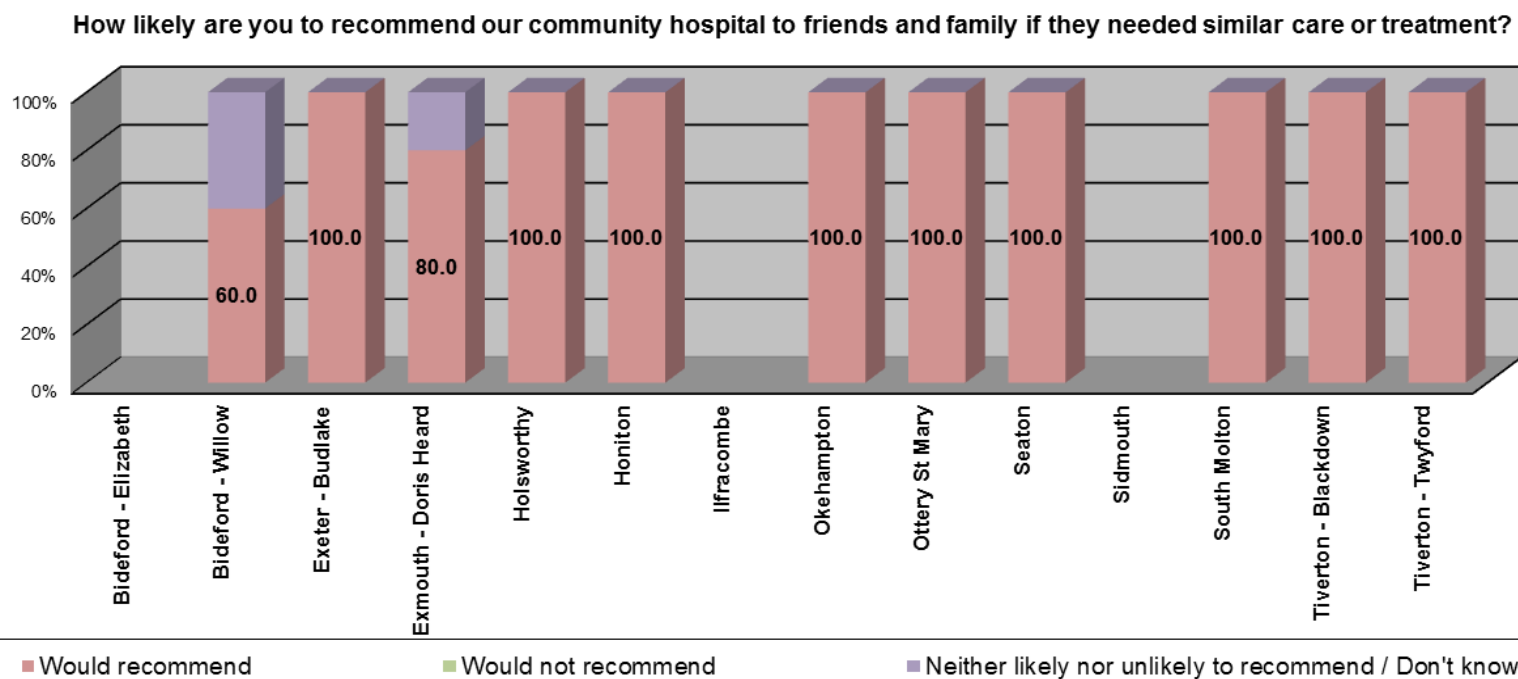


Friends and Family Test – Community Hospitals – August 2015



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	Bideford - Elizabeth	0	0	0	0	0	0	0				0.0
2	Bideford - Willow	3	0	2	0	0	0	5	60.0	0.0	40.0	31.3
3	Exeter - Budlake	3	1	0	0	0	0	4	100.0	0.0	0.0	44.4
4	Exmouth - Doris Heard	3	1	0	0	0	1	5	80.0	0.0	20.0	35.7
5	Holsworthy	3	0	0	0	0	0	3	100.0	0.0	0.0	20.0
6	Honiton	2	0	0	0	0	0	2	100.0	0.0	0.0	13.3
7	Ilfracombe											
8	Okehampton	6	2	0	0	0	0	8	100.0	0.0	0.0	40.0
9	Ottery St Mary	5	2	0	0	0	0	7	100.0	0.0	0.0	58.3
10	Seaton	2	0	0	0	0	0	2	100.0	0.0	0.0	12.5
11	Sidmouth	0	0	0	0	0	0	0				0.0
12	South Molton	4	2	0	0	0	0	6	100.0	0.0	0.0	42.9
13	Tiverton - Blackdown	5	1	0	0	0	0	6	100.0	0.0	0.0	46.2
14	Tiverton - Twyford	3	2	0	0	0	0	5	100.0	0.0	0.0	31.3
	Total	39	11	2	0	0	1	53	94.3	0.0	5.7	29.1
	Percentage	73.6	20.8	3.8	0.0	0.0	1.9	100.0				

Friends and Family Test – Community Hospitals – Aug-15 – 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 - Willow	Extremely likely	Very friendly staff who are very considerate of patients' needs. Food has been very good. After spending two weeks in Barnstaple hospital, mum's care in Bideford has been more appropriate and far better.		Female	46-55	White British	No tick
2	Bideford - Willow	Extremely likely	Because she is very likeable.		Female	over 65	White British	No tick
3	Bideford - Willow	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Bideford - Willow	Neither likely nor unlikely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
5	Bideford - Willow	Neither likely nor unlikely	Too many restrictions! I cannot fault the care but it is all in an old fashioned regime.		Male	56-65	White British	No tick
6	Exeter - Budlake	Extremely likely	Everybody is so happy & a pleasure to be with.		Female	over 65	White British	No tick
7	Exeter - Budlake	Extremely likely	At early evening it is very noisy. It is very clean.	Toilet to be closer and ward to be quieter - too many banging doors.	Female	over 65	White British	No tick
8	Exeter - Budlake	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
9	Exeter - Budlake	Likely	Excellent care provided by a very caring and loyal team. Dedicated	Greater understanding	Male	over 65	White British	No tick

			and hardworking staff. We will never forget the kindness shown by all and especially C.V.	that people do not need to go to bed so early.				
10	Exmouth - Doris Heard	Extremely likely	"There a good team" always busy.		Female	over 65	White British	No tick
11	Exmouth - Doris Heard	Extremely likely	Most of the staff are wonderful, but overworked. Had problems waiting long time to go to the loo. Everything else great. Thanks for everything.	More staff?	Female	over 65	White British	No tick
12	Exmouth - Doris Heard	Extremely likely	Very caring staff. Light, pleasant day room.					No tick
13	Exmouth - Doris Heard	Likely	Clean ward & helpful staff, the wife would like to see better response to the call bell. The day room could do with brightening up. Few flowers perhaps.	"Skate board" staff always on the go.	Female	over 65	White British	No tick
14	Exmouth - Doris Heard	Don't know		Staff lovely.		46-55	White British	No tick
15	Holsworthy	Extremely likely	Because I have been treated with respect & professionalism. Nothing is too much trouble for the staff - they are a cohesive team with a sense of humour. The food is excellent and the visiting hour sensible. I have been very happy here.	Make sure you keep this hospital open.	Female	over 65	White British	No tick
16	Holsworthy	Extremely likely	Excellent all around.	No.	Male	over 65	White British	No tick
17	Holsworthy	Extremely likely	All staff fantastic & helpful. Staff so supportive - I wouldn't have got better without them.	No improvements needed.	Female	over 65	White British	No tick
18	Honiton	Extremely likely	My mother was transferred to Honiton from RD&E Wonford for end of life care. All the medical ward staff from housekeeping to the matron were very respectful and professional. As a local person I value the service our community hospital can provide.	Give patients and visitors more ways of giving feedback to the one who manages the service.	Female	46-55	White British	No tick

19	Honiton	Extremely likely	Really enjoyed her stay here in Honiton medical ward, food good and has recovered.		Female	over 65	White British	No tick
20	Okehampton	Extremely likely	Excellent care, atmosphere & attention throughout my whole stay of two weeks. Better than lots of hotels.	Try to stop doors banging day & night.	Female	over 65	White British	No tick
21	Okehampton	Extremely likely	Very good service throughout especially physio + OT.		Male	56-65	White British	No tick
22	Okehampton	Extremely likely	Very friendly, excellent care.	No.	Male	over 65	White British	No tick
23	Okehampton	Extremely likely	Been very happy here. Treated very well. I have been very pleased with it here, it's lovely.	No, it's excellent here.	Male	over 65	White British	No tick
24	Okehampton	Extremely likely	Good staff - very well looked after.	Not really.	Male	over 65	White British	No tick
25	Okehampton	Extremely likely	I have found all the staff very friendly and caring - nothing has been too much trouble for them.	No, I have been very satisfied.	Female	over 65	White British	No tick
26	Okehampton	Likely	General treatment was very good, friendly atmosphere.	For the staff to be more aware that I only have a small appetite and even smaller due to my illness. I felt very pressurised to eat more so felt very sick.	Male	over 65	White British	No tick
27	Okehampton	Likely	Unable to articulate specifics.		Male	over 65	White British	No tick
28	Ottery St Mary	Extremely likely	All staff have been kind, caring and friendly. Even when busy and rushed off their feet they always find time to smile and that makes such a difference. Nothing seems too much bother. The extra coffees in the small hours, the five minute chat when you are upset, the small things make such a huge difference to a patient.	The most important improvement would be to ensure that the medical beds do not close. To be close to my family has been so important. Ottery needs its medical beds to stay open	Female	36-45	White British	No tick

				for the local community.				
29	Ottery St Mary	Extremely likely			Male	over 65		I DO NOT wish my anonymised comments to be made public
30	Ottery St Mary	Extremely likely	No way could I find fault with the excellent care you have all given my mum. Very best wishes.	My mum has had a wonderful, caring and lovely staff to care for her. Very many thanks.	Female	over 65	White British	No tick
31	Ottery St Mary	Extremely likely	Wonderful care by extremely kind staff in all departments. When issues have been raised we have been impressed that it was fed back to all staff and dealt with. The handover between shifts works well.	It would be wonderful if noise issues could be addressed. We understand the problems but not helpful to patients who need rest & sleep.	Male	56-65	White British	No tick
32	Ottery St Mary	Extremely likely	Staff attention.	Quicker response to the bell. Helpful if there was a chiropodist.		over 65	White British	No tick
33	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
34	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
35	Seaton	Extremely likely	I have been treated with courtesy + kindness by all concerned. All staff do an amazing job even when under pressure due to staff shortages.	Cut down all agency staff that travel huge distances to get here. There must be more local	Female	over 65	White British	No tick

				nurses to call on.				
36	Seaton	Extremely likely	Caring & committed staff, excellent nursing care.		Female	over 65	White British	No tick
37	South Molton	Extremely likely	Excellent service in all aspects of care, hygiene, food & medical help. Total professionalism.		Male	56-65	White British	No tick
38	South Molton	Extremely likely	Staff very kind to me.		Female	over 65	White British	No tick
39	South Molton	Extremely likely	Lovely hospital - great care.			over 65	White British	No tick
40	South Molton	Extremely likely	The staff will do their utmost to be so kind & helpful + nice.		Female	over 65	White British	No tick
41	South Molton	Likely			Male	over 65	White British	No tick
42	South Molton	Likely	Staff very helpful.		Male	over 65	White British	No tick
43	Tiverton - Blackdown	Extremely likely	They do their best for everyone.	No.	Female	over 65		No tick
44	Tiverton - Blackdown	Extremely likely	From the moment of arrival I've had the very best of care & attention. The nursing staff & domestics cannot do enough for the patients (however difficult they may be!). R. has been especially helpful in seeing to my needs at home. A distressing experience has turned out very well. Thank you all.	A self-closing door in the sluice room would make it much quieter - it does bang a lot!!	Female	over 65	White British	No tick
45	Tiverton - Blackdown	Extremely likely	Very friendly & most helpful.		Female	over 65	White British	No tick
46	Tiverton - Blackdown	Extremely likely	I feel I have been looked after very well and cannot fault the care.					No tick
47	Tiverton - Blackdown	Extremely likely	All the staff were very professional and friendly.			over 65	White British	No tick
48	Tiverton - Blackdown	Likely			Male	over 65	White British	No tick
49	Tiverton - Twyford	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
50	Tiverton - Twyford	Extremely likely	We were impressed with the patience of all the staff in sometimes difficult circumstances. We also found the hospital pro-active - dealing with the minor health problems as well as the main		Male	over 65	White British	No tick

			reason for being there. Well done!					
51	Tiverton - Twyford	Extremely likely	Staff on Twyford Ward friendly & kind. Food good. Don't want to go home! xx.	No!	Male	over 65	White British	No tick
52	Tiverton - Twyford	Likely	I suppose it's like all companies & staff, you get some that are good, & some not so good but overall it was ok.	The timing of giving medication at night could be looked at - receiving them at 1am / 2am instead of an earlier time i.e. should have been given 10pm / 11pm?	Male	56-65	White British	No tick
53	Tiverton - Twyford	Likely	The nurses have been nice to me.		Male	over 65	White British	No tick