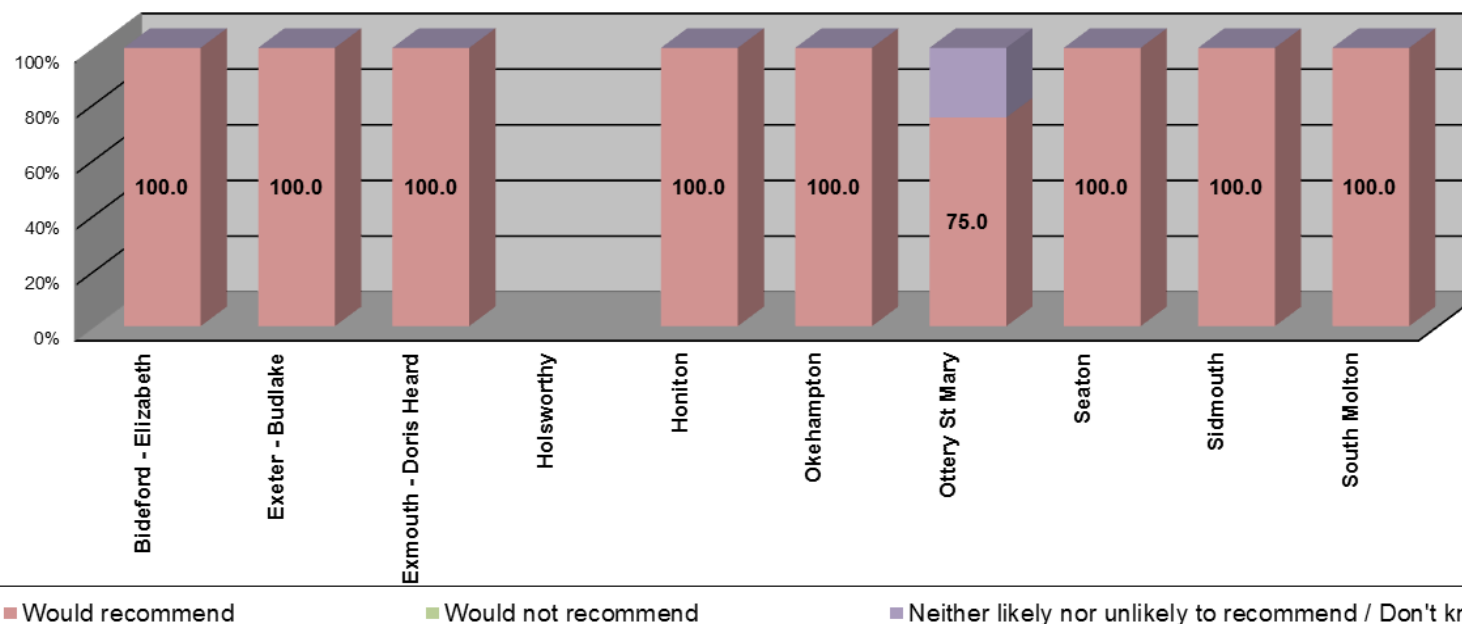


## Friends and Family Test – Community Hospitals – April 2016

How likely are you to recommend our ward 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	Bideford - Elizabeth	2	0	0	0	0	0	2	100.0	0.0	0.0	28.6
2	Exeter - Budlake	5	4	0	0	0	0	9	100.0	0.0	0.0	64.3
3	Exmouth - Doris Heard	3	4	0	0	0	0	7	100.0	0.0	0.0	35.0
4	Holsworthy	0	0	0	0	0	0	0				0.0
5	Honiton	5	1	0	0	0	0	6	100.0	0.0	0.0	31.6
6	Okehampton	2	0	0	0	0	0	2	100.0	0.0	0.0	15.4
7	Ottery St Mary	1	2	1	0	0	0	4	75.0	0.0	25.0	80.0
8	Seaton	5	0	0	0	0	0	5	100.0	0.0	0.0	26.3
9	Sidmouth	1	1	0	0	0	0	2	100.0	0.0	0.0	28.6
10	South Molton	4	1	0	0	0	0	5	100.0	0.0	0.0	25.0
	<b>Total</b>	<b>28</b>	<b>13</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>42</b>	<b>97.6</b>	<b>0.0</b>	<b>2.4</b>	<b>29.6</b>
	<b>Percentage</b>	<b>66.7</b>	<b>31.0</b>	<b>2.4</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>				

## Friends and Family Test – Community Hospitals – Apr-16 – Qualitative Data

	Community Hospital	Friends and Family Test Response	Please can you tell us the main reason for the response you have given?	Have you any suggestions for ways we can improve the service?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.
1	Bideford - Elizabeth	Extremely likely	Suitable care given.		Female	over 65	White British	No tick
2	Bideford - Elizabeth	Extremely likely	The staff have been so wonderful in helping me recover. Many thanks to all.		Female	56-65	White British	No tick
3	Exeter - Budlake	Extremely likely	Kindness of the staff A1. Thank you all.		Female	over 65	White British	No tick
4	Exeter - Budlake	Extremely likely	Exceptional care and consideration from all staff (tea boys & girls to cleaners) all so pleasant and helpful at all times (even when very busy). I have spent 63 days on daily visits and never had an un-cooperative moment. They all go about their various duties with a pleasant smile. Staff seem to be as much concerned with my health as with my wife. Thank you, Whipton.		Male	over 65		No tick
5	Exeter - Budlake	Extremely likely	The staff are very helpful & patient and managed to get me walking again. I am very grateful for all they have done for me.		Female	over 65	White British	No tick
6	Exeter - Budlake	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be

								made public
7	Exeter - Budlake	Extremely likely	Happy atmosphere. The staff are always cheerful and helpful despite being so busy.		Female	over 65	White British	No tick
8	Exeter - Budlake	Likely	Care. Treatment you cannot fault. Too noisy most of the time. Food - teatime too many sandwiches. I would prefer cooked evening meal. Too much a bread can & does give you constipation.	Make supper more interesting - not always sandwiches. Radios in rooms even for background noise. If and when people bring food in it cannot be microwaved - how can you get round it!?! More comfortable chair to sit in bedside - different height in chairs.	Female	over 65	White British	No tick
9	Exeter - Budlake	Likely	I think you are discharging me before I'm 100% fit!			over 65	White British	No tick
10	Exeter - Budlake	Likely			Male	over 65	White British	No tick
11	Exeter - Budlake	Likely			Female	over 65	White British	No tick
12	Exmouth - Doris Heard	Extremely likely	Nursing staff checked. Always willing to help. With so many to look after they are a great team. Must give the housekeeping team a mention. Thank you all.		Female	over 65	White British	No tick
13	Exmouth - Doris Heard	Extremely likely	For a start, the aspect looking out of a large sunlit window and tree are a treat. Being told of what was to be done and to understand it. As to care, friendliness and general atmosphere this gave me the extra boost to keep trying, with every help and encouragement from all		Female	over 65	White British	No tick

			staff. The visit to monitor at home was a great boost. Thank you everyone.					
14	Exmouth - Doris Heard	Extremely likely	Staff very kind and helpful.		Female	over 65	White British	No tick
15	Exmouth - Doris Heard	Likely	All levels of staff whom I met were very supportive and caring in their work - even though they were sometimes rushed off their feet! However, sometimes packages of care were presented as a fait accompli, without consulting the patient - this I did find difficult even though I understand the pressure to free-up beds for those needing to come for treatment! A big 'thank you' for all the help I received!		Female	over 65	White British	No tick
16	Exmouth - Doris Heard	Likely	The way I have been treated.		Female	over 65	White British	No tick
17	Exmouth - Doris Heard	Likely	Very satisfactory. A delay which could have been avoided if my doctor had been aware of hospital routine.		Female	over 65	White British	No tick
18	Exmouth - Doris Heard	Likely			Male	over 65	White British	No tick
19	Honiton	Extremely likely	I have been so well looked after here. The staff are wonderful, always cheerful, nothing is too much trouble. In every department I have met with kindness, encouragement and love. There's a lot of fun in this	A few more staff?	Female	over 65	White British	No tick

			place.					
20	Honiton	Extremely likely	All staff, day & night, gave v. good care. They were kind & efficient, inspiring confidence to make progress towards full recovery. The cleaning & catering staff are doing an excellent job too.		Female	over 65	White British	No tick
21	Honiton	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
22	Honiton	Extremely likely			Male	over 65	White British	No tick
23	Honiton	Extremely likely	Warmth & kindness.	Mouth care & regular cleaning up afterwards. Less glaring lights at night.	Female	over 65	White British	No tick
24	Honiton	Likely	Nobody likes to be away from home. However the [illegible] do their best to keep things at a reason level. They are kind and thoughtful and help to make things as best they can.	No, I have not. Things are worked out to help [illegible] as much as possible.	Female	over 65	White British	No tick
25	Okehampton	Extremely likely	I have been really well cared for. The nurses have all been professional.	Some HCAs appeared to rush me a couple of times, especially in the evening.	Female	over 65	White British	No tick
26	Okehampton	Extremely likely				over 65	White British	No tick
27	Ottery St Mary	Extremely likely	Felt looked after and cared for. Nothing too much trouble. A good variety of food offered - nice and hot. Tasty. Everywhere clean and tidy. Enjoyed seated exercise group. Found useful - especially sit to stand practice. Enjoyed the		Female	over 65		No tick

			games. Also enjoyed doing art activities. All staff very friendly and helpful.					
28	Ottery St Mary	Likely	Good food. Good care. Friendly staff.	Keep up the good work.	Male	over 65	White British	No tick
29	Ottery St Mary	Likely	All staff friendly and helpful. Felt cared for. Food - all good especially no cooking and no washing up! High standard of cleanliness and tidiness throughout the stroke unit. Found both the seated exercise group and upper limb exercise group very useful, sociable. Enjoyed the therapeutic art group - I will be taking my art work home with me! I love and THANK YOU ALL VERY MUCH.		Female	over 65		No tick
30	Ottery St Mary	Neither likely nor unlikely	Satisfied overall with service. Food ok - depending on modified diet.		Female	over 65		No tick
31	Seaton	Extremely likely	All wonderful staff very caring.		Female	over 65	White British	No tick
32	Seaton	Extremely likely	I would like to thank all the staff for the support + kindness during my time here. I think the NHS are lucky to have such staff. I will miss each one of you. This time will always be part of my life. Thank you.	Yes - pay the staff better wages not the cats at the top.	Male	over 65	White British	No tick
33	Seaton	Extremely likely	I found the staff 100% efficient and the quality of service I consider cannot		Male	over 65	White British	No tick

			be improved upon. Keep up the good work!! The meals were adequate, varied and of good quality and cannot be improved upon. Very well done, and I will speak highly upon my stay at the hospital.					
34	Seaton	Extremely likely	Excellent care and friendly and committed staff. We are fortunate indeed to have this community hospital and value it greatly.		Female	over 65	White British	No tick
35	Seaton	Extremely likely	Kindness, courtesy, general politeness.	Widen menu choice.	Male	over 65	White British	No tick
36	Sidmouth	Extremely likely	Fantastic all round care. All staff excellent. Thanks very much.			over 65	White British	No tick
37	Sidmouth	Likely	Proximity to home, to shops & buses. Pleasantness of staff. Bright outlook from most beds. General friendliness of everyone. Shut doors at night to lesson noise and lights. Ward can get very noisy with bells & passing traffic / people.	Please get more staff or volunteers to cover all the work they do. They intend to help but get called to someone else and keep others waiting. Keep toilets clean when patients are able to walk there themselves.	Female	over 65	White British	No tick
38	South Molton	Extremely likely	Hours of boredom sitting waiting for help with walking. One person has taken over by over by demanding a walk for toilet reasons - sometimes little short of 5 minutes apart.	Improve ability to coach staff who have spare time to help.	Female	over 65	White British	No tick
39	South Molton	Extremely likely			Male	over 65	White British	No tick
40	South Molton	Extremely likely	Enjoyed my stay. People	Could put vending	Male	over 65	White British	No tick



			were very friendly. Staff made you feel welcome and at home.	machines at the end of ward for soft drinks only.				
41	South Molton	Extremely likely			Male	over 65	Mixed / Multiple ethnic groups	No tick
42	South Molton	Likely	In the main, the personal care and response to requests.		Male	over 65	White British	No tick