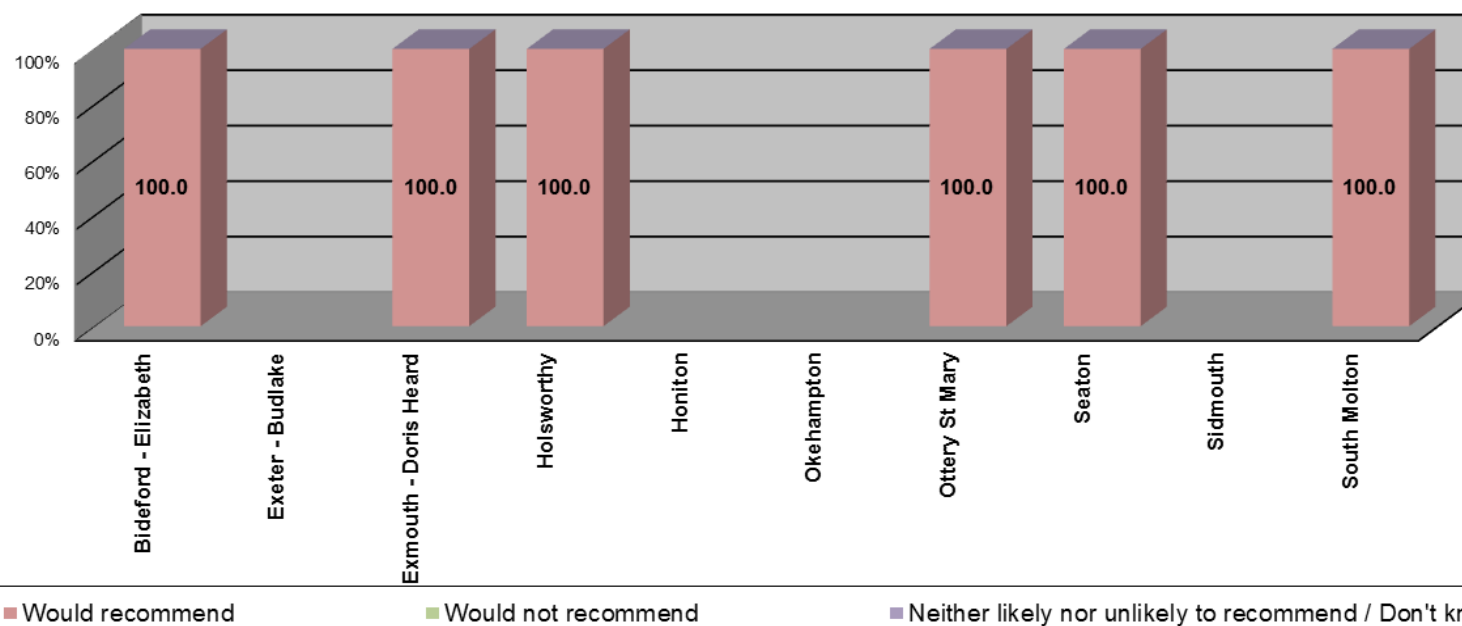


Friends and Family Test – Community Hospitals – February 2016

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	0	1	0	0	0	0	1	100.0	0.0	0.0	16.7
2	Exeter - Budlake	0	0	0	0	0	0	0				0.0
3	Exmouth - Doris Heard	5	6	0	0	0	0	11	100.0	0.0	0.0	61.1
4	Holsworthy	1	0	0	0	0	0	1	100.0	0.0	0.0	5.9
5	Honiton	0	0	0	0	0	0	0				0.0
6	Okehampton	0	0	0	0	0	0	0				0.0
7	Ottery St Mary	8	5	0	0	0	0	13	100.0	0.0	0.0	65.0
8	Seaton	4	0	0	0	0	0	4	100.0	0.0	0.0	25.0
9	Sidmouth	0	0	0	0	0	0	0				0.0
10	South Molton	3	0	0	0	0	0	3	100.0	0.0	0.0	23.1
	Total	21	12	0	0	0	0	33	100.0	0.0	0.0	24.1
	Percentage	63.6	36.4	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Feb-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	Likely	Friendly, caring staff who explain what is happening, when it's happening.		Male	56-65	White British	No tick
2	Exmouth - Doris Heard	Extremely likely	Known Exmouth for years.	None.	Female	over 65	White British	No tick
3	Exmouth - Doris Heard	Extremely likely			Male	over 65	White British	No tick
4	Exmouth - Doris Heard	Extremely likely			Female	over 65	White British	No tick
5	Exmouth - Doris Heard	Extremely likely	It was a very nice stay altogether.	No.	Female	over 65	White British	No tick
6	Exmouth - Doris Heard	Extremely likely	Good service.	None.	Female	over 65	White British	No tick
7	Exmouth - Doris Heard	Likely	Because of the staff that are on do as much as they can all of the time. Very good to all of them.	More staff on.	Female	over 65	White British	No tick
8	Exmouth - Doris Heard	Likely	Well looked after. Friendly staff.	Increased of staff.	Male	over 65	White British	No tick
9	Exmouth - Doris Heard	Likely	The nurses are nice and friendly and they do care.		Female	over 65	White British	No tick
10	Exmouth - Doris Heard	Likely	I was looked after very well.		Male	over 65	White British	No tick
11	Exmouth - Doris Heard	Likely	In the main, I was happy. The largest problems arose because the workers are so few that they cannot always get to you when needed.		Female	over 65	White British	No tick
12	Exmouth - Doris Heard	Likely	The system is not very personal.	Set objectives & plan for the person when they come in then measure against it.	Male	46-55	White British	No tick

13	Holsworthy	Extremely likely	It has the advantage of local community healthcare - so important for families in rural locations.	Provide later early morning medicine round.	Male	over 65	White British	No tick
14	Ottery St Mary	Extremely likely	Have found all staff to be very good - friendly, kind, caring. Have made me smile and laugh. Have found enough choice to choose from. Food tasty. Have tried food not tried before and found it to be good. Hospital lovely and clean.	Service is very good- more than expected.	Male	over 65	White British	No tick
15	Ottery St Mary	Extremely likely			Male	46-55	Other ethnic group	I DO NOT wish my anonymised comments to be made public
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	Extremely likely	The help & loving care I have received has enabled me to get better quickly. Couldn't have done it without you. I cannot thank you enough. You have all been amazing.	No - can't fault the service.	Female	over 65	White British	No tick
18	Ottery St Mary	Extremely likely	Everyone is so kind & helpful. Nothing is too much trouble.	None at all.	Female	over 65	White British	No tick
19	Ottery St Mary	Extremely likely	Staff and carers were very caring, patient and very kind to me during my stay.		Male	over 65	White British	No tick
20	Ottery St Mary	Extremely likely	Friendly, supportive staff, professional.	No.	Male	56-65	White British	No tick

21	Ottery St Mary	Extremely likely	Everybody is wonderful. I couldn't have asked for more. Very pleased with all the therapies offered. Menus are monotonous. More variety needed to be offered especially if in for 2 long time. Food was good. Hotel services staff very good, friendly, hardworking.	Ottery St. Mary community stroke unit is an ideal place to recover and receive treatment.	Male	over 65	White British	No tick
22	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
23	Ottery St Mary	Likely	The staff have been very good. Could have offered more variety with the food. Very good standard of tidiness and cleanliness.	Keep doing a good job - good service.	Female	over 65	White British	No tick
24	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
25	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Ottery St Mary	Likely	All staff very good - Nursing and HCAs. V.good physios. Excellent O.T. Excellent RSWs. Very helpful hotel services - good. Food not great - not enough variety offered on the menus. Tasteless and on occasions too salty. Hospital clean and tidy. Layout of shower /	Toilets need to be re-looked at regarding seating. Quicker response needed to bell being rung for assistance.	Male	over 65	White British	No tick

			bathrooms not very good. Toilets not suitable.					
27	Seaton	Extremely likely	All the staff from top to bottom have been wonderful, I cannot thank them enough.	The service has been first class. I don't think it can be better in anyway.	Male	over 65	White British	No tick
28	Seaton	Extremely likely	Staff are friendly and welcoming to patients and visitors - always polite acknowledgement of thanks.	Perhaps an extra carer / nurse at busy times or at 'handover'.	Female	over 65	White British	No tick
29	Seaton	Extremely likely	Very friendly & I've been comfortable. I'm sorry to go as I've liked it here.		Female	over 65	White British	No tick
30	Seaton	Extremely likely	People responded to your needs.		Male	over 65	White British	No tick
31	South Molton	Extremely likely	Lovely helpful staff, nice atmosphere. Good food, nice size helpings for me and followed by tea. Very pleasant setting and surroundings.	Ensure the beds stay open.	Female	over 65	White British	No tick
32	South Molton	Extremely likely	The friendly atmosphere.	More of shower.	Male	over 65	White British	No tick
33	South Molton	Extremely likely	Cleaners extremely good. Nursing staff and all staff are excellent. Food very enjoyable. No complaints.		Female	over 65	White British	No tick