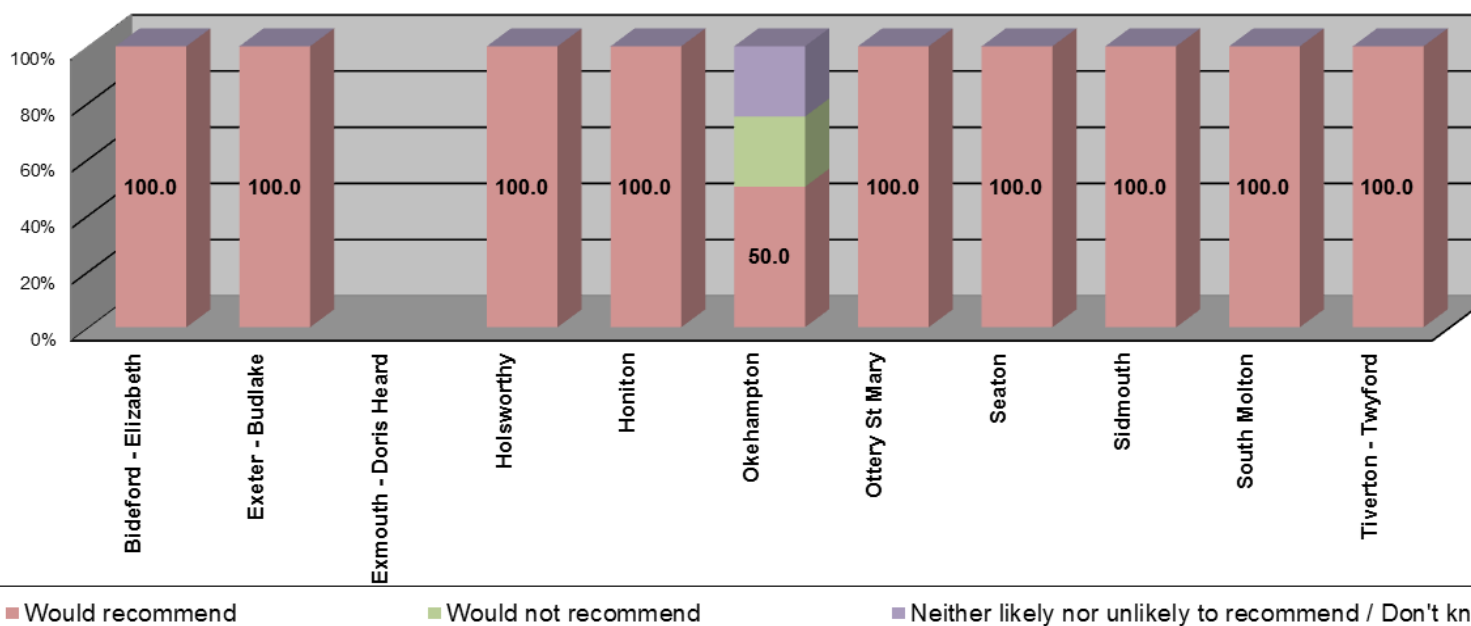


Friends and Family Test – Community Hospitals – December 2015

How likely are you to recommend our community hospital 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	42.9
2	Exeter - Budlake	3	0	0	0	0	0	3	100.0	0.0	0.0	20.0
3	Exmouth - Doris Heard	0	0	0	0	0	0	0				0.0
4	Holsworthy	1	1	0	0	0	0	2	100.0	0.0	0.0	13.3
5	Honiton	1	0	0	0	0	0	1	100.0	0.0	0.0	5.0
6	Okehampton	1	1	1	1	0	0	4	50.0	25.0	25.0	26.7
7	Ottery St Mary	3	3	0	0	0	0	6	100.0	0.0	0.0	60.0
8	Seaton	5	1	0	0	0	0	6	100.0	0.0	0.0	37.5
9	Sidmouth	1	0	0	0	0	0	1	100.0	0.0	0.0	7.1
10	South Molton	3	0	0	0	0	0	3	100.0	0.0	0.0	15.8
11	Tiverton - Twyford	2	2	0	0	0	0	4	100.0	0.0	0.0	25.0
	Total	23	8	1	1	0	0	33	93.9	3.0	3.0	20.1
	Percentage	69.7	24.2	3.0	3.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Dec-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 - Elizabeth	Extremely likely	Very kind and caring.	No.	Male	46-55	White British	No tick
2	Bideford - Elizabeth	Extremely likely	Very friendly and caring staff who are cheerful and find time to talk and chat. Morale is kept high because of laughter and smiles. Optimism and calm are always shown. A wonderful bunch of good Samaritans!		Male	over 65	White British	No tick
3	Bideford - Elizabeth	Extremely likely	Because the nurses are brilliant and the medical staff & Dr L. do an excellent job. Their care & understanding have been fantastic.	Make the food better.	Male	over 65	White British	No tick
4	Exeter - Budlake	Extremely likely	Great hospitality.	Couldn't fault a thing.	Male	over 65	White British	No tick
5	Exeter - Budlake	Extremely likely				over 65	White British	No tick
6	Exeter - Budlake	Extremely likely	They are all very helpful, always smiling, always on top of everything, you could not better treatment if you were a member of the [illegible].		Female	56-65	White British	No tick
7	Holsworthy	Extremely likely	There is nothing the staff would not do for the patients - how did you find them? I hope they are paid	Not possible.	Female	over 65	White British	No tick

			well. The catering staff too are marvellous.					
8	Holsworthy	Likely	I've had a very comfortable stay, my thanks to all the nursing staff.	None at all.	Female	over 65	White British	No tick
9	Honiton	Extremely likely	Absolutely perfect, efficient, caring staff day & night nothing too much trouble. On my sleepless nights tea & biscuits saw me through. Even had a nice hair do before leaving.	Perfect just how it is.	Female	over 65	White British	No tick
10	Okehampton	Extremely likely	Like it here.		Female	46-55	White British	No tick
11	Okehampton	Likely	R. says he has stayed in other hospitals and he has no complaints. He has been well cared for and everyone is nice. He has got on well with the staff.		Male	over 65	White British	No tick
12	Okehampton	Neither likely nor unlikely	I have had cold feet in bed & out most of the time I have been in hospital.	Yes, turn the radiators on, not just say you have, especially in day room.	Female	over 65	White British	No tick
13	Okehampton	Unlikely	I have been very pleased with all my stay here up till now. But on my last day I was moved from my nice warm room & sat in a cold room for 3hrs which was not nice.		Female	over 65	White British	No tick
14	Ottery St Mary	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
15	Ottery St Mary	Extremely likely	Nursing staff - excellent. Rehab team - lovely. Hotel services - excellent, very good. Food - adequate. Activity groups: Art / craft -	Chefs - presumably you do what you can but a little more imagination wouldn't come amiss.	Female	over 65	White British	No tick

			enjoyed. Outdoor activities – enjoyed. Exercise groups not offered though. Not happy with being put in a side room, felt isolated.					
16	Ottery St Mary	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
17	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
18	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
19	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
20	Seaton	Extremely likely	Very well cared for and pleasant.	No.	Female	over 65	White British	No tick
21	Seaton	Extremely likely	It was excellent. Everyone very kind.		Female	over 65	White British	No tick
22	Seaton	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	Seaton	Extremely likely	The care was very good from all the nursing staff.		Female	over 65	White British	No tick
24	Seaton	Extremely likely	The staff are friendly and efficient.	No.	Male	over 65	White British	No tick
25	Seaton	Likely	Considering how very busy the nursing staff are the care is very good. My only complaint is the DIET! You go to hospital after, or	Yes, improve the diet for vegetarians - not please macaroni cheese or stodgy potatoes dishes. How about a nice nut roast,	Female	over 65	White British	No tick

			during an illness (as FALL in my case) to be made better, not worse! The main cause of concern & other ills, is eating dead flesh ask Dr D. & C. who doesn't eat meat or fish. Alas, they (meaning hospitals) don't know how to feed veggies. Sadly one in 3 is the percentage.	veggie cottage pie with mince soya, Tartex sandwiches & many other varieties.				
26	Sidmouth	Extremely likely	My mother has been in Sidmouth hospital for 2 weeks. The staff have been so kind, co-operative and helpful, the room is outstanding and the food very good - perhaps those who can afford it, should pay towards it?		Female	56-65	White British	No tick
27	South Molton	Extremely likely	[Illegible].		Female	over 65		No tick
28	South Molton	Extremely likely						No tick
29	South Molton	Extremely likely	Friendly, helpful staff all the time I have been here. I hope this little hospital keeps open for ever!!	No.	Female	over 65	White British	No tick
30	South Molton	Not entered	Had a lovely time, everything nice. Not too noisy. Lovely gardens to look out on to.					No tick
31	Tiverton - Twyford	Extremely likely	Excellent treatment throughout.		Female	over 65	White British	No tick
32	Tiverton - Twyford	Extremely likely	Kindness and wonderful treatment.		Female	over 65	White British	No tick
33	Tiverton - Twyford	Likely	During my stay I was well looked after by the staff who were at full stretch most of the time.	Get more staff.	Female	over 65	White British	No tick

34	Tiverton - Twyford	Likely	As managed by nurse who had [illegible]inpatients, didn't see her a lot so got bored.		Male	over 65	White British	No tick
----	--------------------	--------	---	--	------	---------	---------------	---------