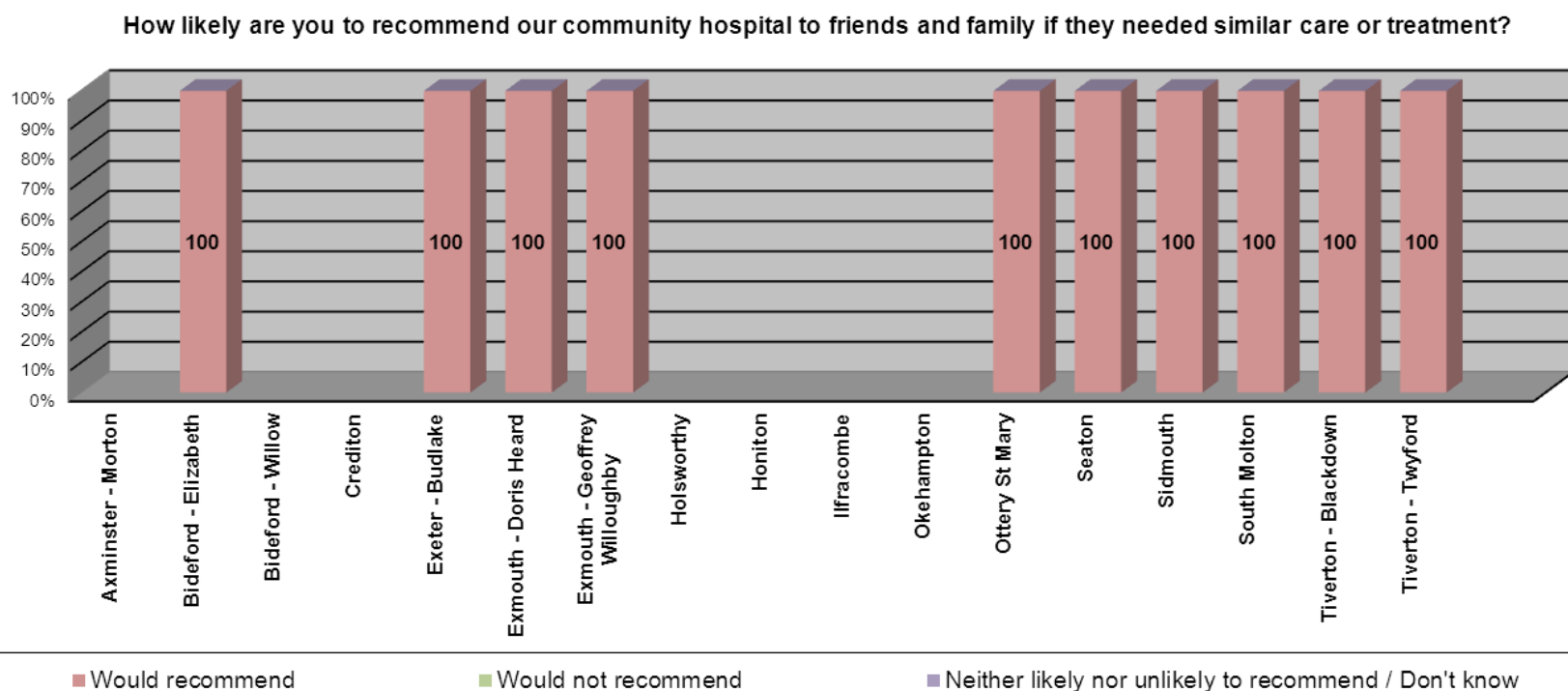


Friends and Family Test – Community Hospitals – April 2015



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
	*** Inpatient beds temporarily closed								%	%	%	%
1	Axminster – Morton***											
2	Bideford – Elizabeth	7	2	0	0	0	0	9	100	0	0	81.8
3	Bideford – Willow	0	0	0	0	0	0	0				0.0
4	Crediton***											
5	Exeter - Budlake	0	1	0	0	0	0	1	100	0	0	9.1
6	Exmouth - Doris Heard	3	1	0	0	0	0	4	100	0	0	26.7
7	Exmouth - Geoffrey Willoughby	0	1	0	0	0	0	1	100	0	0	20.0
8	Holsworthy	0	0	0	0	0	0	0				0.0
9	Honiton	0	0	0	0	0	0	0				0.0
10	Ilfracombe***											
11	Okehampton	0	0	0	0	0	0	0				0.0
12	Ottery St Mary	6	3	0	0	0	0	9	100	0	0	50.0
13	Seaton	7	2	0	0	0	0	9	100	0	0	56.3
14	Sidmouth	4	0	0	0	0	0	4	100	0	0	19.0
15	South Molton	2	2	0	0	0	0	4	100	0	0	22.2
16	Tiverton - Blackdown	0	1	0	0	0	0	1	100	0	0	10.0
17	Tiverton - Twyford	7	2	0	0	0	0	9	100	0	0	60.0
	Total	36	15	0	0	0	0	51	100	0	0	24.8
	Percentage	70.6	29.4	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Apr-15 – Qualitative Data

	Community Hospital	Friends & Family Test Response	Please can you tell us the main reason for the response you have given?
1	Bideford - Elizabeth	Extremely likely	The staff are always friendly and helpful, no matter what the request. The standard of care received has been extremely high, staff have always got time to spend with patients and their families. No problems or issues have arisen.
2	Bideford - Elizabeth	Extremely likely	All the staff were brilliant, very helpful, caring and patient. Nothing was too much trouble for any member of staff through the day or night. Although I long to go back home I will certainly miss the comradeship at Elizabeth Ward. Thank you all staff members of Elizabeth Ward.
3	Bideford - Elizabeth	Extremely likely	The staff on Elizabeth Ward have always been very friendly and welcoming. The care has been second to none, for this I would like to thank you all.
4	Bideford - Elizabeth	Extremely likely	All the staff are very friendly and take good care of you.
5	Bideford - Elizabeth	Extremely likely	I found all the staff very friendly, helpful and kind.
6	Bideford - Elizabeth	Extremely likely	The staff were the friendliest that I have ever had care for me.
7	Bideford - Elizabeth	Extremely likely	
8	Bideford - Elizabeth	Likely	What impressed me was the extremely caring attitude of all the staff. That is the making of the ward.
9	Bideford - Elizabeth	Likely	Most nurses very good and kind.
10	Exeter - Budlake	Likely	I have enjoyed my time here.
11	Exmouth - Doris Heard	Extremely likely	My husband who was in the last stage of dementia was treated so understandingly and with gentle care to the end. Your entire staff were superb. I love them all. I'd like to be a volunteer with them.
12	Exmouth - Doris Heard	Extremely likely	Very pleased with the care and attention given. Particularly pleased with your flexibility regarding visiting times.
13	Exmouth - Doris Heard	Extremely likely	Staff are always attentive and caring, cheerful and helpful. At times when they are overworked obviously their stress levels rise but they are always professional. I am always impressed with their interest in patients and visitors.
14	Exmouth - Doris Heard	Likely	Need for more nursing staff.
15	Exmouth - Geoffrey Willoughby	Likely	The nursing staff are very adaptable and thoughtful and poor and not enough holiday. Explained what is going on on the ward.
16	Ottery St Mary	Extremely likely	From the initial welcome to the end, the attention from all branches here has been professional, caring and thorough in every section, supporting you on "good" and

			"bad" days. A hospital with "time" for the patient. Thank you.
17	Ottery St Mary	Extremely likely	I have been treated with nothing but kindness since I had the accident which put me in hospital. The NHS has come up trumps.
18	Ottery St Mary	Extremely likely	In spite of the reason for my stay here I am leaving with some lovely memories. The nurses and carers have been wonderful. Very good food and constant attention. I will miss so many. Need some games to stimulate us.
19	Ottery St Mary	Extremely likely	Feel I have been looked after well. Most staff have been friendly.
20	Ottery St Mary	Extremely likely	Everyone was very kind and friendly.
21	Ottery St Mary	Extremely likely	
22	Ottery St Mary	Likely	Majority of staff were friendly. Liked rehab. activities offered i.e. physiotherapy. Listen to patients' suggestions and ideas.
23	Ottery St Mary	Likely	Everyone / well almost everybody has been friendly and helpful towards me. More use of sense of humour by staff at times would be good.
24	Ottery St Mary	Likely	The staff were helpful and caring.
25	Seaton	Extremely likely	Excellent service and good, very friendly staff. I cannot speak highly enough of the treatment and kindness I have received.
26	Seaton	Extremely likely	Friendly, caring staff. Nothing is too much trouble. Lots of company here. Good food. Plenty of choice. I thoroughly recommend Seaton Hospital. I would prefer less heat - it sends me to sleep in the day time.
27	Seaton	Extremely likely	No faults in the hospital at all. Not the food. Also, the staff are very good and help also.
28	Seaton	Extremely likely	The staff in all parts of the hospital are most helpful. Top mark to all.
29	Seaton	Extremely likely	Very friendly and helpful.
30	Seaton	Extremely likely	
31	Seaton	Extremely likely	
32	Seaton	Likely	General cheerfulness and helpful staff.
33	Seaton	Likely	Friendliness, cleanliness.
34	Sidmouth	Extremely likely	The hospital is ultra clean and most of the staff are helpful and caring. Particularly the OTs and PTs are extremely caring and helpful. My only wish is to see regular nurses and not too many agency types.
35	Sidmouth	Extremely likely	Very pleasant staff, clean hospital and lovely food.
36	Sidmouth	Extremely likely	During my stay I have been well looked after and cared for.
37	Sidmouth	Extremely likely	Nice and clean, friendly and feel happy here.
38	South Molton	Extremely likely	Staff friendly and efficient. Food excellent. Clean, nice hospital.
39	South Molton	Extremely likely	Nurses very good.

40	South Molton	Likely	I found the staff very professional in what they did. They were very friendly and like to joke around.
41	South Molton	Likely	Very friendly.
42	Tiverton - Blackdown	Likely	
43	Tiverton - Twyford	Extremely likely	Very good, friendly care.
44	Tiverton - Twyford	Extremely likely	Excellent treatment, as usual.
45	Tiverton - Twyford	Extremely likely	Excellent care provision.
46	Tiverton - Twyford	Extremely likely	Attention to detail made me feel at home.
47	Tiverton - Twyford	Extremely likely	All staff are very good.
48	Tiverton - Twyford	Extremely likely	Very helpful and reassuring.
49	Tiverton - Twyford	Extremely likely	Extremely happy with the care and attention provided. There is a very good carer that cuts hair and is so pleasant to everyone. Menus are boring - needs updating. Beef is tough and could be improved.
50	Tiverton - Twyford	Likely	Shaving Service needs to include <u>HOT WATER</u> ! Chairs - many not comfortable some positively injurious! Beds difficult to enter / exit - painful on occasion. Increase temperature of food served. Make timetables more realistic (meals etc.). Clean windows / prune trees in garden.
51	Tiverton - Twyford	Likely	Concern for the individual patient. Evident and appreciated.