. Put me at ease.		
10	Extremely Likely	Always friendly and caring towards you.		
11	Extremely Likely	Friendly staff, close to home for people who can't travel to Exeter. Short waiting times.	None.	
12	Extremely Likely	Friendly, professional service & convenient times for me.	Check door bell batteries.	
13	Extremely Likely	Turned up as a walk-in, seen quickly, friendly staff.		
14	Extremely Likely	Very easy and straightforward to use.		
15	Extremely Likely	It's very convenient / good to have in Oke.		
16	Extremely Likely	Excellent service, accommodating for pre-booked appointments and walk-in service. Local service. Excellent patient-centred staff.	No.	
17	Extremely Likely	Convenience of being in Okehampton. Very pleasant doctor.		
18	Likely	Easy, hassle-free service.	Perhaps make it so patients can ring Okehampton direct.	
19	Likely			

### Qualitative feedback - Devon Sexual Health (Okehampton) - 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	Clean, good staff.	No.	
2	Extremely Likely	Sexual health check-up.	Not that I know of.	
3	Extremely Likely	The treatment I received was very good. The doctor was very helpful & pleasant.		
4	Extremely Likely	Staff very friendly and helpful.		

5	Extremely Likely	Friendly, helpful and polite service.		
6	Extremely Likely	Wonderful staff.		
7	Extremely Likely	Really good & very nice lady.		
8	Extremely Likely	Quick, convenient.	No.	
9	Extremely Likely	Staff very helpful & friendly.		
10	Extremely Likely	Staff are very helpful & friendly.		
11	Extremely Likely	Lovely staff. Clean premises. Local to me, so don't have to travel.		
12	Extremely Likely	Quickly seen, v. kind staff.		
13	Extremely Likely	Very quick, good service.		
14	Extremely Likely	Very friendly & helpful.		
15	Extremely Likely	Lovely people, everybody smiles.		
16	Extremely Likely	Quick, efficient & very informative.	N/A.	
17	Extremely Likely	Dignified. Empathetic. Put you at ease.		
18	Extremely Likely	Seen early. V. helpful.		
19	Extremely Likely	Staff are lovely. They talked me through everything so I didn't worry. Answered all my questions. Put my mind at ease during the procedure.		
20	Extremely Likely	On time!		
21	Extremely Likely	Local service.		
22	Extremely Likely	Worried my coil had got into a bad position, threads seemed very short.		
23	Extremely Likely	Extremely good & quick service. Very friendly staff & so professional. Lovely, clean, quiet hospital. Thank you!		
24	Extremely Likely	Every visit has been efficient, sensitive and a pleasure (under the circumstances).		
25	Likely	Important service.		