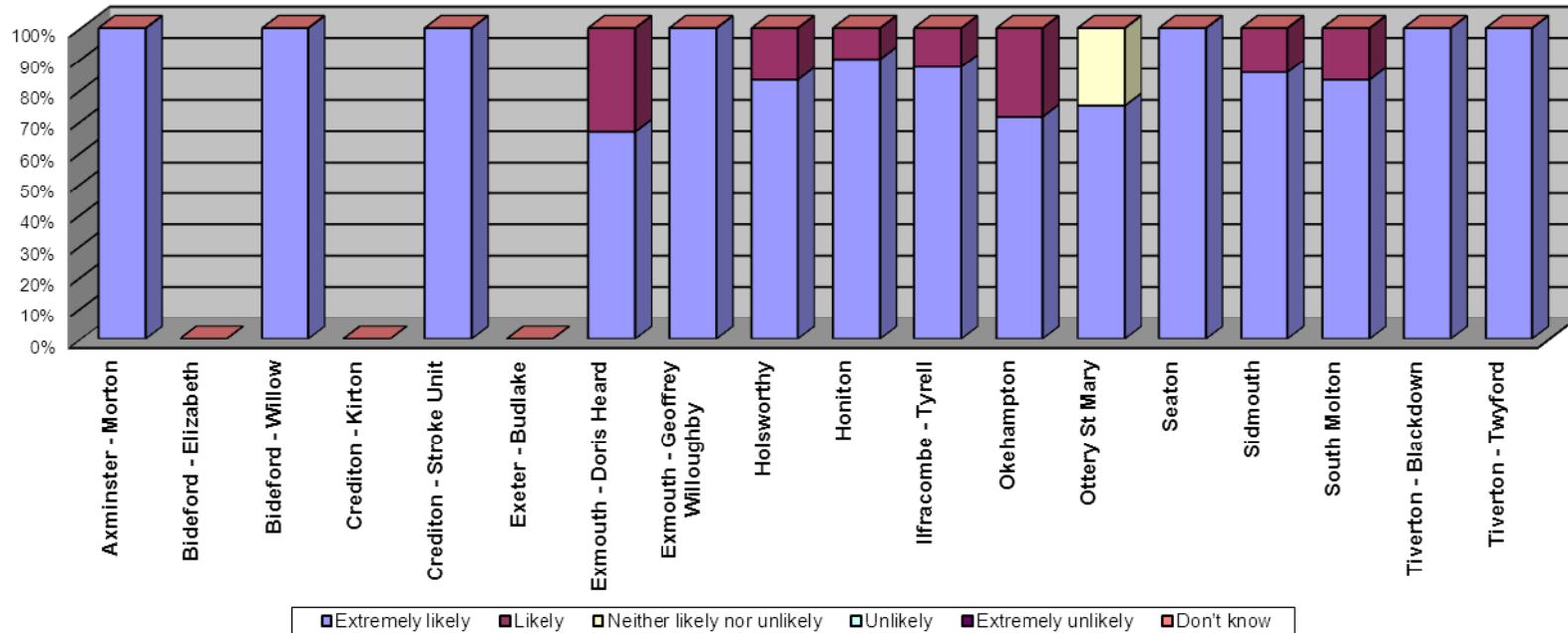


Friends and Family Test – Community Hospitals – September 2014

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



With effect from October 2013, the Trust became an early adopter of the National Friends and Family Test (i.e. when the question is asked specifically at the point of discharge) across the community hospitals. **The FFT Score can range from -100 to +100. The Trust's target score is +65.**

The 'Friends and Family Test' score is calculated as the proportion of respondents who would be extremely likely to recommend (response category: 'Extremely likely') minus the proportion of respondents who would not recommend (response categories: 'Neither likely nor unlikely', 'Unlikely' and 'Extremely unlikely'). The 'Don't know' responses are excluded. As the 'Likely' responses are included in the denominator for both parts of the calculation, they have the capacity to affect the overall score significantly.

The overall 'Friends and Family Test' score across all the community hospitals for September 2014 was +88 based on a response rate of 34.2%.

(The score has been calculated in accordance with the Department of Health Publication Guidance issued on 7 February 2013)

	Community Hospital	Extremely likely	Likely	Neither likely nor unlikely	Unlikely	Extremely unlikely	Don't know	Total	FFT Score (-100 to +100)	Response Rate %
1	Axminster - Morton	7	0	0	0	0	0	7	100	70.0
2	Bideford - Elizabeth	0	0	0	0	0	0	0	No data	0.0
3	Bideford - Willow	4	0	0	0	0	0	4	100	14.8
4	Crediton - Kirton	0	0	0	0	0	0	0	No data	0.0
5	Crediton - Stroke Unit	3	0	0	0	0	0	3	100	60.0
6	Exeter - Budlake	0	0	0	0	0	0	0	No data	0.0
7	Exmouth - Doris Heard	2	1	0	0	0	0	3	67	20.0
8	Exmouth - Geoffrey Willoughby	4	0	0	0	0	0	4	100	33.3
9	Holsworthy	5	1	0	0	0	0	6	83	54.5
10	Honiton	9	1	0	0	0	0	10	90	47.6
11	Ilfacombe - Tyrell	7	1	0	0	0	0	8	88	80.0
12	Okehampton	5	2	0	0	0	0	7	71	35.0
13	Ottery St Mary	3	0	1	0	0	0	4	50	40.0
14	Seaton	7	0	0	0	0	0	7	100	36.8
15	Sidmouth	6	1	0	0	0	0	7	86	43.8
16	South Molton	5	1	0	0	0	0	6	83	30.0
17	Tiverton - Blackdown	2	0	0	0	0	0	2	100	18.2
18	Tiverton - Twyford	3	0	0	0	0	0	3	100	33.3
	Total	72	8	1	0	0	0	81	88	34.2
	Percentage	88.9	9.9	1.2	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 reverse of the Friends and Family Test card, the following data was collected during Sep-14.

	Community Hospital	Friends & Family Score	Reason for Score
1	Axminster - Morton	Extremely likely	I found the treatment I got at Axminster Hospital was excellent. The medical staff were extremely competent and I do a wonderful job. They are very patient and very friendly. Also the non-medical staff were very good, helpful and willing. If I had to be in hospital I would choose Axminster every time.
2	Axminster - Morton	Extremely likely	Sympathetic and caring group of nurses, cleaning staff etc. generating a happy atmosphere. Hospital location very convenient for friends and family.
3	Axminster - Morton	Extremely likely	You would not be able to find more help than was given. I would give top grade, just one big happy family. Well done to Axminster.
4	Axminster - Morton	Extremely likely	Have received excellent care and attention. Also very close to home.
5	Axminster - Morton	Extremely likely	Because it's true. I've had an enjoyable time in hospital.
6	Axminster - Morton	Extremely likely	Our 96-year old mother went in exceptionally ill and after a month of the best care and attention possible giving her confidence to walk again having completely lost her strength was amazing. Without this cottage hospital she couldn't have improved as she has. The staff at every level were amazing. Thank you.
7	Axminster - Morton	Extremely likely	The care my mother received was of an exceptionally high standard in every way. It saved my mother's life and provided much needed encouragement on her road to recuperation at the age of 96!
8	Bideford - Willow	Extremely likely	Staff lovely and friendly but very busy.
9	Bideford - Willow	Extremely likely	Everything was ok.
10	Bideford - Willow	Extremely likely	Food good, staff very nice.
11	Bideford - Willow	Extremely likely	I've had the best care. The staff are the best.
12	Crediton - Stroke Unit	Extremely likely	
13	Crediton - Stroke Unit	Extremely likely	Had a really caring time.
14	Crediton - Stroke Unit	Extremely likely	I have had a very enjoyable stay here.
15	Exmouth - Doris	Extremely likely	Caring staff, well looked after. Thank you

	Heard		for community hospitals.
16	Exmouth - Doris Heard	Extremely likely	I found everyone pleasant and helpful.
17	Exmouth - Doris Heard	Likely	Good care and attention from the nursing staff. The food could be improved on - not very palatable.
18	Exmouth - Geoffrey Willoughby	Extremely likely	
19	Exmouth - Geoffrey Willoughby	Extremely likely	Everyone has been so kind and helpful. I feel I would not be where I am today without their help.
20	Exmouth - Geoffrey Willoughby	Extremely likely	The whole process from GP to admission - very good. Including all the staff, you can really see that you're the one that counts. Really enjoyed the pie and the sandwiches.
21	Exmouth - Geoffrey Willoughby	Extremely likely	
22	Holsworthy	Extremely likely	Wonderful staff. No complaints.
23	Holsworthy	Extremely likely	Friendly atmosphere.
24	Holsworthy	Extremely likely	Very understanding staff. Helpful. Nothing is too much trouble. Thank you.
25	Holsworthy	Extremely likely	Great nurses and hospital.
26	Holsworthy	Extremely likely	Staff very welcoming to family and other visitors. A*.
27	Holsworthy	Likely	Other patients can be noisy. Staff friendly and helpful.
28	Honiton	Extremely likely	
29	Honiton	Extremely likely	Everybody was extremely helpful and kind.
30	Honiton	Extremely likely	Local. Nice coming here, nurses nice.
31	Honiton	Extremely likely	All so kind and caring in looking after me. I wouldn't have got better without you.
32	Honiton	Extremely likely	
33	Honiton	Extremely likely	I have been looked after with thoughtfulness, which is a comfort in itself, to be able to go home.
34	Honiton	Extremely likely	Friendly staff and happy staff.
35	Honiton	Extremely likely	Everyone is extremely kind and patient however demanding the patients are. The best place I can think to convalesce. Thank you all for your kindness.
36	Honiton	Extremely likely	I have received such kindness and encouragement from the girls in green, staff nurses and sisters.
37	Honiton	Likely	The patient is fortunate to receive good care during their stay. A greater number of nurses would improve the conditions.
38	Ilfracombe - Tyrell	Extremely likely	I have enjoyed my stay at the hospital. Food v. good, staff helpful and kind.
39	Ilfracombe - Tyrell	Extremely likely	The quality of care and attention is exceptional. All nurses responded

			positively to patients needs with patience, compassion and understanding. The quality and consistency of the food selection, preparation and serving that should also secure commendation. Clinical care by GPs is by regular visits was excellent for patients morale and supportive in recovery (observation of all patients). Do not remove this facility from public access and use please. It's a wonderful asset.
40	Ilfracombe - Tyrell	Extremely likely	High quality of nursing care.
41	Ilfracombe - Tyrell	Extremely likely	Quality of care and understanding. Quality of treatment, nothing too much trouble.
42	Ilfracombe - Tyrell	Extremely likely	The nurses are very special people lots of patience with us - kind.
43	Ilfracombe - Tyrell	Extremely likely	It's a shame it closing.
44	Ilfracombe - Tyrell	Extremely likely	I've been very happy here, no complaints at all.
45	Ilfracombe - Tyrell	Likely	
46	Okehampton	Extremely likely	Every person was excellent in their work and very pleasant at all times. All staff at this hospital are great. A very happy place.
47	Okehampton	Extremely likely	I have been very happy with the standard of care I have received. Thank you all.
48	Okehampton	Extremely likely	I've been here a little while and have been treated with care and dignity by everyone. Everyone is always so busy but never too busy to set your mind at rest about something or explain what you're not sure about. Smiles everywhere. I don't think I was particularly demanding but there must be times when someone maybe felt I was making a fuss but it never showed in anyone's face. Thank God for this lovely hospital and its beautiful staff.
49	Okehampton	Extremely likely	Everybody is so kind. I have been very well looked after. Thank you for everybody who has helped me.
50	Okehampton	Extremely likely	Have been well looked after, thank you.
51	Okehampton	Likely	Very well looked after with kindness & consideration.
52	Okehampton	Likely	All staff are keen to be helpful, also friendly, even though at 94 being called a young man is stretching basics, even though well meant.
53	Ottery St Mary	Extremely likely	Everyone has been so kind and lovely and I've enjoyed my stay.
54	Ottery St Mary	Extremely likely	
55	Ottery St Mary	Extremely likely	
56	Ottery St Mary	Neither likely nor unlikely	

57	Seaton	Extremely likely	
58	Seaton	Extremely likely	For the patience, cheerfulness, consideration and general atmosphere, not forgetting the freshly cooked meals. Thank you.
59	Seaton	Extremely likely	All staff very helpful and caring. Physio excellent.
60	Seaton	Extremely likely	The whole team at Seaton Hospital - doctors to kitchen staff were caring, compassionate and totally dedicated to their work. The care for my mother in her final weeks was excellent and the thoughtfulness towards us, her family, was very much appreciated. Long live Seaton Hospital.
61	Seaton	Extremely likely	
62	Seaton	Extremely likely	
63	Seaton	Extremely likely	Individual care.
64	Sidmouth	Extremely likely	Everything. Place and me cleaned every day. Better than a holiday flat. My medication is given better than any prescribed. All levels of staff pleasant, helpful and a pleasure to see. Any person with a bad comment is either a grouch or a nutter. Merry Christmas.
65	Sidmouth	Extremely likely	Care has been very good and I have been looked after very well by all staff. I have been supported well with my discharge home and have listened to my needs.
66	Sidmouth	Extremely likely	It is wonderful and the staff are first class, such good care given.
67	Sidmouth	Extremely likely	Very clean. Good food, I am vegetarian, I was very satisfied.
68	Sidmouth	Extremely likely	The care given in this hospital is second to none. Nothing is too much trouble for all the people I have come in contact with.
69	Sidmouth	Extremely likely	The staff at Sidmouth have done over & above to help me through an extremely stressful time in my life. Both physically and emotionally I was drained, they lifted my spirits and supported me as if I was family. Nothing was too much trouble, D (the under matron) and J (the Discharge Nurse) were wonderful, but all of the staff are excellent and dedicated.
70	Sidmouth	Likely	I have been very well looked after.
71	South Molton	Extremely likely	
72	South Molton	Extremely likely	
73	South Molton	Extremely likely	Friendly staff, nice hospital. Food ok, but not a lot of choice.
74	South Molton	Extremely likely	Safe diet needed for mum (stroke) pasta leek and mushroom sauce too dry whilst feeding my mum she was unable to chew

			and swallow. More sauce needed. Due to this my mum has not had dinner today.
75	South Molton	Extremely likely	The staff have been excellent and done wonders for me. The food hasn't been too bad either. The days are rather long because not everyone likes the telly on.
76	South Molton	Likely	No complaints - all fine.
77	Tiverton - Blackdown	Extremely likely	Lovely ward.
78	Tiverton - Blackdown	Extremely likely	The unfailing kindness and consideration shown to me from the first night by all the staff. I was also grateful for the good meals and the cups of tea. The general level of cleanliness was also impressive.
79	Tiverton - Twyford	Extremely likely	Satisfactory.
80	Tiverton - Twyford	Extremely likely	Very well looked after.
81	Tiverton - Twyford	Extremely likely	The treatment I have received has always been exemplary.