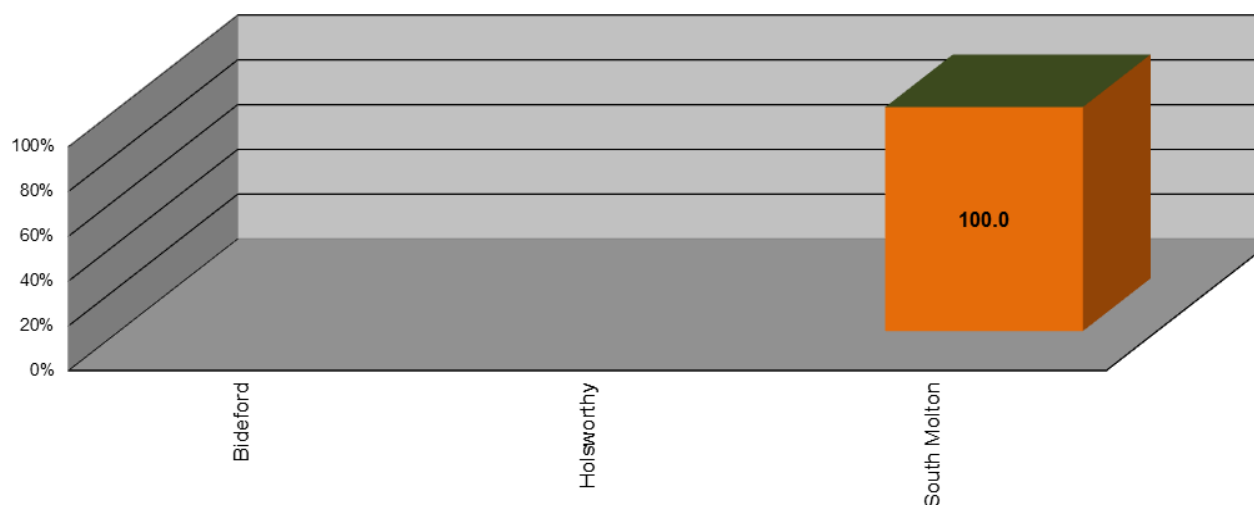


Friends and Family Test – Community Hospitals – December 2016

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



■ Would recommend
 ■ Would not recommend
 ■ Neither likely nor unlikely to recommend / Don't know

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	0	0	0	0	0	0	0				0.0
2	Holsworthy	0	0	0	0	0	0	0				0.0
3	South Molton	1	2	0	0	0	0	3	100.0	0.0	0.0	15.8
	Total	1	2	0	0	0	0	3	100.0	0.0	0.0	8.1
	Percentage	33.3	66.7	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Dec-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	South Molton Hospital - Inpatient Ward	Extremely Likely	Enjoyed stay. Nice, helpful, friendly staff. Good food. Very clean ward.	Don't close the beds.	Female		White British	
2	South Molton Hospital - Inpatient Ward	Likely			Male	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Likely	I found courteous, caring and patient. Never rushed or impatient. I've enjoyed my stay.	I found care and service excellent. Staff polite and caring. Top class treatment. Service and care 1st class. Thank you.	Female	Over 65	White British	