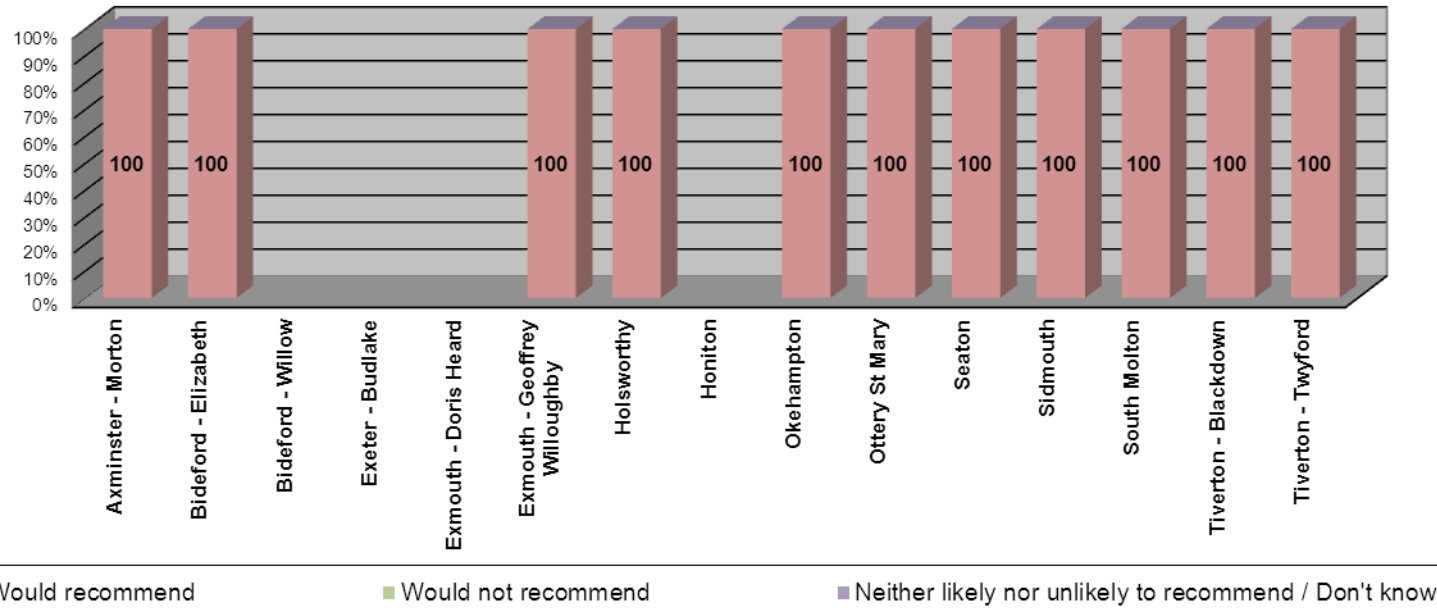


Friends and Family Test – Community Hospitals – December 2014

Q1. How likely are you to recommend our community hospital to friends and family if they needed similar care or treatment?



The Trust's target 'Friends and Family Test' score: 'Would recommend' = 75%.

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely} + \text{Likely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely} + \text{unlikely}}{\text{Extremely likely} + \text{Likely} + \text{Neither likely nor unlikely} + \text{Unlikely} + \text{Extremely unlikely} + \text{Don't know}} \times 100$$

(The score has been calculated in accordance with NHS England guidance issued in October 2014)

| | Community Hospital | Extremely likely | Likely | Neither likely nor unlikely | Unlikely | Extremely unlikely | Don't know | Total | Would recommend | Would not recommend | Neither likely nor unlikely to recommend / Don't know | Response Rate |
|----|-------------------------------|------------------|------------|-----------------------------|------------|--------------------|------------|--------------|-----------------|---------------------|---|---------------|
| | | | | | | | | | % | % | % | % |
| 1 | Axminster - Morton | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100 | 0 | 0 | 25.0 |
| 2 | Bideford - Elizabeth | 2 | 1 | 0 | 0 | 0 | 0 | 3 | 100 | 0 | 0 | 37.5 |
| 3 | Bideford - Willow | 0 | 0 | 0 | 0 | 0 | 0 | 0 | No data | No data | No data | 0.0 |
| 4 | Exeter - Budlake | 0 | 0 | 0 | 0 | 0 | 0 | 0 | No data | No data | No data | 0.0 |
| 5 | Exmouth - Doris Heard | 0 | 0 | 0 | 0 | 0 | 0 | 0 | No data | No data | No data | 0.0 |
| 6 | Exmouth - Geoffrey Willoughby | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 25.0 |
| 7 | Holsworthy | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100 | 0 | 0 | 26.7 |
| 8 | Honiton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | No data | No data | No data | 0.0 |
| 9 | Okehampton | 5 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 29.4 |
| 10 | Ottery St Mary | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 100 | 0 | 0 | 15.4 |
| 11 | Seaton | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100 | 0 | 0 | 33.3 |
| 12 | Sidmouth | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100 | 0 | 0 | 8.3 |
| 13 | South Molton | 9 | 2 | 0 | 0 | 0 | 0 | 11 | 100 | 0 | 0 | 39.3 |
| 14 | Tiverton - Blackdown | 5 | 0 | 0 | 0 | 0 | 0 | 5 | 100 | 0 | 0 | 33.3 |
| 15 | Tiverton - Twyford | 3 | 0 | 0 | 0 | 0 | 0 | 3 | 100 | 0 | 0 | 20.0 |
| | Total | 39 | 3 | 0 | 0 | 0 | 0 | 42 | 100 | 0 | 0 | 18.3 |
| | Percentage | 92.9 | 7.1 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 | | | | |

Qualitative Data

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

| | Community Hospital | Friends & Family Test Score | Reason for Score |
|----|-------------------------------|--|---|
| 1 | Axminster - Morton | Extremely likely | Excellent service and care given. |
| 2 | Axminster - Morton | Extremely likely | I have had superb help and assistance from all the staff at the hospital. |
| 3 | Axminster - Morton | Extremely likely | All the nurses have helped me at all times and been caring and patient. I could not be in better care. |
| 4 | Bideford - Elizabeth | Extremely likely | Wonderful friendly hospital and great food. Great place to recover. |
| 5 | Bideford - Elizabeth | Extremely likely | I would like to thank all the members of staff for the support and encouragement they have given to me during my stay, to my special friend, the staff of the wards, a big thank you for your friendship. It's nice to be so well looked after. |
| 6 | Bideford - Elizabeth | Likely | Patient unable to write but says, "I can recommend all of you day and night!" |
| 7 | Exmouth - Geoffrey Willoughby | Extremely likely | Good care. Kind nurses. |
| 8 | Holsworthy | Extremely likely | No complaints - very good service. |
| 9 | Holsworthy | Extremely likely | Spent Christmas here and the environment was really nice to be in. |
| 10 | Holsworthy | Extremely likely | Well this hospital got me to walk right away - the acute hospitals didn't try, very likely too busy. Holsworthy is perfect in every way - just come and visit. It would be a sin to even consider its closure. It's a star. |
| 11 | Holsworthy | Extremely likely | The staff, food, and Hospital is simply the best. |
| 12 | Okehampton | Extremely likely | Very comfortable stay could be better if food was freshly cooked and not reheated. All staff have treated me with respect and all fears and concerns have been dealt with. Staff have been exceptional and kind to me and wish them well for the future. Special praise for RK. |
| 13 | Okehampton | Extremely likely | Very friendly staff. The hospital is very clean. The food is good. |
| 14 | Okehampton | Extremely likely | 18/20. Nurses have been very good. Hospital is clean - very good. Food is not so good. Monotonous menu. Physio and OT very good. |
| 15 | Okehampton | Extremely likely | Everything is excellent. Food, nurses, everything could not be better. |
| 16 | Okehampton | Extremely likely | Lovely here. |
| 17 | Ottery St Mary | Extremely likely | Personal treatment of patient. Cheerful attention in all circumstances, food ok |

| | | | |
|----|----------------|------------------|--|
| | | | and variable. |
| 18 | Ottery St Mary | Extremely likely | |
| 19 | Seaton | Extremely likely | All staff in the wards were excellent but not all the agency nurses. They looked after my mother very well and if I had any questions regarding her care, they always explained everything - nothing was too much trouble for them. All staff at Seaton Hospital were very professional, polite, caring and helpful. Excellent hospital. |
| 20 | Seaton | Extremely likely | The girls were just wonderful and really looked after you. |
| 21 | Seaton | Extremely likely | Seaton team couldn't have been more helpful. Thank you, 10/10 all round. |
| 22 | Seaton | Extremely likely | Seaton Hospital is a place where angels work. I came from being a number at RD&E, to a place full of competent, willing staff. The whole team made me want to get better for them. Alone with the very professional attitude. Every team member did their many different tasks with a smile and although run off their feet at times, they always found time just for you. There is no words that can express my thanks and gratitude to Seaton Hospital and all who work there. Just Thanks. P.S. The food was ample and first class. |
| 23 | Sidmouth | Extremely likely | I was very mentally down when I came into hospital, all staff were so kind and caring, even to the smallest thing, no rush just kindness at all times. Thank you so very much x. |
| 24 | South Molton | Extremely likely | Good care. |
| 25 | South Molton | Extremely likely | Everybody is lovely - happy with nurses and very happy with Dr. Food could be improved, not much taste. |
| 26 | South Molton | Extremely likely | Excellent care. Please do not close South Molton Hosptial. Food very good. |
| 27 | South Molton | Extremely likely | Very good treatment. Very good staff treatment. |
| 28 | South Molton | Extremely likely | Everything has been very good, staff and food. I couldn't have stayed anywhere better. |
| 29 | South Molton | Extremely likely | I received very good care here. |
| 30 | South Molton | Extremely likely | Every person I have encountered has been most courteous and helpful always with a smile and willingness to help. My stay has been most pleasant and happy and I thank all the staff for their kindness and consideration. Thank you very much. |
| 31 | South Molton | Extremely likely | Excellent care, all staff have been very nice. Very good food, nice size. Cannot praise this hospital and staff enough. |
| 32 | South Molton | Extremely likely | Stay has been very good, food tasted nice, portions just right size. Staff very |

| | | | |
|----|----------------------|------------------|--|
| | | | friendly, could not complain about anything. I will be sorry to leave. Thank you. |
| 33 | South Molton | Likely | Food could be improved, tasteless. Happy with all the staff. |
| 34 | South Molton | Likely | Happy with everything. |
| 35 | Tiverton - Blackdown | Extremely likely | |
| 36 | Tiverton - Blackdown | Extremely likely | |
| 37 | Tiverton - Blackdown | Extremely likely | The best hospital experience I've had so far. |
| 38 | Tiverton - Blackdown | Extremely likely | My best hospital experience I've had so far. |
| 39 | Tiverton - Blackdown | Extremely likely | Much kindness and friendliness by all staff. Food excellent. |
| 40 | Tiverton - Twyford | Extremely likely | Everyone I come across were very good to me and I would come back. They did all they could to help me. |
| 41 | Tiverton - Twyford | Extremely likely | Very grateful for all care received. |
| 42 | Tiverton - Twyford | Extremely likely | Friendly staff very friendly to us all. Staff make the ward. |