

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

In response to the question: *'Please can you tell us the main reason for the score you have given?'* on the reverse of the Friends and Family Test card, the following data was collected during Aug-14.

	<b>Community Hospital</b>	<b>Friends &amp; Family Score</b>	<b>Reason for Score</b>
1	Axminster - Morton	Extremely likely	Very friendly and very competent.
2	Axminster - Morton	Extremely likely	My mum has had very good care. All the staff have been really kind and shown her compassion and respect.
3	Axminster - Morton	Extremely likely	Everyone has made me feel very welcome. People have been so kind to me and nothing has been too much trouble. As soon as I ring the bell someone comes which is very reassuring. The doctors have been wonderful and explained things very clearly. He has listened carefully to what I have to say and ask. The nurses are really good.
4	Axminster - Morton	Extremely likely	This was given as I was very pleased with treatment and support given.
5	Axminster - Morton	Likely	Sometimes, especially at weekends, there is an uncomfortable feeling that there are not enough staff on duty to cope with the needs of all of the patients in the ward. I was practising walking again after a fall but had to have a nurse with me at all times. One weekend there wasn't a single nurse able to accompany me so for 2 days I was unable to walk. Presumably for the same reason (staff shortage) I felt some people in genuine pain and distress were left to suffer for too long before being attended to.
6	Bideford - Elizabeth	Extremely likely	To find yourself in hospital, especially if it is the first experience, can be quite scary. The staff all go out of their way to explain things and help doing things you can no longer manage. They can't produce an instant cure, nobody can, but if you are prepared to work with them on any treatment or exercises they will give you lots of praise and encouragement and join you in celebrating any improvements. On the minus side because friends and neighbours are too far away it is necessary to use the hospital laundry service. This is useful but, unfortunately, I am far from being the only one to lose a large number of garments -

			in my case mostly new ones.
7	Bideford - Elizabeth	Extremely likely	Been treated and looked after really well by the friendly staff, physios and housekeeping staff.
8	Bideford - Willow	Extremely likely	
9	Bideford - Willow	Extremely likely	
10	Bideford - Willow	Extremely likely	
11	Bideford - Willow	Extremely likely	Very friendly. Helpful under duress.
12	Crediton - Kirton	Extremely likely	Willing, friendly staff and a deputy matron who is an excellent example of leadership.
13	Crediton - Kirton	Extremely likely	
14	Crediton - Kirton	Extremely likely	I've been looked after well.
15	Crediton - Stroke Unit	Extremely likely	Been happy during her stay and had lovely care from all of the staff. Wishes she could stay here.
16	Crediton - Stroke Unit	Extremely likely	Everybody was really nice and very helpful.
17	Crediton - Stroke Unit	Extremely likely	
18	Exeter - Budlake	Extremely likely	One is treated with respect. One is considered as a family. It makes you feel you are going to be cured. My hat off to the doctors, matron and all the staff.
19	Exeter - Budlake	Extremely likely	Everyone has been very kind and very professional in all they do - this relates to everyone - doctors, nurses, therapists, cleaners, kitchen staff - all of you. I have been treated really well here.
20	Exeter - Budlake	Extremely likely	It's a fair score, as I have been well looked after. It's a nice place to stay at.
21	Exmouth - Doris Heard	Extremely likely	The care provided by the Doris Heard Ward of Exmouth Hospital has been fantastic. He has been treated with understanding and courtesy throughout. All my father's personal care has been very regular and well done. Such a pleasure to see him in crisp white sheets and plumped pillows. The nursing and care staff are always friendly and informative and I have consistently felt confident and comfortable that he is being cared for at the highest level. Thank you to all the team!
22	Exmouth - Doris Heard	Extremely likely	I have been so very grateful for the wonderful care provided by all the members of staff. I was made to feel very relaxed and welcome. The attention to every small detail of treatment was excellent. Thank you all most sincerely to a wonderful team.
23	Exmouth - Doris Heard	Extremely likely	The staff at Exmouth Hospital have been so helpful and friendly. However, not happy with

			doctors not filling out form correctly for my iron infusion, booked in a week ago to have done only to be told 5 times that I couldn't. Surely doing this correctly first time would save staff time chasing and making phone calls when they are overworked already. P.S watching the staff here with elderly patients is heart-warming.
24	Exmouth - Doris Heard	Extremely likely	Nursing staff very kind and helpful, general nursing care very good.
25	Exmouth - Geoffrey Willoughby	Extremely likely	Staff are very nice.
26	Exmouth - Geoffrey Willoughby	Extremely likely	Staff are all wonderful. The care is good enough for the queen.
27	Exmouth - Geoffrey Willoughby	Extremely likely	Good leadership, well organised and staff have a sense of humour - all good qualities.
28	Exmouth - Geoffrey Willoughby	Extremely likely	Because the staff are all so super. Didn't like the noise at night from other patients.
29	Exmouth - Geoffrey Willoughby	Extremely likely	All the staff are absolutely superb.
30	Exmouth - Geoffrey Willoughby	Likely	
31	Holsworthy	Extremely likely	Pleasant stay, friendly staff, food acceptable.
32	Holsworthy	Extremely likely	This is the best hospital have been in - wonderful staff and very good food. A lovely place to be ill in. Thank you all for your care.
33	Holsworthy	Likely	Food not to my liking but the staff are excellent.
34	Honiton	Extremely likely	The staff at this hospital have been wonderful and have always been there whenever I have needed their help, day and night. I shall recommend it to all my friends how wonderful it was. And if I have to go into hospital again in the future, that's where I want to go. Thank you everyone and I shall miss you all.
35	Honiton	Extremely likely	
36	Honiton	Extremely likely	Staff lovely, especially Tina and Georgie.
37	Honiton	Extremely likely	Staff very friendly and helpful.
38	Honiton	Extremely likely	My stay in Honiton has been excellent. I have been well cared for, nothing was too much trouble for them. There was always a kind word and a smile. The hospital is very clean and the beds changed every day. Food not good - meat and vegetables were hard and not always hot.
39	Honiton	Extremely likely	It's 2014 - ridiculous there's no wifi or internet access!!
40	Honiton	Extremely likely	M was very helpful in explaining everything - a really lovely gentleman. A lovely cuppa coffee,

			all greatly appreciated. Reason for being here was a confusion re: calcium. Thank you.
41	Honiton	Extremely likely	The staff here are very efficient and friendly. Nothing is too much trouble from nursing staff to cleaners. Here you are a name not just a number.
42	Honiton	Likely	The hospital is in an excellent setting which in itself is a good aid for recuperation. Nursing staff are hard-working and sympathetic although the high number of agency staff does lead to some 'crossed wires' occasionally. There is often a lot noise at night, slamming doors and loud conversations that are not conducive to sleep! Altogether though I was impressed with the dedication of staff and have enjoyed my stay here.
43	Honiton	Likely	Staff very good, food poor but ok.
44	Ilfracombe - Tyrell	Extremely likely	
45	Ilfracombe - Tyrell	Extremely likely	Yes, yes, yes I would like my family to be treated here.
46	Ilfracombe - Tyrell	Extremely likely	I have enjoyed my stay here and have been quite happy - feel much better. The food was lovely and plenty of it. Nurses so kind. I liked all of them - so helpful, they work so hard. Best wishes to you all.
47	Ilfracombe - Tyrell	Extremely likely	I have enjoyed my stay and couldn't have been treated better, staff very kind and helpful.
48	Ilfracombe - Tyrell	Likely	Friendly, caring reassuring staff.
49	Ilfracombe - Tyrell	Likely	Staff are alright and the food is good.
50	Ottery St Mary	Extremely likely	
51	Ottery St Mary	Extremely likely	Because of the excellent and thoughtful care you have given to my wife.
52	Ottery St Mary	Likely	Pleased.
53	Seaton	Extremely likely	I have had excellent treatment here and a friendly atmosphere. Thank you to all.
54	Seaton	Extremely likely	Helpful and friendly staff, nothing too much trouble.
55	Seaton	Extremely likely	Staff, attitude, atmosphere, service.
56	South Molton	Extremely likely	
57	South Molton	Extremely likely	Everyone is so kind. Care and attention is wonderful. Food better than NDDH. Everyone works very hard.
58	South Molton	Extremely likely	Excellent care from nurses. Whole team at beck and call. Kindness and patience.
59	South Molton	Extremely likely	
60	South Molton	Extremely likely	Staff are so very nice. Clean wards. I have put

			extremely likely but I won't tell too many as I might not get in next time. Very nice place.
61	South Molton	Likely	
62	South Molton	Neither likely nor unlikely	Looked after well.
63	Tiverton - Blackdown	Extremely likely	The care is superb.
64	Tiverton - Blackdown	Extremely likely	Very good all round.
65	Tiverton - Blackdown	Extremely likely	How welcome I was made to feel. The staff have been great all the way.
66	Tiverton - Blackdown	Likely	All the staff are extremely helpful and friendly and make you very welcome. Meals are always on time and your comfort and wellbeing is their number one priority.
67	Tiverton - Twyford	Extremely likely	Friendliness of staff makes me feel confident in the care given.
68	Tiverton - Twyford	Extremely likely	Very nice staff and place but the food tastes like cardboard.
69	Tiverton - Twyford	Extremely likely	Enjoyed stay, loved baths.
70	Tiverton - Twyford	Extremely likely	I have spent the last six weeks in hospital, the last two months in Tiverton Hospital. I am grateful to have this opportunity to say how impressed I have been with the professionalism and care that the nursing staff have given to me in the Twyford Ward. Their dedication and work ethic is to be admired and helped my recovery rate from extensive surgery. Thank you.
71	Tiverton - Twyford	Extremely likely	Can't fault it in any way. They are all so caring and can't do enough for you.
72	Tiverton - Twyford	Extremely likely	Fantastic care.
73	Tiverton - Twyford	Likely	Nearly all the nurses were very kind and caring. The only thing I found difficult to cope with, a poor old lady with dementia was her constant ringing of an extremely loud warning to let up at times. Poor nurses!! I was very comfortable otherwise. Domestic staff very kind and considerate.