

## **Friends and Family Test – Community Hospitals – Apr-14 – Qualitative Data**

	<b>Community Hospital</b>	<b>Friends &amp; Family Score</b>	<b>Reason for Score</b>
1	Axminster - Morton	Extremely likely	Friendly staff
2	Axminster - Morton	Extremely likely	Everybody was so kind and helpful.
3	Bideford - Elizabeth	Extremely likely	Television in two bedded side room - remote control doesn't work. Limited choice on a gluten free diet.
4	Bideford - Elizabeth	Likely	There is a friendly atmosphere and a concern for the welfare of the patients.
5	Bideford - Willow	Extremely likely	The reason being everybody was as helpful as possible - very friendly.
6	Bideford - Willow	Extremely likely	Very good all round.
7	Bideford - Willow	Extremely likely	
8	Bideford - Willow	Extremely likely	Found staff very caring and kind, always ready to listen which is a great quality and credit to them. Thank you for the time and care you gave me.
9	Bideford - Willow	Extremely likely	The staff cannot do enough for us. I have been so well looked after. The food is very good and there is always something I like.
10	Bideford - Willow	Extremely likely	Because the staff are good hearted.
11	Bideford - Willow	Extremely likely	
12	Bideford - Willow	Likely	
13	Bideford - Willow	Likely	The quality of the staff is outstanding in all areas and things.
14	Bideford - Willow	Likely	
15	Bideford - Willow	Likely	
16	Crediton - Kirton	Extremely likely	Treatment has been excellent and all the staff, nursing and domestic, were friendly and capable. I felt treated like an individual.
17	Crediton - Stroke Unit	Extremely likely	
18	Crediton - Stroke Unit	Likely	Good physiotherapy - worked tirelessly
19	Exeter - Budlake	Extremely likely	All staff very good, nothing was too much trouble. They helped me with everything and gave me back my confidence. I am very grateful to all.
20	Exeter - Budlake	Extremely likely	Excellent hospital. Staff are the very best. Did not want to leave.
21	Exeter - Budlake	Extremely likely	All very good. Staff very good. Food very good. Would like more cups of tea.
22	Exeter - Budlake	Extremely likely	Not only me but my family also were made to feel welcome, comfortable and accepted. All the staff were courteous, helpful and friendly. I

			was well looked after and made progress in regaining mobility.
23	Exeter - Budlake	Extremely likely	Thank you, you are all wonderful.
24	Exeter - Budlake	Extremely likely	The treatment and care I have received has been second to none, both from the doctors, nursing staff, housekeeping, catering, in fact everybody here. My grateful thanks to all the staff.
25	Exeter - Budlake	Likely	All staff friendly.
26	Exmouth - Geoffrey Willoughby	Extremely likely	All the staff are wonderful, they should all get a medal. I cannot thank them all for the love and care they have given my husband. God bless.
27	Exmouth - Geoffrey Willoughby	Extremely likely	
28	Exmouth - Geoffrey Willoughby	Extremely likely	
29	Exmouth - Geoffrey Willoughby	Extremely likely	
30	Exmouth - Geoffrey Willoughby	Extremely likely	The staff could not have been better - behind me 100% and kept me going. Love them all.
31	Exmouth - Geoffrey Willoughby	Likely	
32	Exmouth - Geoffrey Willoughby	Likely	For friends and family it is convenient in Exmouth. If a patient needed rehab then Alex and his team are superb and got me on my feet quickly. At present the hospital is dealing with a variety of patient needs and although all staff are very competent there is often a shortage of staff in specialist disciplines. The work to refurbish is overdue. My thanks to all the cheery staff who made my stay most enjoyable.
33	Exmouth - Geoffrey Willoughby	Likely	
34	Holsworthy	Extremely likely	Fabulous, home from home.
35	Holsworthy	Extremely likely	Can't complain about anything.
36	Holsworthy	Extremely likely	Committed staff - lovely to be here.
37	Holsworthy	Likely	Lovely hospital.
38	Holsworthy	Likely	Food acceptable - better than Derriford. Staff all very nice.
39	Honiton	Extremely likely	All the personnel - mostly female (but with the gracious presence of the male staff) care completely - polite and friendly and absolutely helpful. Thank you very much for your professional and lovely style.
40	Honiton	Extremely likely	All staff (medical, nursing, catering and cleaning) very caring and extremely friendly. Hospital itself is delightfully comfortable and does not have the usual clinical atmosphere within most hospitals. In general, to be highly recommended to anyone who is to undergo

			recuperation.
41	Honiton	Extremely likely	Because it is a highly run hospital.
42	Honiton	Extremely likely	Having watched while the hospital was being built, I was very impressed with every aspect of its construction and of staff to man and maintain.
43	Honiton	Extremely likely	Very friendly staff, they work very hard.
44	Honiton	Extremely likely	
45	Honiton	Extremely likely	Very friendly with all the staff, very friendly atmosphere.
46	Honiton	Extremely likely	Because all the staff have been so kind and helpful.
47	Honiton	Extremely likely	All staff are very friendly. Nothing seems too much trouble. Very clean ward, really helpful. Food choices are good, favourites are jelly and ice-cream and soup.
48	Honiton	Extremely likely	This is a lovely hospital with very friendly, courteous and efficient nurses, doctors and other staff. I feel well cared for and the food is good. I have been comfortable during my stay.
49	Honiton	Extremely likely	
50	Honiton	Extremely likely	Very kind and caring staff of all grades.
51	Honiton	Extremely likely	
52	Honiton	Likely	Everyone has been friendly and cooperative and helpful.
53	Honiton	Likely	
54	Honiton	Unlikely	Patient states she won't see anyone to tell.
55	Ilfracombe - Tyrell	Extremely likely	I'd come back here if I had to.
56	Ilfracombe - Tyrell	Extremely likely	Very happy.
57	Ilfracombe - Tyrell	Extremely likely	I've had a reasonable time and been well looked after.
58	Ilfracombe - Tyrell	Extremely likely	Excellent - looked after so very well.
59	Ilfracombe - Tyrell	Extremely likely	
60	Ilfracombe - Tyrell	Extremely likely	Enjoyed the single room very much.
61	Ilfracombe - Tyrell	Extremely likely	I know everyone here.
62	Ilfracombe - Tyrell	Extremely likely	Everyone's been great, really helpful.
63	Ilfracombe - Tyrell	Extremely likely	I liked staying here.
64	Okehampton	Extremely likely	Brilliant staff on ward.
65	Okehampton	Extremely likely	10/10 because the staff are always very helpful. Nothing is too much trouble for them. Food is very good.
66	Okehampton	Extremely likely	Very friendly, very pleasant company. Always ready to help in every way, especially nurses and staff.
67	Okehampton	Extremely likely	I am very thankful for all the care I have been given during my stay - the comfortable bed and cheerful staff have all helped.
68	Okehampton	Extremely likely	It's been very good care and attention.

69	Okehampton	Extremely likely	Staff have treated me well. Food - take the good with the bad. Feels much more relaxed.
70	Ottery St Mary	Extremely likely	From the moment I was admitted I felt I was going to be well looked after. The atmosphere was warm and friendly and the staff kind and efficient. Nothing is too much trouble and the care and attention is 24 hours. Baths and showers have been great, likewise the meals. Everywhere is so nice and clean. I would definitely recommend Ottery St Mary Community Hospital. My stay has been a happy one.
71	Seaton	Extremely likely	An amazing, professional and very caring atmosphere. All the staff that we met have been unfailingly courteous and helpful. Standard of care is excellent. Thank you so much.
72	Seaton	Extremely likely	Excellent in every way. Wonderful caring and kind staff. Exemplary housekeeping and cleanliness. Committed nursing, giving comfort and a stress free environment to aid recovery. Much valued and needed in today's society when families can live at a distance and live such busy lives.
73	Seaton	Extremely likely	The nursing staff and carers were all loving and helpful. One could not wish for anything better. Thank you. All the very best - you all deserve it.
74	Sidmouth	Extremely likely	Food very good. Staff extremely good. Could not be better if it was an hotel.
75	Sidmouth	Extremely likely	With few exceptions, nursing and other staff members have been very helpful, kind and understanding of my needs.
76	Sidmouth	Likely	Peaceful. No loud TV. Staff very considerate.
77	South Molton	Extremely likely	Well looked after, good food.
78	South Molton	Extremely likely	The care from the nursing staff has been excellent. However the food is tasteless and we have had to bring food in daily to keep him fed and nourished.
79	South Molton	Extremely unlikely	Family member. Soft diet - horrible, mum unable to eat this meal. No choices - dry. Three weeks stay and the same menus. Seven choices dinners and tea.
80	South Molton	Neither likely nor unlikely	Food not good for elderly patients, especially for stroke / textured meals. Comment from daughter - I could not get mum to eat the vegetable puree so I tasted it myself - it was totally bland and tasteless - I could not even tell by the smell what it was and had to ask! The texture was very sticky and made it hard to swallow. It definitely needed more liquid added.

81	Tiverton - Blackdown	Extremely likely	
82	Tiverton - Blackdown	Extremely likely	My mother was admitted in early December. She was discharged in late January but re-admitted 10 days later after another fall. My father was admitted to TDH Blackdown in mid-December. The care, compassion and professionalism of all the staff is exemplary. They are able to adjust their personal style so that it best fits the patient's needs and personality. The ward is extremely well-managed (and I have seen quite a few wards over the last five years). I would check myself in for their care at any time.
83	Tiverton - Blackdown	Extremely likely	Because nurses and staff are so caring. It's almost like being at home.
84	Tiverton - Twyford	Extremely likely	Wonderful staff - lovely hospital. Mum really enjoyed her stay.
85	Tiverton - Twyford	Extremely likely	First class service for everything! Well done to all.
86	Tiverton - Twyford	Extremely likely	The staff looked after my father so well - not just nurses but the cleaning staff and admin girl. Clean hospital and the food was lovely.
87	Tiverton - Twyford	Extremely likely	
88	Tiverton - Twyford	Extremely likely	You just can't fault it. You are looked after so well, the staff just can't do enough for you, they are so kind.