

Friends and Family Test – Community Hospitals – February 2017

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



The Trust's target 'Would recommend' score is 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 Hospital - Elizabeth Ward	0	0	0	0	0	0	0				0.0
2	Holsworthy Hospital - Inpatient Ward	3	0	0	0	0	0	3	100.0	0.0	0.0	25.0
3	South Molton Hospital - Inpatient Ward	3	1	0	2	0	0	6	66.7	33.3	0.0	35.3
	Total	6	1	0	2	0	0	9	77.8	22.2	0.0	25.7
	Percentage	66.7	11.1	0.0	22.2	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Feb-17 – 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	Holsworthy Hospital - Inpatient Ward	Extremely Likely	An asset to the community.	None - exceptional service.	Male	Over 65	White British	
2	Holsworthy Hospital - Inpatient Ward	Extremely Likely	Very attentive staff, willing to help as much as possible at all times. Unfortunately, the response from other bodies outside the hospital was not so speedy & efficient.		Male	Over 65	White British	
3	Holsworthy Hospital - Inpatient Ward	Extremely Likely	Extreme kindness and gentleness.	For people like me with life limiting illness it would be good to know we have a couple of end of life beds at Holsworthy. It means our family will be able to visit.	Female	56-65	White British	

4	South Molton Hospital - Inpatient Ward	Extremely Likely	Lovely, friendly, helpful staff. Could not ask for better care.	Keep the ward open.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Good food. No complaints.	No new suggestions but very happy.	Female	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Everybody is so kind and have been brilliant. Everything but the food could be better. Ladies that serve the food are lovely, so it's not their fault. Also, I am just fussy.	Food very poor.	Male	Over 65		
7	South Molton Hospital - Inpatient Ward	Likely			Female	Over 65	White British	
8	South Molton Hospital - Inpatient Ward	Unlikely	I feel I haven't been kept informed. The standard of care has been good.	Keep the patient more informed.	Female	Over 65	White British	
9	South Molton Hospital - Inpatient Ward	Unlikely	Nothing has happened to make me inclined one way or the other. I was lured into South Molton Hospital on the basis it that I would receive intensive therapy.	Intensive physiotherapy. SM Hospital does not provide this and I have wasted 5 months of my life. N.B. My writing has got worse by the day.	Male	Over 65	White British	