

Friends and Family Test – Community Hospitals – Jul-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 Jul-14.

	Community Hospital	Friends & Family Score	Reason for Score
1	Axminster - Morton	Extremely likely	Excellent, professional care. All aspects met which created a happy relaxed atmosphere. Truly trusted all staff to give everything required which led to a successful discharge home. Thank you and very well done. A marvellous team.
2	Axminster - Morton	Extremely likely	All very pleasant staff.
3	Bideford - Elizabeth	Likely	I have been looked after well.
4	Bideford - Willow	Extremely likely	Lovely staff, food could improve.
5	Bideford - Willow	Extremely likely	The level of care and professionalism is very high. Nothing is too much trouble. Thank you all.
6	Bideford - Willow	Extremely likely	Couldn't ask for anymore help or care while on the ward. Just one problem staff ran off their feet.
7	Bideford - Willow	Extremely likely	I had a lovely time and looked after well.
8	Bideford - Willow	Extremely likely	
9	Bideford - Willow	Extremely likely	Everything good and very grateful.
10	Bideford - Willow	Extremely likely	Staff do their best.
11	Bideford - Willow	Extremely likely	Satisfied with care I got on ward over my 5 weeks stay. Nurses were kind to me. Food average.
12	Bideford - Willow	Extremely likely	The staff are extremely helpful and hardworking, pleasant under enormous pressure at all times. The food can only be described as excellent and of star quality and taste. I have no complaints or grumbles at all for the time I have spent in this establishment.
13	Bideford - Willow	Extremely likely	Care and food excellent - cannot fault it.
14	Bideford - Willow	Extremely likely	Nice meals, good attention, friendly people.
15	Bideford - Willow	Extremely likely	Very helpful and caring staff.
16	Bideford - Willow	Extremely likely	Everyone very good, can't fault them at all.
17	Bideford - Willow	Likely	Quite happy with care. Atmosphere where everyone is busy and I understand that it may take a little time to see to me.
18	Bideford - Willow	Likely	Friendly.
19	Bideford - Willow	Likely	All the staff are very caring and do a difficult

			job especially with some of the patients. I have no faults with my treatment.
20	Bideford - Willow	Likely	Have been seen to when 'convenient'. Nice manner most of the time.
21	Bideford - Willow	Likely	
22	Crediton - Kirton	Extremely likely	Everyone is so pleasant. Such a happy team. They kept my husband so well looked after and clean. Thank you.
23	Crediton - Kirton	Likely	It's alright ain't it.
24	Crediton - Stroke Unit	Extremely likely	While my mum has been here at Crediton Stroke Unit, everybody has been really wonderful in the care and time they have given her. Nothing has been too much trouble. The staff here are just amazing, patient, kind, wonderful people.
25	Crediton - Stroke Unit	Extremely likely	Staff are all competent and helpful, particularly at night. I shall hate leaving as I cannot be competent to my own standards to look after myself.
26	Crediton - Stroke Unit	Extremely likely	Very nice people and good care overall.
27	Crediton - Stroke Unit	Extremely likely	Praise cannot be too high for the staff here, always cheerful, helpful, efficient. Well above and beyond the call of duty.
28	Exeter - Budlake	Extremely likely	Staff always most helpful and willing and help with any problems. Thank you for all the care shown to me.
29	Exmouth - Doris Heard	Extremely likely	Beautiful care. Liked it very much.
30	Exmouth - Doris Heard	Extremely likely	The staff, nurses and others go out of their way to help us. The food is always very good and always what's been ordered. And I feel very grateful for all the care given to me.
31	Exmouth - Doris Heard	Neither likely nor unlikely	Care excellent. Patients drove me up the wall. Good to get into the day room.
32	Exmouth - Geoffrey Willoughby	Extremely likely	Very hospitable.
33	Exmouth - Geoffrey Willoughby	Extremely likely	Very nice, peaceful ward and caring and friendly staff.
34	Exmouth - Geoffrey Willoughby	Likely	Very happy here glad to be closer to home husband can visit regular because we live in Exmouth.
35	Exmouth - Geoffrey Willoughby	Likely	Extremely likely for this age concerned.
36	Exmouth - Geoffrey Willoughby	Likely	Everything is good here. I have been happy here.
37	Exmouth - Geoffrey Willoughby	Likely	
38	Exmouth - Geoffrey Willoughby	Likely	Staff very pleasant, patient. Food excellent.
39	Holsworthy	Extremely likely	The care and attention taken are 1st class, nothing is too much trouble for any of the

			staff. The warm homely atmosphere definitely helped my recovery. I have nothing but praise for this Fantastic Hospital. My stay at Derriford was a million miles away from my stay at Holsworthy. The staffing difference is massive.
40	Holsworthy	Extremely likely	Great care. All staff very good.
41	Honiton	Extremely likely	1) Lovely helpful willing staff. 2) Vegetarian food a little boring. 3) Four in a room a little too quiet for me especially evenings without radio or TV. 4) Lovely view from window and all the excitement with rabbit.
42	Honiton	Extremely likely	I have been looked after extremely well. Everything I needed was given straightaway with great kindness and care. I wish to thank everyone very much for the care they gave me.
43	Honiton	Extremely likely	Far better than expected. The people are just brilliant, nothing too much trouble. Full explanation from Martin prior to blood transfusion. Food and cleaning commended, ward cleaners friendly. Wife fed as well.
44	Honiton	Extremely likely	I find the nurses very helpful and friendly. I have found the food very good and tasty.
45	Honiton	Extremely likely	Of all the times I spent at any hospital, be it working (I'm a retired nurse) or as a patient, I could not have been more pleased to be nursed at Honiton Hospital. Best wishes for the future.
46	Honiton	Extremely likely	Mixture of well trained staff and monitored younger members + NHS and agencies.
47	Honiton	Likely	Feel well looked after. Food - mediocre. Ward very clean. Staff all very friendly.
48	Ilfracombe - Tyrell	Extremely likely	
49	Ilfracombe - Tyrell	Extremely likely	
50	Ilfracombe - Tyrell	Extremely likely	No other choice.
51	Ilfracombe - Tyrell	Extremely likely	Sorry I didn't feel well enough to enjoy the food - it always looked nice! Everyone is very friendly and helpful. The place is kept very clean.
52	Ilfracombe - Tyrell	Extremely likely	The nurses and care staff have been most professional in my care as I have been very poorly. They have helped to build up my confidence to walk and function by myself which was most important to me. Thank you for your help and care.
53	Ilfracombe - Tyrell	Extremely likely	The staff are very helpful and have time just to say hello. The nursing side is excellent and very professional. Lovely atmosphere all

			round. Thank you.
54	Ilfracombe - Tyrell	Extremely likely	Been very happy here.
55	Okehampton	Extremely likely	I would like to thank everyone for the treatment I have received here and other progress I have made.
56	Okehampton	Extremely likely	There has been nothing wrong, everyone has been brilliant. Happy with everything.
57	Okehampton	Extremely likely	I would recommend this hospital because I have been well looked after and the staff are very caring and helpful at all times. I was able to talk to other patients and I enjoyed everything including the food and other patients. So thank you to all the staff from the bottom of my heart.
58	Ottery St Mary	Extremely likely	An exemplary building with good facilities and a relaxed atmosphere. Medical and social care was first rate, given by friendly (but overworked) staff. If the food is adequate but not inspiring, patients must remind themselves it is not a hotel! I am fortunate to have been sent here and many thanks to the entire staff.
59	Ottery St Mary	Extremely likely	Very happy with all my care and treatment and everyone's kindness.
60	Ottery St Mary	Extremely likely	All the nurses were kind and helpful. The hospital was quiet, light and peaceful. It would be wonderful if there was any way of getting radio reception beside the beds.
61	Seaton	Extremely likely	Very satisfied.
62	Seaton	Extremely likely	Excellent care and lovely staff who looked after me well. I really appreciate everything done.
63	Seaton	Extremely likely	Excellent care, wonderful staff, couldn't be better in every respect. Thank you.
64	Seaton	Extremely likely	Because of the friendliness of some of the staff. The food is good. It is clean. I would prefer it if there was air-conditioning installed and if the central heating could be turned off.
65	Seaton	Likely	
66	Sidmouth	Extremely likely	Very helpful staff, looked after very well.
67	Sidmouth	Extremely likely	Efficient, effective and friendly staff have made this difficult time bearable for my father. We cannot thank you enough.
68	Sidmouth	Extremely likely	I found the staff caring, polite and very kind. By the staff I mean all those who work here in whatever capacity.
69	Sidmouth	Extremely likely	
70	Sidmouth	Extremely likely	

71	Sidmouth	Extremely likely	
72	Sidmouth	Likely	
73	Sidmouth	Likely	Most staff are kind and caring although occasionally do things without confirming with you that it is acceptable.
74	South Molton	Extremely likely	Given all the care anyone could wish for like given washes and showers whenever you feel like it. Cleaners and kitchen staff were a jolly lot of women providing pretty good food, like everywhere not what you fancy but you could pick what was best for you. Nursing staff deserve all my thanks each and every one for all they have had to do for me which was very nasty at times. Thanks and good luck to them all.
75	South Molton	Extremely likely	
76	South Molton	Extremely likely	Excellent care, very friendly staff. Very nice food, plenty of it.
77	South Molton	Extremely likely	The service is excellent. Friendly staff.
78	South Molton	Extremely likely	Pleased with care. Food was ok.
79	South Molton	Extremely likely	It has a warm lovely atmosphere. The nurses are very patient and the food is excellent. You are encouraged to walk with your frame - a straight way to go home! All the staff seem to get along well together and nothing is too much trouble.
80	South Molton	Extremely likely	Very helpful and friendly staff. Food nice and hot, good choice.
81	South Molton	Extremely likely	Everyone has been extremely kind and helpful and have made my stay here so pleasant and comfortable. I cannot thank them enough.
82	South Molton	Extremely likely	All staff are very helpful at all times. The meals are also excellent.
83	South Molton	Extremely unlikely	An incident with hearing aids happened and I wasn't happy.
84	South Molton	Likely	Family brings in meals and snacks and 7-up - doesn't like our water.
85	South Molton	Likely	Ice cream is nearly always soft - taken out too early. My only complaint, rest good.
86	South Molton	Likely	Staff very helpful and friendly. Patient didn't like being in a bay with a television and another patient putting it on without asking permission. He thought this was a little intrusive. But overall he was quite happy.
87	South Molton	Neither likely nor unlikely	Eating cold toast - cold and dry. Lunches don't have enough gravy/sauces. Tea-time same every night. Same puddings day and night.
88	South Molton	Neither likely nor unlikely	Treated fairly, but cannot see the call button as eyesight deteriorating. Could do with a

			larger bell. Food was nice but sometimes a bit cool. Staff very helpful and polite.
89	South Molton	Neither likely nor unlikely	Food is ok. Care been good. Staff been ok.
90	Tiverton - Blackdown	Extremely likely	
91	Tiverton - Blackdown	Extremely likely	The staff have been extremely helpful and caring. They have been so encouraging and nothing has been too much trouble. A big thank you.
92	Tiverton - Twyford	Extremely likely	Excellent treatment throughout a single day's procedure in Twyford Ward - the nursing staff are exceptionally kind and highly competent and the doctor carefully explained the medical procedures and answered all my questions. Thank you.
93	Tiverton - Twyford	Extremely likely	In general, the staff are very good. Having Parkinson's disease I feel some do not understand the peculiarities. I would recommend that recliner chairs would be beneficial for patients like me but the ward don't have any. This makes it difficult for me and the staff to care for me.
94	Tiverton - Twyford	Extremely likely	All happy people, looked after well.
95	Tiverton - Twyford	Extremely likely	Our brother, who has Downs Syndrome and learning difficulties was looked after wonderfully well by all staff on Twyford Ward. Everyone was so patient and caring and supported him with his special needs. Thank you very much.
96	Tiverton - Twyford	Extremely likely	
97	Tiverton - Twyford	Extremely likely	Everybody lovely. Very satisfied with stay and would happily come in again.
98	Tiverton - Twyford	Likely	The nursing was superb - for an older patient it was rather nice having some more mature nurses on the ward! Thank you for getting me 'nearly' back to normal!
99	Tiverton - Twyford	Likely	Good care thanks. He loves everyone.