

Friends and Family Test – Community Hospitals – May-14 – Qualitative Data

	Community Hospital	Friends & Family Score	Reason for Score
1	Bideford - Elizabeth	Extremely likely	The main reason for my recommendation of this hospital is the quality of the staff. The nurses, physios, domestics and medical staff have been exceptional in their care, kindness and professionalism throughout my treatment and stay here.
2	Bideford - Elizabeth	Extremely likely	Thank everyone for me please.
3	Bideford - Elizabeth	Likely	
4	Bideford - Willow	Extremely likely	All staff nursing or ancillary were excellent and could not do enough to make sure you were comfortable and happy.
5	Bideford - Willow	Extremely likely	For the help and patience of all the staff. But not for the food.
6	Bideford - Willow	Extremely likely	Friendly and clean hospital. Very helpful. Meals ok.
7	Bideford - Willow	Extremely likely	The staff have been brilliant at their job and the food was good as well. 1st class care.
8	Bideford - Willow	Extremely likely	Because that was my opinion at the time.
9	Bideford - Willow	Extremely likely	Everyone was very friendly and kind and made me feel at home.
10	Bideford - Willow	Extremely likely	The staff and everyone wonderful and first class.
11	Bideford - Willow	Likely	Giving the care you ask for.
12	Bideford - Willow	Likely	Comfortable, clean and friendly hospital.
13	Bideford - Willow	Likely	Thanks to the hardworking staff, doctors and cleaners. All kind and helpful.
14	Crediton - Kirton	Extremely likely	Good to us both - 'first class'
15	Crediton - Stroke Unit	Likely	
16	Exeter - Budlake	Extremely likely	All staff are wonderful and the ward is very clean.
17	Exeter - Budlake	Extremely likely	Mother looked clean and nicely dressed every time we visited. Never complained about the treatment received. The staff have been polite to all of us and we have been offered refreshments during visits.
18	Exeter - Budlake	Extremely likely	High level of personal care and attention consistently shown by all staff, doctors through to support staff.
19	Exeter - Budlake	Likely	Impressed with the staff.
20	Exmouth - Doris Heard	Extremely likely	Fantastic staff.
21	Exmouth - Doris Heard	Extremely likely	Excellent nursing care for my dying mum and

			the staff were extremely attentive to our family.
22	Exmouth - Doris Heard	Extremely likely	Always there to help day and night.
23	Exmouth - Doris Heard	Extremely likely	Because it is fully deserved. They go the extra mile.
24	Exmouth - Doris Heard	Extremely likely	Main reason - truth. My remarks are for all reasons. They are truly wonderful. I have been in a hospital abroad and not the staff abroad but have an exception of them here. Especially these days finding good staff but managed it - good luck for the future.
25	Exmouth - Doris Heard	Extremely likely	Have found the staff very friendly and helpful and very caring.
26	Exmouth - Geoffrey Willoughby	Extremely likely	For the wonderful care of S. Many thanks.
27	Exmouth - Geoffrey Willoughby	Extremely likely	
28	Exmouth - Geoffrey Willoughby	Extremely likely	
29	Exmouth - Geoffrey Willoughby	Likely	
30	Exmouth - Geoffrey Willoughby	Likely	
31	Holsworthy	Extremely likely	It's perfect. Everyone looked after me well. Food was good.
32	Holsworthy	Extremely likely	Excellent environment.
33	Holsworthy	Extremely likely	The kindness and compassion I have received at this hospital is second to none. The care has been excellent and everyone is so friendly.
34	Holsworthy	Extremely likely	Can't complain about anything.
35	Holsworthy	Likely	Great care, friendly. Happy patient!
36	Holsworthy	Likely	
37	Holsworthy	Likely	Quality nursing albeit understaffed.
38	Holsworthy	Likely	Quite content to be here.
39	Honiton	Extremely likely	
40	Honiton	Extremely likely	Been very happy here and looked after well by all staff.
41	Honiton	Likely	
42	Honiton	Likely	I felt the staff were very helpful and friendly.
43	Honiton	Likely	
44	Ilfracombe - Tyrell	Extremely likely	What can I say? Words are not enough to express the kindness and care I have been shown - you are all wonderful. God bless you all and will think of you so often. Sorry I chat so much but my mouth is the only thing working.
45	Ilfracombe - Tyrell	Extremely likely	All the staff are so friendly and caring and

			nothing is too much trouble. I have been well looked after.
46	Ilfracombe - Tyrell	Extremely likely	This is my 4th/5th visit to this hospital. I have taken into account the changes that have taken place and are beyond your control. The staff seemed to have the ability to produce whatever is required or we will get it tomorrow. A good service all round.
47	Ilfracombe - Tyrell	Extremely likely	I have been so happy and the staff are brilliant, food was good. I have felt really relaxed, the care excellent. I really cannot find any fault. Thank you so much.
48	Ilfracombe - Tyrell	Extremely likely	
49	Ilfracombe - Tyrell	Extremely likely	
50	Okehampton	Extremely likely	So friendly staff, nothing too much trouble for anyone for help when needed.
51	Okehampton	Extremely likely	Is a very good hospital to come to. The staff are very helpful.
52	Okehampton	Extremely likely	My grateful thanks to all the staff in their care and attention. I would confidently recommend this hospital.
53	Ottery St Mary	Extremely likely	Mum has had wonderful care during her time in hospital.
54	Ottery St Mary	Extremely likely	Very happy and very lucky all the time. Expertise of all staff who work extremely hard in very busy times and very long hours. Food always very good and with a big choice and plenty of it. Loved my food. Meat always tender and lovely puddings. Never expected to see puddings - wonderful surprise especially as I never cook puddings, of course no one does. Everything so very well organised and the space is really wonderful. Lots of love to all nurses and staff - too many to kiss.
55	Ottery St Mary	Extremely likely	Very happy with all care but find the ward noisy at night with doors slamming and late night use of mobile phones. Food choice and quality excellent.
56	Ottery St Mary	Neither likely nor unlikely	The food could be improved on. I understand it comes up from Cornwall but when the food was cooked here at OSM Hospital it was excellent. The staff are very good especially the nurse from Sri Lanka - Sapallia.
57	Seaton	Extremely likely	All staff members have been extremely helpful, friendly and kind. Nothing has seemed too much trouble. Very comfortable. Thanks.
58	Seaton	Extremely likely	The excellence of the staff and nurses and everything.

59	Seaton	Extremely likely	Excellent service, could not fault anything at all. Lovely place to be.
60	Sidmouth	Extremely likely	Please I do like going to the dining room and meeting the other people but it seems small and dark for the purpose.
61	Sidmouth	Extremely likely	Had very good treatment on the whole. Staff are mainly lovely.
62	Sidmouth	Extremely likely	
63	Sidmouth	Extremely likely	I was very happy with everyone.
64	Sidmouth	Extremely likely	First rate care and attention.
65	Sidmouth	Extremely likely	I have enjoyed my stay here everyone is very helpful and always polite. Nothing is never any trouble. I am pleased that my medical problems have been sorted out.
66	South Molton	Extremely likely	Very happy with my stay and treatment.
67	South Molton	Extremely likely	Care and attention received, friendliness of all staff. Good food and choice of menu. Thank you.
68	South Molton	Extremely likely	Good staff.
69	South Molton	Extremely likely	10/10
70	South Molton	Extremely likely	Wonderful treatment and attention from all the staff.
71	South Molton	Extremely likely	Happy with all care but the food not very good.
72	Tiverton - Blackdown	Extremely likely	The nurses were friendly, helpful and conscientious. The ward was clean, the food was mostly ok and the rest of the staff were hardworking like the nurses. The physios and nurses sped my recovery. Thank you to them all.
73	Tiverton - Blackdown	Extremely likely	Wonderful care and attention in all respects.
74	Tiverton - Blackdown	Extremely likely	All the nurses and Doctors do their best and work well to see to all your needs. Food nice 8/10. Lovely view from bed out on the garden. I would recommend it.
75	Tiverton - Blackdown	Extremely likely	The staff did their jobs very very well.
76	Tiverton - Blackdown	Extremely likely	Very kind, attentive care.
77	Tiverton - Blackdown	Extremely likely	Very helpful and wonderful.
78	Tiverton - Blackdown	Likely	The staff are very good but under pressure. However, it takes only one individual to step out of line and on the odd occasion one of the team will come under pressure and react to circumstances beyond her control. But the staff are very good and only respond to outside pressure when this is considered to be excessive.
79	Tiverton - Twyford	Extremely likely	