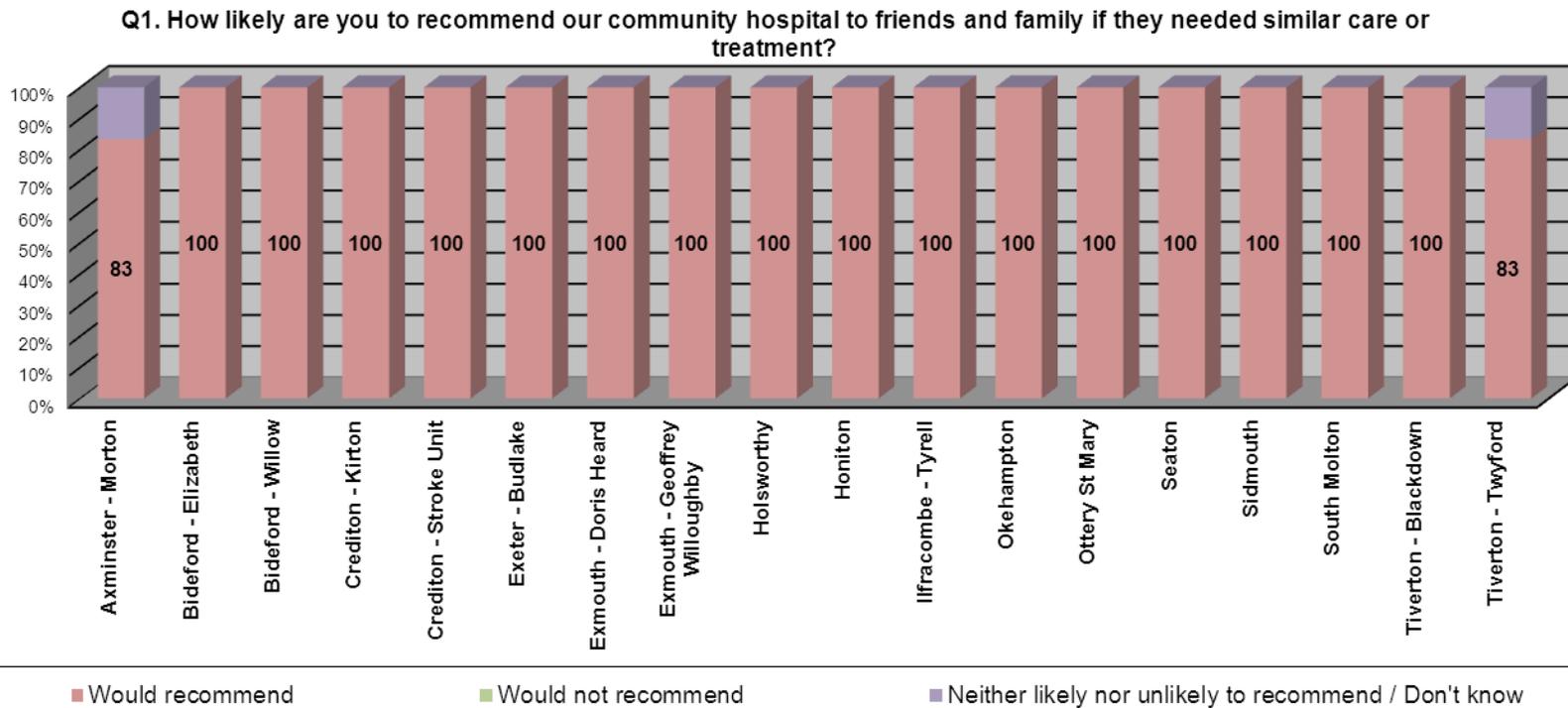


## Friends and Family Test – Community Hospitals – October 2014



**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	5	0	1	0	0	0	6	83	0	17	33.3
2	Bideford - Elizabeth	2	2	0	0	0	0	4	100	0	0	36.4
3	Bideford - Willow	7	0	0	0	0	0	7	100	0	0	26.9
4	Crediton - Kirton	1	0	0	0	0	0	1	100	0	0	50.0
5	Crediton - Stroke Unit	2	1	0	0	0	0	3	100	0	0	42.9
6	Exeter - Budlake	3	0	0	0	0	0	3	100	0	0	21.4
7	Exmouth - Doris Heard	2	2	0	0	0	0	4	100	0	0	22.2
8	Exmouth - Geoffrey Willoughby	2	0	0	0	0	0	2	100	0	0	16.7
9	Holsworthy	6	1	0	0	0	0	7	100	0	0	46.7
10	Honiton	4	0	0	0	0	0	4	100	0	0	20.0
11	Ilfracombe - Tyrell	6	2	0	0	0	0	8	100	0	0	80.0
12	Okehampton	4	1	0	0	0	0	5	100	0	0	29.4
13	Ottery St Mary	3	1	0	0	0	0	4	100	0	0	44.4
14	Seaton	6	2	0	0	0	0	8	100	0	0	44.4
15	Sidmouth	4	0	0	0	0	0	4	100	0	0	22.2
16	South Molton	5	0	0	0	0	0	5	100	0	0	20.0
17	Tiverton - Blackdown	2	1	0	0	0	0	3	100	0	0	30.0
18	Tiverton - Twyford	3	2	0	0	0	1	6	83	0	17	37.5
	<b>Total</b>	<b>67</b>	<b>15</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>84</b>	<b>98</b>	<b>0</b>	<b>2</b>	<b>31.6</b>
	<b>Percentage</b>	<b>80</b>	<b>18</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>100</b>				

## 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 Oct-14.

	<b>Community Hospital</b>	<b>Friends &amp; Family Test Score</b>	<b>Reason for Score</b>
1	Axminster - Morton	Extremely likely	Care excellent at all times. All staff work really hard and are available and to talk and at all times.
2	Axminster - Morton	Extremely likely	
3	Axminster - Morton	Extremely likely	
4	Axminster - Morton	Extremely likely	It is impossible to praise the hospital enough. The staff, each and every one, are so helpful and caring, not to mention friendly, not only to patients but among themselves which makes for a great atmosphere. I sincerely wish everyone all the best for the future and may Morton have a happy future.
5	Axminster - Morton	Extremely likely	The care and understanding and helping me and others get over their fear.
6	Axminster - Morton	Neither likely nor unlikely	The problems encountered in the ward are national problems e.g. staff shortage. It is extremely well-equipped but staff shortage do not let you take full advantage of them all. I have nothing but praise for the service you are allowed to give. The paperwork looks formidable and takes so much time. The total hours you put in is most impressive.
7	Bideford - Elizabeth	Extremely likely	
8	Bideford - Elizabeth	Extremely likely	Because of the excellent care I have received.
9	Bideford - Elizabeth	Likely	Very good care each day.
10	Bideford - Elizabeth	Likely	The caring nature of the staff. The care they have is wanting positive reinforcements, the reality of what can be offered.

11	Bideford - Willow	Extremely likely	Everyone is very good.
12	Bideford - Willow	Extremely likely	Most friendly.
13	Bideford - Willow	Extremely likely	The staff of Willow Ward are a great team and very caring and nothing too much trouble. I would recommend to friends and family.
14	Bideford - Willow	Extremely likely	Everyone is very kind and helpful on the ward. The staff are very informative and respond to the patients' individual needs. Thank you.
15	Bideford - Willow	Extremely likely	Extremely likely in later years by day and night - takes a lot of dedication, everyone extremely helpful.
16	Bideford - Willow	Extremely likely	
17	Bideford - Willow	Extremely likely	Staff all very friendly and kind.
18	Crediton - Kirton	Extremely likely	We could not have asked for more you brought me back to life with your professional and loving care. Our family cannot thank you enough. What a waste it will be if Crediton loses you all.
19	Crediton - Stroke Unit	Extremely likely	Attentive staff to my needs and are quietly professional in the conduct of their duties.
20	Crediton - Stroke Unit	Extremely likely	Complete care package. Friendly, pleasant staff.
21	Crediton - Stroke Unit	Likely	I have been looked after very well.
22	Exeter - Budlake	Extremely likely	Everyone was excellent always.
23	Exeter - Budlake	Extremely likely	All the nursing staff are wonderful. Physio staff are very caring and take time with me. Cleaners do a very good job keeping everything nice and clean. J. is one of the best, he is very kind to me - he doesn't know I'm going so please say goodbye to him from me.
24	Exeter - Budlake	Extremely likely	I have enjoyed my visit. I will miss all the attention I have been given. If there is a next

			time I would ask for a single.
25	Exmouth - Doris Heard	Extremely likely	The excellent service provided by the staff together with their compassion to each patient is a credit to the Hospital and each member of staff.
26	Exmouth - Doris Heard	Extremely likely	The cheerfulness, kindness and helpfulness of staff even with difficult patients. Good food and generally very good care.
27	Exmouth - Doris Heard	Likely	Exmouth is near home and easy to visit. The nurses are very helpful as are all the staff. The food is very good.
28	Exmouth - Doris Heard	Likely	
29	Exmouth - Geoffrey Willoughby	Extremely likely	Excellent care but would have liked more information as to what was happening to me. Make allowances for patients who are deaf and don't always hear first time.
30	Exmouth - Geoffrey Willoughby	Extremely likely	The care and attention is very good. The food is varied and tasty, especially the vegetables.
31	Holsworthy	Extremely likely	This is a wonderful hospital - the staff are truly committed to the patient. The ward is organised and people work together to help patients feel better. Keep up the great work!
32	Holsworthy	Extremely likely	Great staff, always made me comfortable.
33	Holsworthy	Extremely likely	Staff are fantastic, amicable. Deal with patient care - not a number. Overall excellent care. Cannot fault it.
34	Holsworthy	Extremely likely	The loving care given is quite remarkable - it makes for a very happy atmosphere. I have spent quite a few weeks in this hospital and it compares very favourably with the others I have been in. The nurses are always willing to help and to

			have a laugh, also they are ready with sympathy when needed and appropriate. I must not forget the doctors, we cannot manage without them, also the clinical staff and cleaning staff and not least, all the physio staff.
35	Holsworthy	Extremely likely	Happy with all aspects of care.
36	Holsworthy	Extremely likely	Welcoming environment and staff. All staff very professional.
37	Holsworthy	Likely	Good care, good food. Happy with it all. Staff very good.
38	Honiton	Extremely likely	Thank you all for taking great care of me. I have never been to such a wonderful hospital in my life. I am feeling very sad to be leaving you wonderful, kind people. The lovely people who take such wonderful care the wards. I have never been in such a clean hospital in my life. I hope I shall always be able to come here. Much love to all.
39	Honiton	Extremely likely	This is the best hospital I have ever been to. The caring and nursing was superb. I always found the hospital to be extremely clean and everyone from the doctors to the cleaners all so incredibly friendly and so, so kind. The ambulance people were also so, so caring. I'm going to miss you all.
40	Honiton	Extremely likely	The matron was very helpful and kind and it all went very quick and smooth - everyone very helpful.
41	Honiton	Extremely likely	Good welcome, very reassuring nurse, M. Painless and quick.
42	Ilfracombe - Tyrell	Extremely likely	Care delivered with competence, patience and such kindness at all levels!

			Very impressed with exceptionally well-integrated multi-disciplinary team who respect one another's special roles and work together in smooth harmony.
43	Ilfracombe - Tyrell	Extremely likely	I'm sorry to leave you.
44	Ilfracombe - Tyrell	Extremely likely	The staff, treatment, food etc. is, as usual, really good and beyond repute. Everyone has been so kind!
45	Ilfracombe - Tyrell	Extremely likely	The score is my honest opinion.
46	Ilfracombe - Tyrell	Extremely likely	
47	Ilfracombe - Tyrell	Extremely likely	
48	Ilfracombe - Tyrell	Likely	
49	Ilfracombe - Tyrell	Likely	
50	Okehampton	Extremely likely	Very amenable staff.
51	Okehampton	Extremely likely	
52	Okehampton	Extremely likely	Extremely helpful staff. Friendly in manner, clean, efficient in all departments.
53	Okehampton	Extremely likely	The care, kindness and courtesy from all members of the workforce are how this hospital is community, my sincere thanks to everybody.
54	Okehampton	Likely	Nice, treated well. Nurses nice. I think there are not enough nurses.
55	Ottery St Mary	Extremely likely	Very good and enjoyed staying here. All the staff are very kind and helpful.
56	Ottery St Mary	Extremely likely	Very caring, helpful and happy smiling faces.
57	Ottery St Mary	Extremely likely	Nice friendly staff, very clean, happy place, very helpful.
58	Ottery St Mary	Likely	
59	Seaton	Extremely likely	
60	Seaton	Extremely likely	Wonderful care and understanding.
61	Seaton	Extremely likely	My short stay in hospital has been very pleasing - nurses very obliging and courteous, nothing too much trouble. Meals excellent.

62	Seaton	Extremely likely	Have found the staff extremely helpful and kind and have helped me progress. Thanks to all.
63	Seaton	Extremely likely	Excellent care and total commitment to patients and their wellbeing.
64	Seaton	Extremely likely	Very caring staff.
65	Seaton	Likely	Very good staff.
66	Seaton	Likely	Staff are marvellous that are regular staff but not very happy with agency staff, didn't like their attitude. Fed up with the food, very repetitive.
67	Sidmouth	Extremely likely	Very pleased with the care that I received.
68	Sidmouth	Extremely likely	Because they are very kind and caring and have looked after me very well. J. is rather special, as are all the staff.
69	Sidmouth	Extremely likely	The main reason is because this is how I feel. Absolutely no complaints. Everyone extremely helpful.
70	Sidmouth	Extremely likely	Treatment is wonderful and nothing is too much trouble.
71	South Molton	Extremely likely	Excellent stay, good quality care.
72	South Molton	Extremely likely	I have been well looked after in the time I have been here. It is a lovely hospital and the care and food is excellent. Thank you for everything.
73	South Molton	Extremely likely	Very pleasant stay. Lovely staff, very helpful. Nice food.
74	South Molton	Extremely likely	I have received the most amazing care since I arrived here, nothing has been too much trouble for anybody. I have not been in hospital for any length of time before so was very nervous but that soon disappeared with kindness and help from everyone. I can't speak highly enough about all of the staff. Thank you so much. I will

			recommend South Molton Hospital to everyone!!
75	South Molton	Extremely likely	The nurses and all the other staff have made my mother's stay very comfortable.
76	Tiverton - Blackdown	Extremely likely	
77	Tiverton - Blackdown	Extremely likely	Lovely staff, both nursing and domestic. Nothing was too much trouble. Cheerful, happy atmosphere. One downside is that I was unable to use the internet on my laptop. My stay in hospital was longer than expected and I could not check emails and banking etc. It would be nice to be able to access wifi while I was here. Other than this, everything was good.
78	Tiverton - Blackdown	Likely	Average food.
79	Tiverton - Twyford	Extremely likely	A very friendly team of nurses who give everything to make your stay perfect.
80	Tiverton - Twyford	Extremely likely	Can't fault it in anyway. You're well looked after and it's a very friendly environment. They certainly make you feel welcome and you are well looked after by all the staff.
81	Tiverton - Twyford	Extremely likely	
82	Tiverton - Twyford	Likely	Very good in looking after you if you need help, they will give you that, they look after me very well. I would come here again.
83	Tiverton - Twyford	Likely	
84	Tiverton - Twyford	Don't know	Thanks a lot for all the care, you've been lovely.