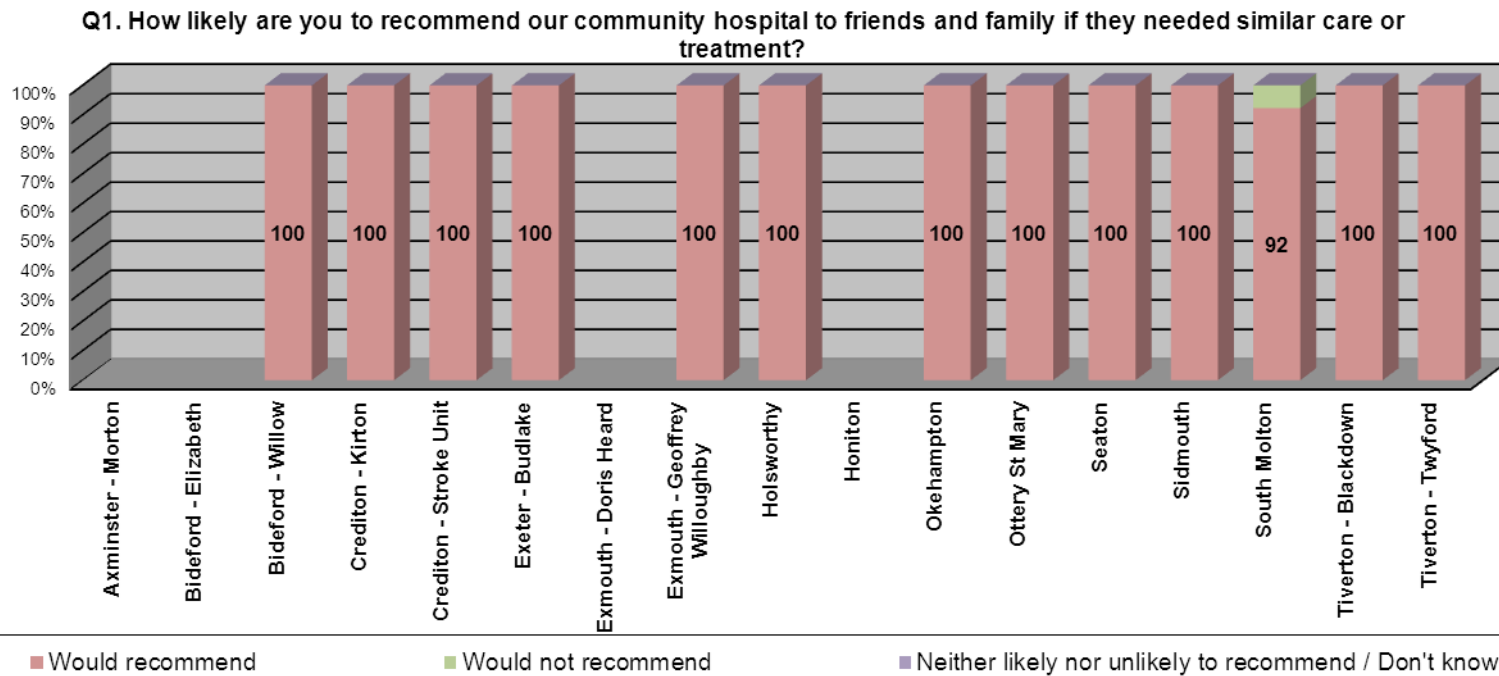


Friends and Family Test – Community Hospitals – November 2014



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	0	0	0	0	0	0	0	No data	No data	No data	0.0
2	Bideford - Elizabeth	0	0	0	0	0	0	0	No data	No data	No data	0.0
3	Bideford - Willow	7	0	0	0	0	0	7	100	0	0	33.3
4	Crediton - Kirton	1	0	0	0	0	0	1	100	0	0	100.0
5	Crediton - Stroke Unit	5	2	0	0	0	0	7	100	0	0	100.0
6	Exeter - Budlake	2	0	0	0	0	0	2	100	0	0	15.4
7	Exmouth - Doris Heard	0	0	0	0	0	0	0	No data	No data	No data	0.0
8	Exmouth - Geoffrey Willoughby	1	3	0	0	0	0	4	100	0	0	28.6
9	Holsworthy	6	0	0	0	0	0	6	100	0	0	35.3
10	Honiton	0	0	0	0	0	0	0	No data	No data	No data	0.0
11	Okehampton	3	0	0	0	0	0	3	100	0	0	18.8
12	Ottery St Mary	4	1	0	0	0	0	5	100	0	0	41.7
13	Seaton	4	0	0	0	0	0	4	100	0	0	50.0
14	Sidmouth	2	2	0	0	0	0	4	100	0	0	26.7
15	South Molton	5	7	0	0	1	0	13	92	8	0	86.7
16	Tiverton - Blackdown	1	0	0	0	0	0	1	100	0	0	10.0
17	Tiverton - Twyford	6	2	0	0	0	0	8	100	0	0	57.1
	Total	47	17	0	0	1	0	65	98	2	0	31.4
	Percentage	72	26	0	0	2	0	100				

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 Nov-14.

	Community Hospital	Friends & Family Test Score	Reason for Score
1	Bideford - Willow	Extremely likely	Lovely ward and friendly staff.
2	Bideford - Willow	Extremely likely	Don't like the food.
3	Bideford - Willow	Extremely likely	The staff are very friendly and nothing is a trouble. Have been to the ward a few times and have been made to feel welcome every time. Thank you.
4	Bideford - Willow	Extremely likely	Very friendly and helpful.
5	Bideford - Willow	Extremely likely	Ok stay.
6	Bideford - Willow	Extremely likely	Nothing any trouble, always happy to help.
7	Bideford - Willow	Extremely likely	
8	Crediton - Kirton	Extremely likely	
9	Crediton - Stroke Unit	Extremely likely	Excellent care. Friendly and approachable staff.
10	Crediton - Stroke Unit	Extremely likely	I've really enjoyed it here. Staff were good.
11	Crediton - Stroke Unit	Extremely likely	Nice staff, good care.
12	Crediton - Stroke Unit	Extremely likely	Good care.
13	Crediton - Stroke Unit	Extremely likely	Staff are very helpful.
14	Crediton - Stroke Unit	Likely	Good care.
15	Crediton - Stroke Unit	Likely	
16	Exeter - Budlake	Extremely likely	The care and attention given was to the highest standard from every member of staff. Wards very clean and meals also very good. All my needs were fully

			met in all areas. Everybody was friendly and helpful making my stay very pleasant and my recovery much easier to manage. I would like to say a big thank you to everyone on Budlake Ward.
17	Exeter - Budlake	Extremely likely	As R's relatives we were always informed what was going on. All the staff were always helpful, kind and considerate to R and us. He was kept so clean and tidy, he always had lovely clean sheets and blankets. He was changed so often because of his condition, always with a smile. So a big thank you to everyone.
18	Exmouth - Geoffrey Willoughby	Extremely likely	
19	Exmouth - Geoffrey Willoughby	Likely	Most staff very friendly and helpful. I have been comfortable staying here. There was/is some uncertainty about when I leave because we await changes to the bathroom, but hopefully this will be done in time to go home tomorrow.
20	Exmouth - Geoffrey Willoughby	Likely	Well looked after, no complaints.
21	Exmouth - Geoffrey Willoughby	Likely	
22	Holsworthy	Extremely likely	All very good. Staff wonderful. Food good.
23	Holsworthy	Extremely likely	Friendly staff.
24	Holsworthy	Extremely likely	The hospital nurses and staff are kind and caring. The food is very good. Taking the whole package it is truly wonderful.
25	Holsworthy	Extremely likely	Staff are amazing.
26	Holsworthy	Extremely likely	Since I have been in Holsworthy Hospital my mental and physical health has greatly improved. Food was very good. The staff have all been wonderful, cheerful and helpful at all times.
27	Holsworthy	Extremely likely	Care has been excellent.
28	Okehampton	Extremely likely	Most of the staff are nice and ok. Clean, tidy. Can joke with the staff, makes me feel better.
29	Okehampton	Extremely likely	So lovely - can't express how lovely. Staff have treated me very well. Never change anything, it's a lovely place to be in.
30	Okehampton	Extremely likely	The care and consideration that has been given is second to none. The carers, nurses, sisters and doctors have given not only my husband but myself the utmost care and support one could ask for.
31	Ottery St Mary	Extremely likely	Staff.
32	Ottery St Mary	Extremely likely	It's a lovely hospital and everyone has been so kind and professional with me I

			have no complaints at all with my stay here. I can't rate it highly enough. Thank you all and God bless you all.
33	Ottery St Mary	Extremely likely	I consider myself to be very fortunate to be sent here as a patient. All the staff have been most kind. I also think the surroundings are lovely.
34	Ottery St Mary	Extremely likely	First class care and attention. Top marks for hygiene. Patients treated with dignity.
35	Ottery St Mary	Likely	
36	Seaton	Extremely likely	
37	Seaton	Extremely likely	The staff are caring and helpful and very very kind to patients and family and very professional.
38	Seaton	Extremely likely	My short stay in Seaton Hospital has been pleasant & pleasing. Nurses helpful and obliging.
39	Seaton	Extremely likely	This is a wonderful facility to have locally, and must be retained. I have been well looked after by caring nurses and staff. How lucky we are in Seaton.
40	Sidmouth	Extremely likely	I have had two visits lately due to blood sugar problems as I have diabetes. On each occasion I have returned home feeling a "normal" individual due largely to the very good medical care. On the last occasion I even stipulated to the paramedics that I wished to go to Sidmouth Hospital only. I shall be going home in a few days' time a "feeling good octogenarian". How lucky I am to live in Sidmouth. P.S. The food is first class.
41	Sidmouth	Extremely likely	All staff are wonderful and friendly - very caring. Hospital beautiful - just so welcoming - runs like a hotel. Very clean - food very food & tasty.
42	Sidmouth	Likely	I have had such good care from extremely hard working staff. Thank You Everyone!
43	Sidmouth	Likely	I have had wonderful treatment since being here. Nothing too much trouble.
44	South Molton	Extremely likely	Have received excellent care and encouragement.
45	South Molton	Extremely likely	
46	South Molton	Extremely likely	Food - acceptable - not very appetising, choices not good, not hot enough. Nurses, overworked but still very helpful.
47	South Molton	Extremely likely	Food too much of the same. Always same cake - not everyone likes carrot cake. Overall everything else fine
48	South Molton	Extremely likely	
49	South Molton	Likely	

50	South Molton	Likely	
51	South Molton	Likely	I found the entire staff both efficient and friendly even the cleaning staff.
52	South Molton	Likely	Food good compared to NDDH. Very excellent hospital.
53	South Molton	Likely	On Monday 17th November I had curry and rice, the rice was so hard as it was overcooked, although it tasted like it was uncooked, it was not edible for me to eat. As I am recouping after an operation it was very off putting, especially seeing I was looking for it.
54	South Molton	Likely	Everything ok. Food passable.
55	South Molton	Likely	Food is good. Everything is good.
56	South Molton	Extremely unlikely	Too far from home. Food good. When ringing bell for a nurse patient felt that she had to wait too long as everyone always busy. Not enough staff.
57	Tiverton - Blackdown	Extremely likely	The staff are kind and caring.
58	Tiverton - Twyford	Extremely likely	The staff in this ward whom I saw were extremely friendly and helpful. It was a pleasure to spend the time with them.
59	Tiverton - Twyford	Extremely likely	Very good care and I think all the nurses were super.
60	Tiverton - Twyford	Extremely likely	Extremely friendly staff, in fact we were more than delighted with the way we were treated.
61	Tiverton - Twyford	Extremely likely	Staff extremely friendly and helpful and food very good.
62	Tiverton - Twyford	Extremely likely	Meals and drinks were excellent. Very clean. Staff were very helpful and friendly.
63	Tiverton - Twyford	Extremely likely	Extremely happy with all aspects of treatment I have received.
64	Tiverton - Twyford	Likely	The staff here (all grades and categories) have been absolutely marvellous. When I was down and tearful (3 occasions) they were there with encouragement, assuring me I wasn't stupid, lots of people had a little weep. When I was convinced that I couldn't do something the voices became a little firmer! and YES this morning, J and P, I hopped!! Thank you all, if I need to return to Twyford I will be happy to do so.
65	Tiverton - Twyford	Likely	Food very nice.