

Devon Sexual Health (Tiverton) - 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 No.	Would recommend %	Would not recommend %	Neither likely nor unlikely to recommend / Don't know %
Mar-19	No data	No data	No data	No data
Apr-19	4	100.0	0.0	0.0

May-19	No data	No data	No data	No data
Jun-19	No data	No data	No data	No data

Qualitative feedback - Devon Sexual Health (Tiverton) - 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	Friendly, helpful service. Easy parking, convenient!		
2	Extremely Likely	Brilliant staff, good care, clean hospital.	Have it on a daily basis (sexual health service open).	
3	Extremely Likely	Otherwise, they will probably suffer a slow & painful death?! Also, the NHS is pretty awesome. And cheap! In fact, thank you for working late into the evening to sort out my willy dribble! The public appreciate you, even if govt. doesn't!	Only waited 2 minutes so far this visit, but normally waiting times are chronic, I always allow half a day per visit! In 2019, brown paper bags are really not subtle! (Everybody knows!) What about asking patients for a donation for condoms etc. As a lot of people would be happy to pay something towards a community project or service? And still available for people free if they need them. P.S. I'm really pleased that the waiting time for results is much shorter these days!	
4	Likely			