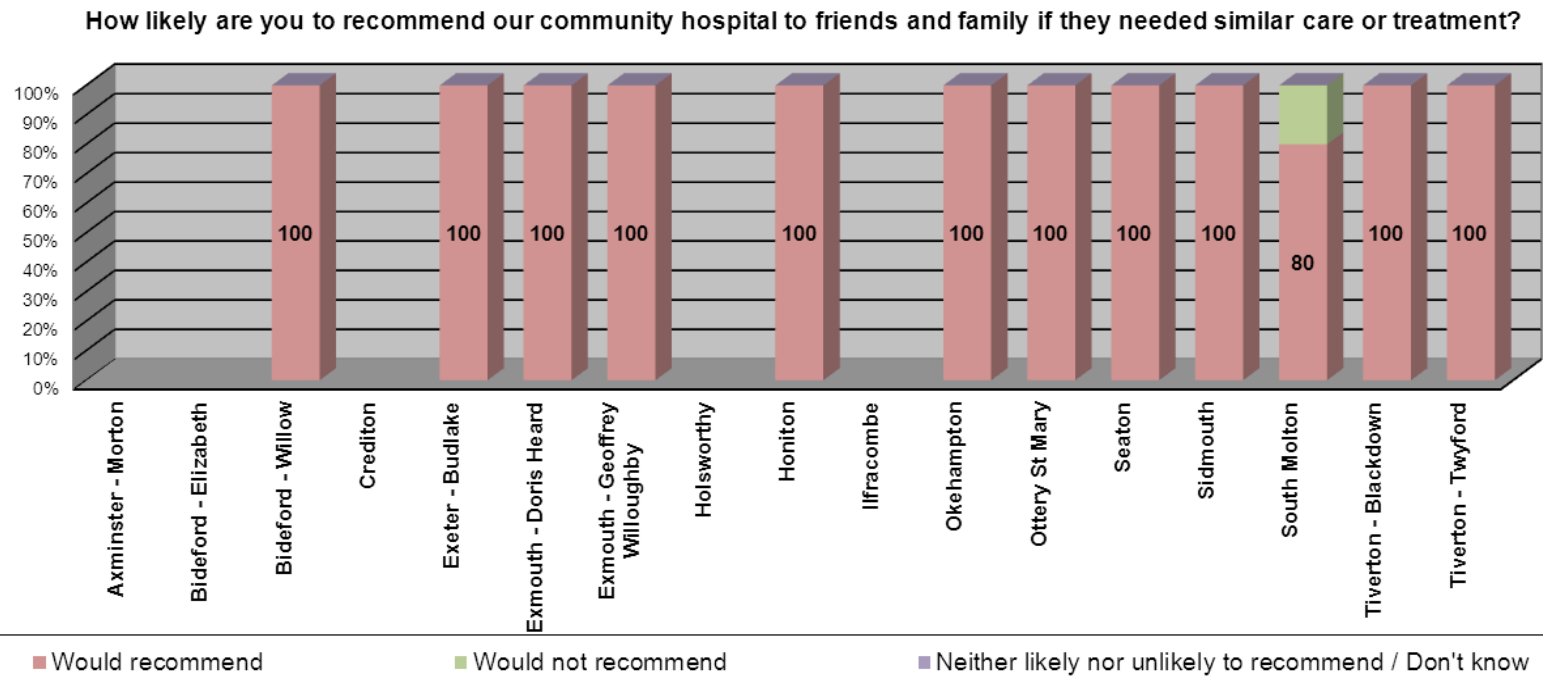


Friends and Family Test – Community Hospitals – February 2015



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	Axminster - Morton***											
2	Bideford - Elizabeth	0	0	0	0	0	0	0				0.0
3	Bideford - Willow	7	1	0	0	0	0	8	100	0	0	38.1
4	Crediton***											
5	Exeter - Budlake	4	2	0	0	0	0	6	100	0	0	37.5
6	Exmouth - Doris Heard	3	4	0	0	0	0	7	100	0	0	53.8
7	Exmouth - Geoffrey Willoughby	3	2	0	0	0	0	5	100	0	0	100.0
8	Holsworthy	0	0	0	0	0	0	0				0.0
9	Honiton	4	1	0	0	0	0	5	100	0	0	25.0
10	Ilfracombe***											
11	Okehampton	4	0	0	0	0	0	4	100	0	0	30.8
12	Ottery St Mary	1	3	0	0	0	0	4	100	0	0	23.5
13	Seaton	3	0	0	0	0	0	3	100	0	0	17.6
14	Sidmouth	3	0	0	0	0	0	3	100	0	0	12.5
15	South Molton	3	1	0	1	0	0	5	80	20	0	20.8
16	Tiverton - Blackdown	5	0	0	0	0	0	5	100	0	0	29.4
17	Tiverton - Twyford	7	1	0	0	0	0	8	100	0	0	72.7
	Total	47	16	0	1	0	0	63	98	2	0	28.6
	Percentage	74.6	23.8	0.0	1.6	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Feb-15 – Qualitative Data

	Community Hospital	Friends & Family Test Response	Please can you tell us the main reason for the response you have given?
1	Bideford - Willow	Extremely likely	No complaints. Happy with all aspects of care. Would like to see increase in staffing levels.
2	Bideford - Willow	Extremely likely	Clean and friendly hospital, nothing too much trouble even though short-staffed.
3	Bideford - Willow	Extremely likely	Very happy with the care I received during my stay.
4	Bideford - Willow	Extremely likely	Pleased to be going home, everyone has been very nice to me, no complaints. Food is ok, curry is the best. Enjoyed my stay and staff have been polite, and I feel respected by the team.
5	Bideford - Willow	Extremely likely	Food good.
6	Bideford - Willow	Extremely likely	Comfortable ward and friendly staff.
7	Bideford - Willow	Extremely likely	Found the staff great. Food very good. Wards nice and clean. Almost sad to be going home. Will be putting some more details in a letter.
8	Bideford - Willow	Likely	
9	Exeter - Budlake	Extremely likely	It is a lovely hospital to be in, the nurses and doctor are so friendly. The girls and boys who cleaned my room where so friendly which was lovely. Thank you for looking after me so much. P.S. Also the physios and OT where so good to me.
10	Exeter - Budlake	Extremely likely	
11	Exeter - Budlake	Extremely likely	Friendly, the staff were extremely nice.
12	Exeter - Budlake	Extremely likely	Staff worked very hard to look after my mother and help her recover. They worked well as a team and showed genuine care and concern. She made very good progress both physically and mentally. Any concerns I had were addressed promptly and in a professional manner.
13	Exeter - Budlake	Likely	
14	Exeter - Budlake	Likely	
15	Exmouth - Doris Heard	Extremely likely	
16	Exmouth - Doris Heard	Extremely likely	
17	Exmouth - Doris Heard	Extremely likely	Excellent care and attention.
18	Exmouth - Doris Heard	Likely	Thank you for the kind and professional care given at Exmouth hospital after my operation which helped me to make a faster recovery – sadly,

			one individual spoilt my stay to some degree so I would be reluctant to recommend a more vulnerable relative or friend to this person's care.
19	Exmouth - Doris Heard	Likely	
20	Exmouth - Doris Heard	Likely	
21	Exmouth - Doris Heard	Likely	Friendly and warm. Made my stay as pleasurable as possible.
22	Exmouth - Geoffrey Willoughby	Extremely likely	Everybody has been kind and helpful. I was worried about having a male carer but they have been discreet and treated me with respect.
23	Exmouth - Geoffrey Willoughby	Extremely likely	Because of the general care by the staff etc.
24	Exmouth - Geoffrey Willoughby	Extremely likely	Very impressed.
25	Exmouth - Geoffrey Willoughby	Likely	Haven't ever felt anything wrong with it.
26	Exmouth - Geoffrey Willoughby	Likely	I think I would have been better at the RD&E because when the condition was really in need of understanding it was utterly lacking. General care was good.
27	Honiton	Extremely likely	Lovely hospital and very caring staff.
28	Honiton	Extremely likely	Delighted with the care that I have received - a happy hospital.
29	Honiton	Extremely likely	The patients are treated like human beings, not left in a vacuum.
30	Honiton	Extremely likely	Very happy hospital staff. Wonderful. Recovery so much quicker here.
31	Honiton	Likely	Staff helpful and very pleasant. Very quick on the buzzers day and night. Nothing too much trouble for them to do on request. Food very good and well-presented. Also consideration given is visually impaired.
32	Okehampton	Extremely likely	The room is nice and open. The staff are very happy. Staff treat me very nicely. Even when they are very busy they always help me when I need it.
33	Okehampton	Extremely likely	Every one of the staff were really kind and courteous. Nothing too much trouble for any one of them. A credit to NHS and Okehampton Hospital.
34	Okehampton	Extremely likely	Excellent staff, the food is good, hospital is very clean. Happy with everything.
35	Okehampton	Extremely likely	The care is very good. Friendly staff.
36	Ottery St Mary	Extremely likely	
37	Ottery St Mary	Likely	
38	Ottery St Mary	Likely	
39	Ottery St Mary	Likely	

40	Seaton	Extremely likely	I would like to convey my thanks to all the staff, especially the nursing staff for all their care and attention throughout my stay in your hospital. In one word, "EXCELLENT"!!
41	Seaton	Extremely likely	Because the care was extremely good.
42	Seaton	Extremely likely	Excellent care by dedicated staff.
43	Sidmouth	Extremely likely	All staff are kind and caring. Nothing is too much trouble. My thanks to all staff while my wife has been in hospital. Kind Regards.
44	Sidmouth	Extremely likely	Very well looked after. All staff have been lovely and caring. The meals have been good. I have found everything in order.
45	Sidmouth	Extremely likely	No complaints. Staff all very nice. Food very good. Hospital very clean. Highly recommendable. All staff have time and nothing is a problem for them all.
46	South Molton	Extremely likely	Very happy with the service.
47	South Molton	Extremely likely	
48	South Molton	Extremely likely	Food not good. Everything else good.
49	South Molton	Likely	
50	South Molton	Unlikely	1. Cleanliness fantastic 2. Food most satisfying 3. After spending time in Exeter (main hospital) in honesty it would be very difficult to compare. It would be impossible to make a fair judgement - comparisons are odious. Comparisons are wrong. 4. The staff are always moving on. Luckily for me, I have been in a world of my own. For example no T.V. Morning, noon and night staff very pleasant. After a stay all one can say is everyone does their best - and you can't do better than that!
51	Tiverton - Blackdown	Extremely likely	Friendly staff, helpful, caring. Nothing was too much trouble. Thank you. There aren't enough of you - you are always very busy but always manage everything. Credits to you all but unfair on you.
52	Tiverton - Blackdown	Extremely likely	
53	Tiverton - Blackdown	Extremely likely	
54	Tiverton - Blackdown	Extremely likely	Kind and attentive nursing, made me feel at home throughout my stay here at Tiverton. Thank you indeed.
55	Tiverton - Blackdown	Extremely likely	Very happy with the care provided to one of my residents.
56	Tiverton - Twyford	Extremely likely	Friendly, helpful staff. Good food.
57	Tiverton - Twyford	Extremely likely	All round good care.
58	Tiverton - Twyford	Extremely likely	Always extremely happy with my treatment.
59	Tiverton - Twyford	Extremely likely	Compared to some of my stays in the RD&E over the last 12 months it

			was a relief and pleasure to be treated with compassion as a person. Help was on hand from the outlet with rarely a wait. Progress was encouraged but never forced, allowing me to gain confidence each day at my own pace. Once I became independent I felt free to decide my own course of exercise each day safe in the knowledge that help and advice was still there if needed. In all, I enjoyed my rehabilitation on Twyford Ward and found almost all staff very friendly, helpful, kind and approachable.
60	Tiverton - Twyford	Extremely likely	Everyone is very friendly, food was good. Couldn't have asked for a better service.
61	Tiverton - Twyford	Extremely likely	I've been happy with the care provided. Very happy with all the staff. You've all been great. Super bunch of people, you really care.
62	Tiverton - Twyford	Extremely likely	Very friendly lot of nurses.
63	Tiverton - Twyford	Likely	Very kind and helpful staff.