

Friends and Family Test

The 'Friends and Family Test' score can range between -100 and +100.

The Trust's target score is +60.

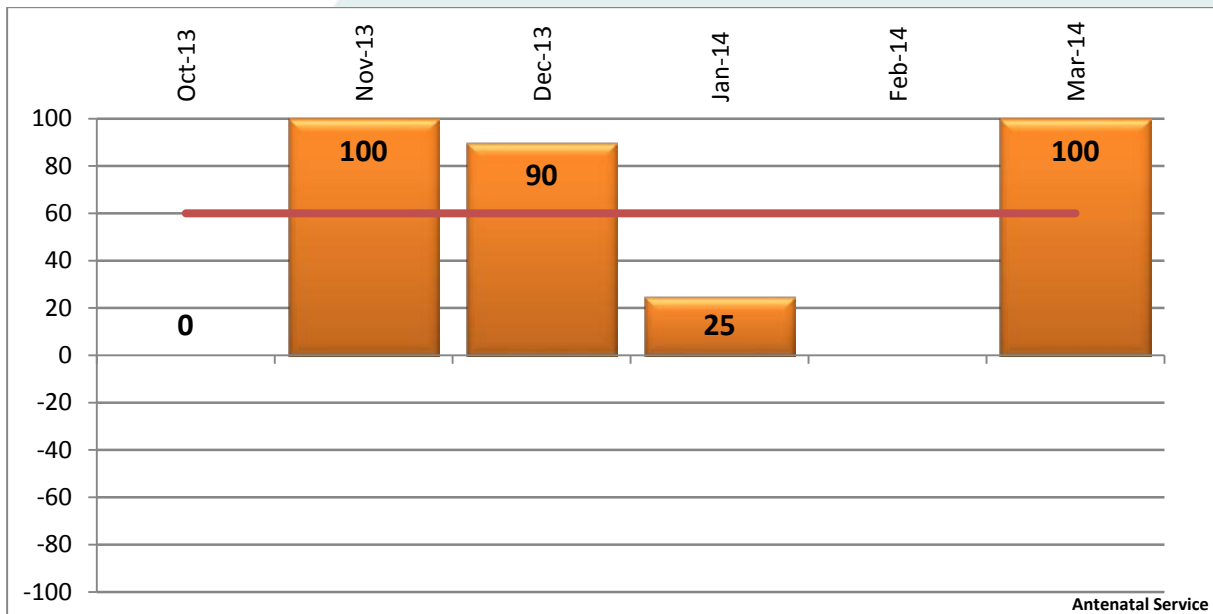
Kevin Marsh, Director of Nursing, said: 'After discharge, patients are given the opportunity to tell us whether they would recommend the care provided to friends and family. Thank you for your feedback. We are using it to continually improve our services.'

October 2013 - March 2014

Antenatal Service

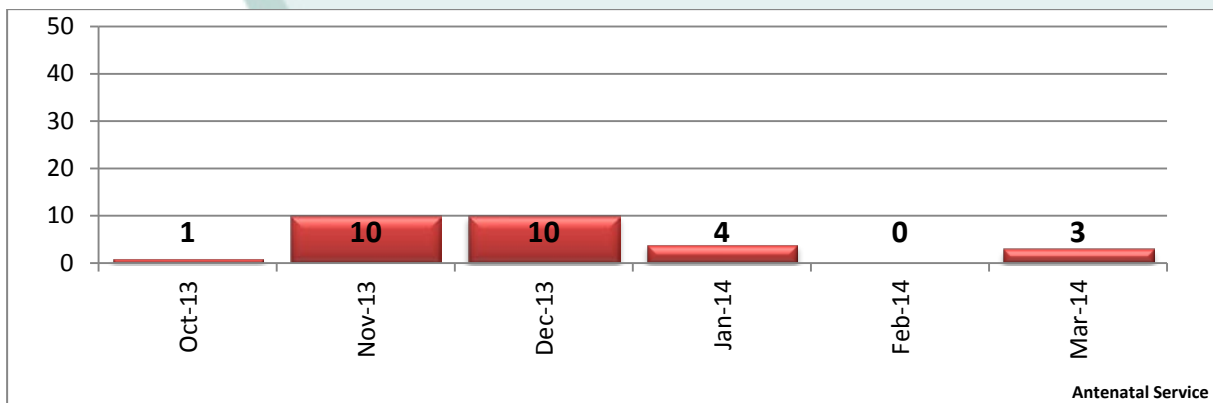
North Devon District Hospital

'Friends and Family Test' score



Responses

The 'Friends and Family Test' scores are based on the following number of patient responses.



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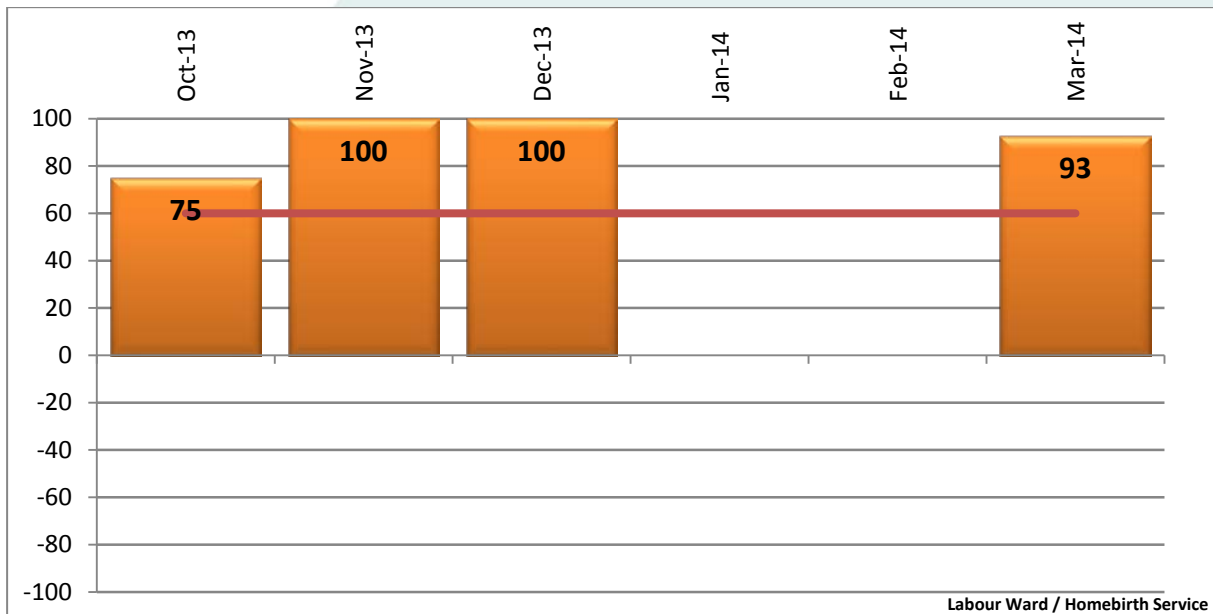
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October 2013 - March 2014

Labour Ward / Homebirth Service

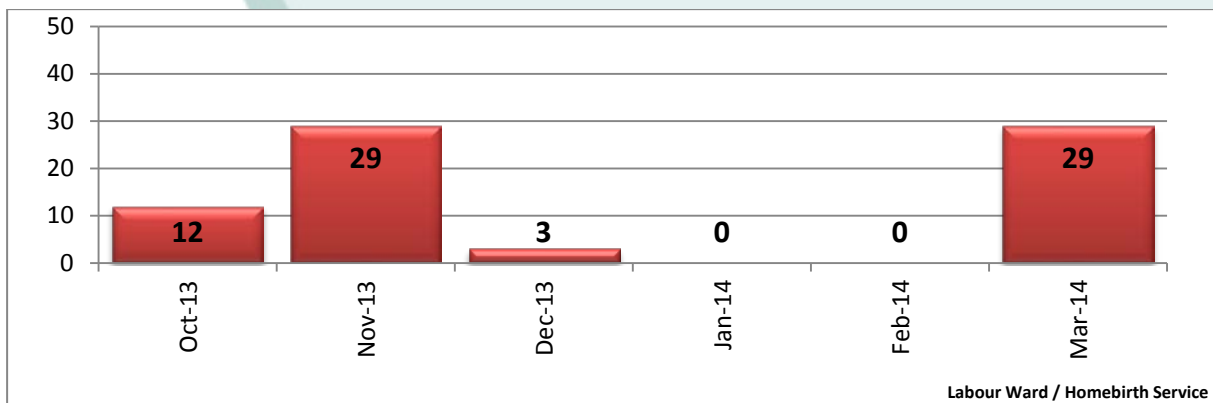
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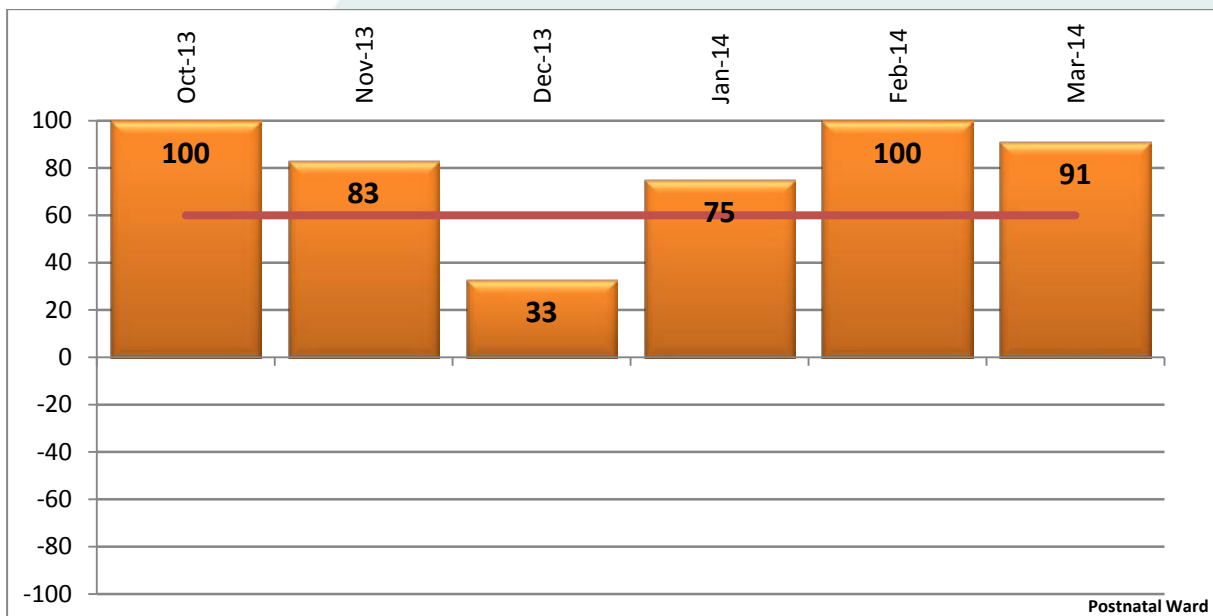
Kevin Marsh, Director of Nursing, said: 'After discharge, patients are given the opportunity to tell us whether they would recommend the care provided to friends and family. Thank you for your feedback. We are using it to continually improve our services.'

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Postnatal Ward

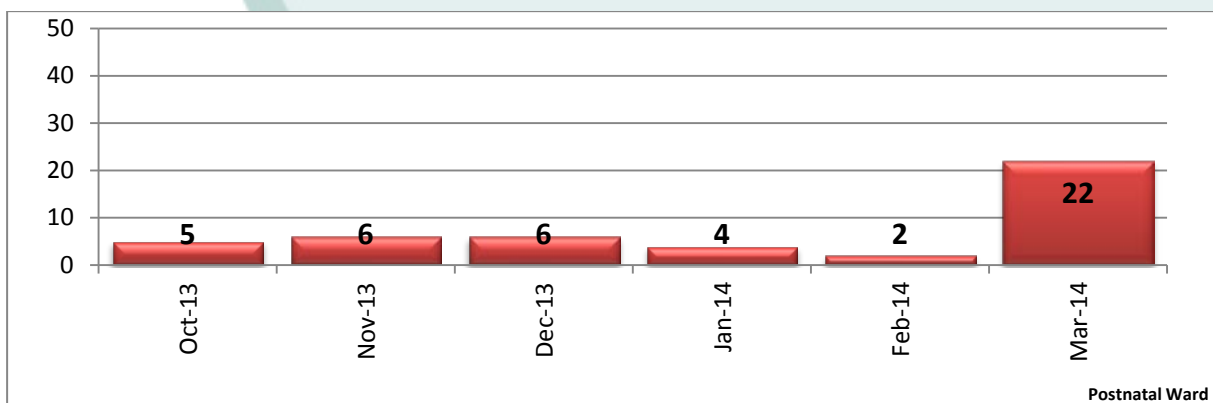
North Devon District Hospital

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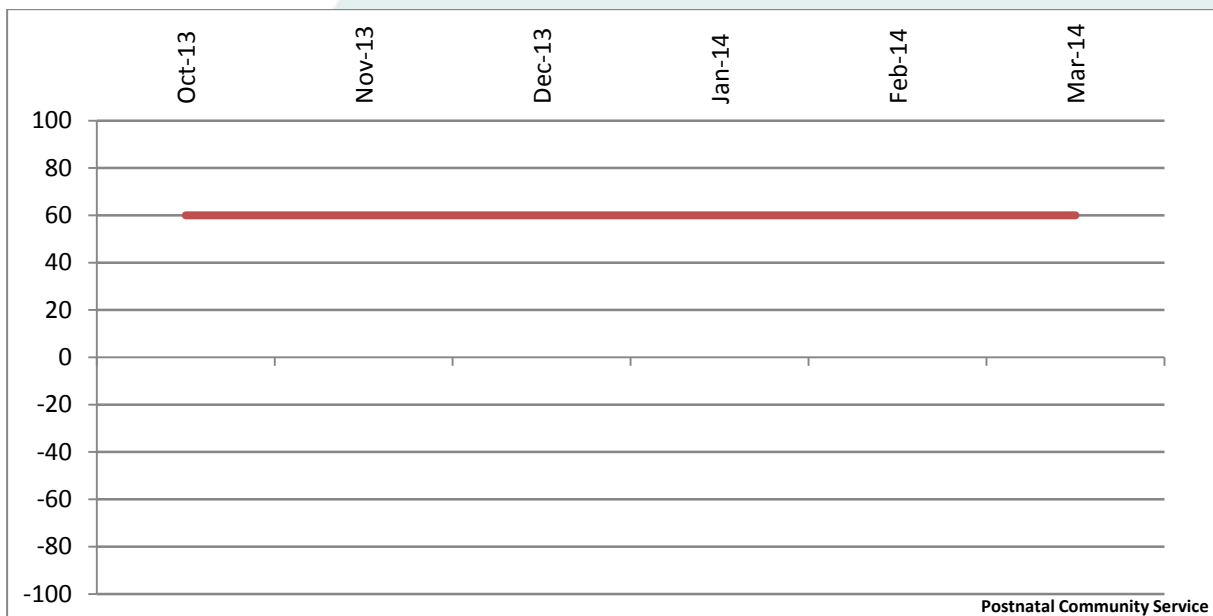
Kevin Marsh, Director of Nursing, said: 'After discharge, patients are given the opportunity to tell us whether they would recommend the care provided to friends and family. Thank you for your feedback. We are using it to continually improve our services.'

October 2013 - March 2014

Postnatal Community Service

North Devon District Hospital

'Friends and Family Test' score



Responses

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