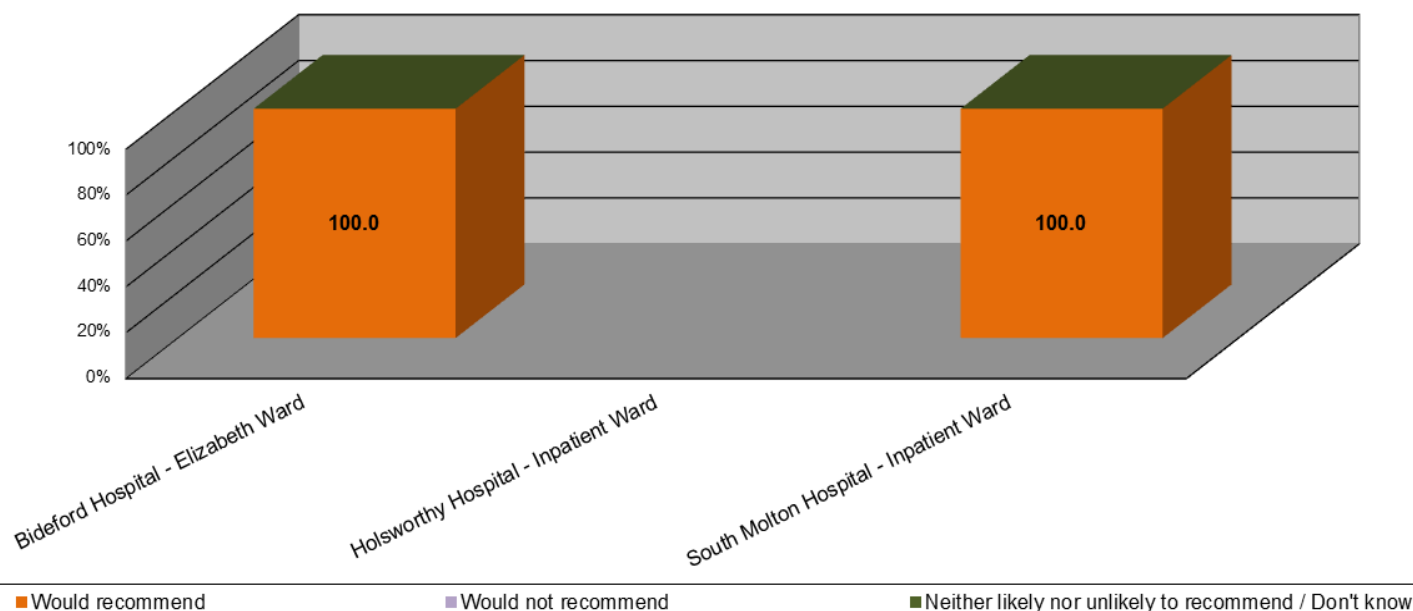


## Friends and Family Test – Community Hospitals – April 2017

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



**The Trust's target 'Would recommend' score is 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 the NHS England guidance)

	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 Hospital - Elizabeth Ward	2	0	0	0	0	0	2	100.0	0.0	0.0	13.3
2	Holsworthy Hospital - Inpatient Ward	0	0	0	0	0	0	0				0.0
3	South Molton Hospital - Inpatient Ward	3	1	0	0	0	0	4	100.0	0.0	0.0	15.4
	<b>Total</b>	<b>5</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>6</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>14.3</b>
	<b>Percentage</b>	<b>83.3</b>	<b>16.7</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>				

### **Friends and Family Test – Community Hospitals – Apr-17 – 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 Community Hospital	Extremely Likely	Kindness, medical care, cleanliness, inspiration given by doctor.	Lack of interaction from another doctor - could be more communicative!!	Male	Over 65	White British	
2	Bideford Community Hospital	Extremely Likely	Care was excellent.		Male	Over 65	White British	
3	South Molton Community Hospital	Extremely Likely	Helpful staff. Seems clean. Polite & smiley staff.	Give more money from government.	Male	46-55	White British	
4	South Molton Community Hospital	Extremely Likely	The staff have always been helpful and courteous. They have managed to make a prolonged stay into something more bearable and a memorable stay for all of us. From all of us. Thank you! X.		Male	Over 65	White British	

5	South Molton Community Hospital	Extremely Likely	Kindness of the nurses. Helpfulness.		Female	Over 65	White British	
6	South Molton Community Hospital	Likely	Nurses given good care. Warm enough. Food very good. Cleanliness excellent.	More nursing staff would improve the service.	Male	Over 65	White British	