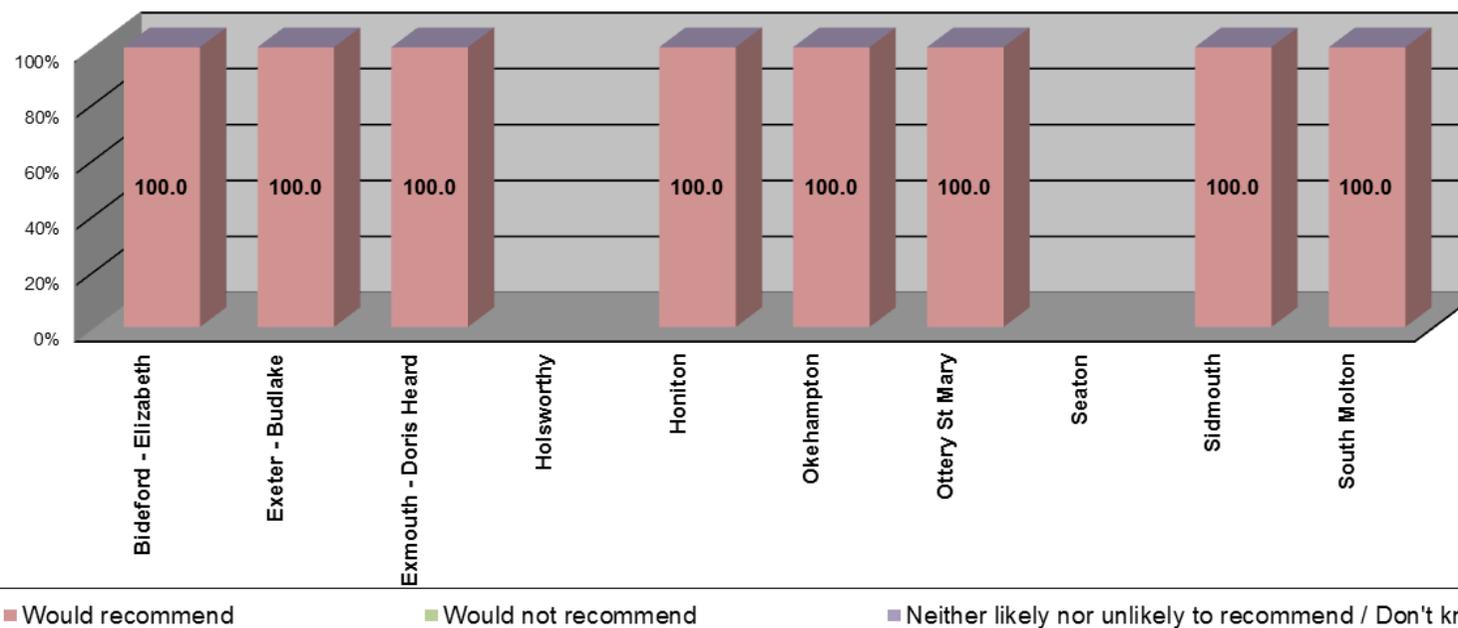


Friends and Family Test – Community Hospitals – August 2016

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	3	0	0	0	0	0	3	100.0	0.0	0.0	27.3
2	Exeter - Budlake	0	1	0	0	0	0	1	100.0	0.0	0.0	12.5
3	Exmouth - Doris Heard	3	0	0	0	0	0	3	100.0	0.0	0.0	16.7
4	Holsworthy	0	0	0	0	0	0	0				0.0
5	Honiton	2	0	0	0	0	0	2	100.0	0.0	0.0	15.4
6	Okehampton	3	1	0	0	0	0	4	100.0	0.0	0.0	50.0
7	Ottery St Mary	10	1	0	0	0	0	11	100.0	0.0	0.0	78.6
8	Seaton	0	0	0	0	0	0	0				0.0
9	Sidmouth	10	2	0	0	0	0	12	100.0	0.0	0.0	100.0
10	South Molton	2	0	0	0	0	0	2	100.0	0.0	0.0	14.3
	Total	33	5	0	0	0	0	38	100.0	0.0	0.0	28.8
	Percentage	86.8	13.2	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Aug-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	The docs + all staff are out of this world, nothing is 2 much trouble. The best care ever.	Don't put cheese and bis in cling film.	Female	56-65	White British	
2	Bideford - Elizabeth	Extremely likely	My experience of the Elizabeth Ward was very positive. All the staff here friendly and helpful at all times. Always ready to provide assistance when needed.	Excellent service, very helpful and caring staff.	Male	56-65	White British	
3	Bideford - Elizabeth	Extremely likely	Nurses were very good and caring.	No.	Male	over 65	White British	
4	Exeter - Budlake	Likely	The staff are very caring, both nursing, carers & domestic staff.	The food needs improving.	Female	over 65	White British	
5	Exmouth - Doris Heard	Extremely likely	I like the hospital staff - they've been very kind to me. I intend to stay here until I'm told to go. I got first class medical service.		Male	over 65	White British	
6	Exmouth - Doris Heard	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
7	Exmouth - Doris Heard	Extremely likely	Very pleased with the care & food.	Need more staff.	Female	over 65	White British	
8	Exmouth - Doris Heard	Not entered		Quieter evenings.	Male	over 65	White British	

9	Honiton	Extremely likely	I found giving out friendship & receiving the same very easy. I think smiling & joining in with everyone easy - try it, it work without a doubt - a lovely crew.	Service is already excel!	Female	over 65	White British	
10	Honiton	Extremely likely	Whole experience was really excellent. My father had end of life care. Having own room was essential and made his stay perfect for his needs. Amazing staff from nurses to tea ladies. So attentive, caring and gave absolute correct treatment. Made his stay beautiful for him and us as his family.	Only negative was being informed by a cold agency nurse: 'He just died'! No warmth or compassion whatsoever. She was night shift.	Male		White British	
11	Okehampton	Extremely likely	Staff great and helpful!	Get some decent food, fed up with soup + sandwiches.	Female	over 65	White British	
12	Okehampton	Extremely likely	The staff are always attentive, pleasant & fulfil their professional duties to the full. At times they are under such pressure - but it is not visible!!	Sometimes the tea is not always piping hot - so what. Sorry hotel management staff. 20.08.16.	Female	over 65	White British	
13	Okehampton	Extremely likely	The nurses are absolutely caring & helpful & patient, cannot recommend them enough.		Female	over 65	White British	
14	Okehampton	Likely			Female	over 65	White British	
15	Ottery St Mary	Extremely likely	Feel I've been looked after. Liked the food. Clean and tidy at all times. All staff kind, helpful.		Female	over 65		
16	Ottery St Mary	Extremely likely	All staff very helpful and		Female	over 65		

			friendly. Good food - nice and hot. The place is clean and tidy. Enjoyed the seated exercise group and upper limb exercise group. Extremely grateful and satisfied. Thank you.				
17	Ottery St Mary	Extremely likely	So good looking after me. Nurses, HCAs very good. Therapists - so good helpful physio O.T, RSWs. Roast beef, roast potatoes - very good (Sunday roast). Enjoyed all desserts. Very clean - floor, rooms. Very good. Thank you.		Male	over 65	
18	Ottery St Mary	Extremely likely	All staff wonderful. All nursing and HCAs very good. All therapists, RSW's helpful. Breakfast club very enjoyable, useful. Food all flavoursome, tasty. Fish tasty, mash no lumps perfect! Hotel services do a very good job. The stroke unit is very clean and tidy. All staff - hotel services remember how I like my hot drinks!		Female	over 65	
19	Ottery St Mary	Extremely likely	Everyone has been wonderful to me, lovely lot of staff. Therapy staff have been wonderful, very helpful. Nursing, HCAs, HCSWs all very good. Impressed with cleanliness and tidiness of stroke unit.	Some of the menu options not too good so meat very chewy.	Female	over 65	
20	Ottery St Mary	Extremely likely	All staff helpful, very friendly. All staff have gone	Food good – however, when in for a long stay it	Male	over 65	

			out of their way to help me when asked. Seated exercise group and upper limb exercise group very useful to me - I noticed the benefits immediately. Really enjoyed the gardening group, good therapy and the flower arranging group very good. Found stroke unit clean and tidy at all times.	gets repetitive.				
21	Ottery St Mary	Extremely likely	On the whole staff friendly, helpful. Day staff esp. therapy input helpful. Seated exercise group helpful. Breakfast club very useful. On the whole food very good. Very satisfied with cleanliness and tidiness of stroke unit.	Night staff woken up unnecessarily @ times. Soups too thick.	Female	over 65		
22	Ottery St Mary	Extremely likely	All staff very friendly, helpful, go the extra mile. Nursing team very good. Therapy team very helpful. Enjoyed communication group. Enjoyed upper limb group seated exercise group. Breakfast excellent. Lunch time food very good. Felt enough menu choice to choose from. All of stroke unit very clean and tidy. Hotel services staff very friendly, helpful, go the extra mile. Big thank you.		Male	over 65		
23	Ottery St Mary	Extremely likely	All staff most helpful, friendly, enjoyed attending	Sinks need plugs, overflows not in all of the sinks.	Male	over 65		

			the seated exercise group, felt the benefit afterwards. It was useful, great fun, good to get to know other patients. Enjoyed attending the fresh air group participating in a flower arranging session. Food ok - enjoyed going to the dining room at lunch time and socialising with other patients. The stroke unit I found to be very clean and tidy at all times.					
24	Ottery St Mary	Extremely likely	All staff friendly, helpful, very good. Cannot improve on it! Nursing staff, HCAs v. good. Therapy staff and RSWs v. good. Hotel services very good. Impressed with cleanliness and tidiness of the stroke unit. Enjoyed attending the exercise groups and the Friday afternoon church service. All very, very, very good. Thank you.	When staying in hospital for too long period of time the menu can get boring, repetitive.	Male	over 65		
25	Ottery St Mary	Likely	Found all staff helpful and friendly. Found the seated exercise group upper limb group very useful. The flower arranging group passed an hour. Food has been very good. The stroke unit is very clean and tidy.		Male	over 65		
26	Sidmouth	Extremely likely	It's the friendly attitude of the staff, being helpful and caring.		Male	over 65	White British	

27	Sidmouth	Extremely likely	Care excellent, very helpful staff.	No.	Male	over 65		
28	Sidmouth	Extremely likely	Very friendly atmosphere.	No.	Male	over 65		
29	Sidmouth	Extremely likely	Everyone from the cleaners to staff have treated me well and I have kept my dignity. The food varied + nice - always hot. I have truly enjoyed my stay here.		Female	over 65	White British	
30	Sidmouth	Extremely likely	We (family) have all seen how very well my mother has been treated by every single person in the hospital. She has really enjoyed her stay and we have enjoyed visiting her here. It is a bonus that staff have been able to give us lots of information & excellent onward care advice. Thank you.		Female			
31	Sidmouth	Extremely likely	All the staff from nurses to complimentary staff are helpful & caring. I cannot fault any of them. I would prefer a female nurse to shower & dress me but I do know how difficult it is for the NHS to recruit staff.	For patients who are incontinent a commode beside the bed at all times would save them much worry trying to get to the bathroom in time.	Female	over 65	White British	
32	Sidmouth	Extremely likely	Very appreciative of the help and attention provided during stay.	Keep up the good work.	Female	over 65	White British	
33	Sidmouth	Extremely likely	Nothing is too much trouble for any of the staff and I know at times they are very stretched - they never complain about any of the things they have to	More staff to take off some of the flack from the present ones.	Female	over 65	White British	

			do.				
34	Sidmouth	Extremely likely	I have been very well care for and looked after now and during my stay.		Female	over 65	White British
35	Sidmouth	Extremely likely	All the staff are very kind. Nothing is too much trouble.		Male	over 65	White British
36	Sidmouth	Likely	Friendly, experienced staff.		Male	over 65	White British
37	Sidmouth	Likely	Sympathetic care.		Male	over 65	White British
38	Sidmouth	Not entered	Staff efficient, very caring. Food usually overcooked. [Illegible] taste revolting (illegible) vomiting.	Return to in-house cooking. Some years ago the food was fine.	Male	over 65	White British
39	South Molton	Extremely likely	From the minute I arrived 2 weeks ago, I felt I was in a safe, relaxed environment. The staff were very welcoming; nothing was too much trouble for them and each and every one of them in their own way contributed to my wellbeing and helped my health to improve. What a difference the 2 weeks with you have made. Many thanks.		Female	over 65	White British
40	South Molton	Extremely likely	Staff extremely pleasant to work with. No complaints.	Breakfast could be improved. Toast not fresh. Would be nice to have a boiled egg.	Male	over 65	White British