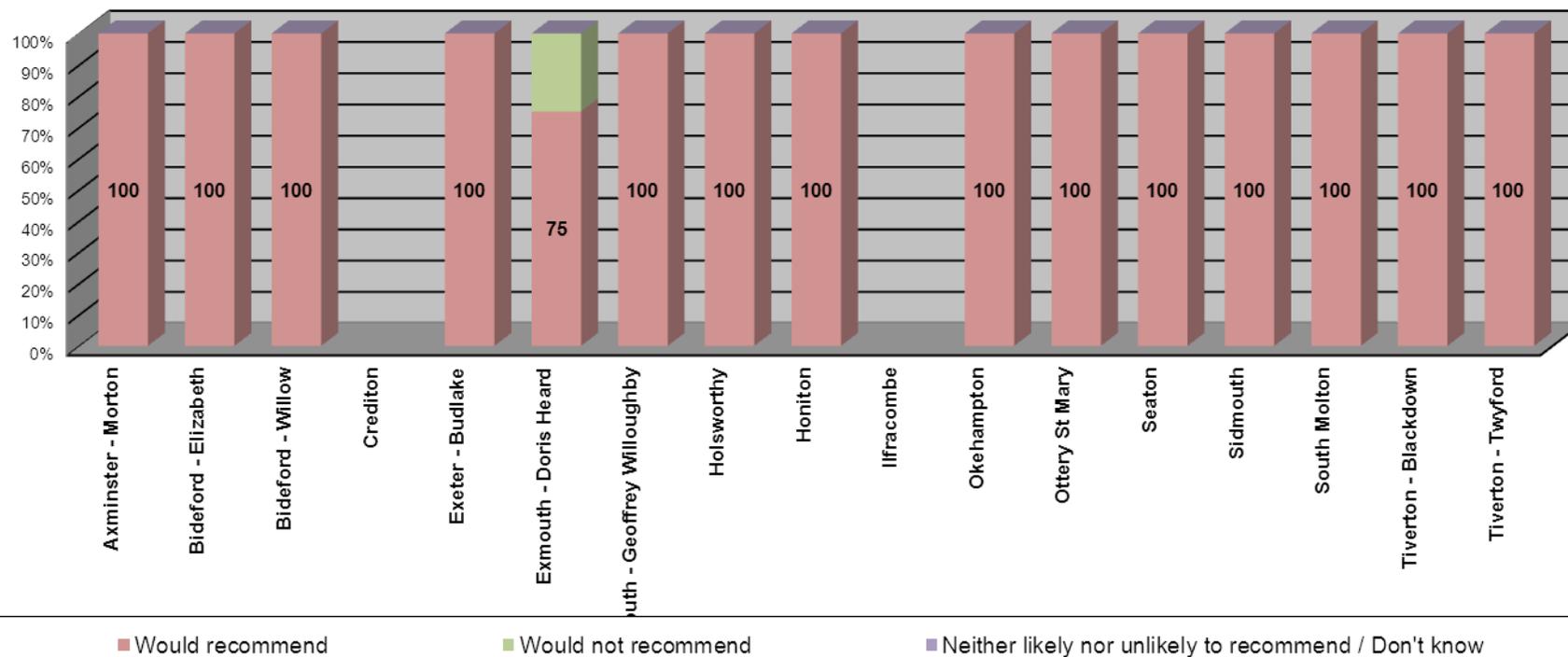


## Friends and Family Test – Community Hospitals – January 2015

**Q1. 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
	*** Inpatient beds temporarily closed								%	%	%	%
1	Axminster - Morton	1	0	0	0	0	0	1	100	0	0	9.1
2	Bideford - Elizabeth	0	1	0	0	0	0	1	100	0	0	11.1
3	Bideford - Willow	9	1	0	0	0	0	10	100	0	0	40.0
4	Crediton ***											
5	Exeter - Budlake	2	1	0	0	0	0	3	100	0	0	16.7
6	Exmouth - Doris Heard	3	0	0	0	1	0	4	75	25	0	26.7
7	Exmouth - Geoffrey Willoughby	8	3	0	0	0	0	11	100	0	0	84.6
8	Holsworthy	6	0	0	0	0	0	6	100	0	0	31.6
9	Honiton	2	1	0	0	0	0	3	100	0	0	12.0
10	Ilfracombe ***											
11	Okehampton	4	2	0	0	0	0	6	100	0	0	46.2
12	Ottery St Mary	3	0	0	0	0	0	3	100	0	0	14.3
13	Seaton	6	0	0	0	0	0	6	100	0	0	35.3
14	Sidmouth	5	0	0	0	0	0	5	100	0	0	16.7
15	South Molton	5	1	0	0	0	0	6	100	0	0	26.1
16	Tiverton - Blackdown	1	0	0	0	0	0	1	100	0	0	11.1
17	Tiverton - Twyford	6	1	0	0	0	0	7	100	0	0	70.0
	Total	61	11	0	0	1	0	73	99	1	0	28.3
	Percentage	83.6	15.1	0.0	0.0	1.4	0.0	100.0				

## Friends and Family Test – Community Hospitals – Jan-15 – Qualitative Data

	Community Hospital	Friends & Family Test Response	Please can you tell us the main reason for the response you have given?
1	Axminster - Morton	Extremely likely	
2	Bideford - Elizabeth	Likely	Good nurses.
3	Bideford - Willow	Extremely likely	Nurses looked after me very well.
4	Bideford - Willow	Extremely likely	Excellent and caring staff at all levels, (nursing, physios, admin and domestic) who had (mostly) time to do a good job. A nice, bright, friendly atmosphere. Flexible rules. Nice room! (thank you). No negatives.
5	Bideford - Willow	Extremely likely	All staff very helpful. Food plenty of it. Salads particularly good. Encouragement to do more for myself.
6	Bideford - Willow	Extremely likely	I would like to thank everyone for their kindness in looking after me at this hospital.
7	Bideford - Willow	Extremely likely	Everyone has been so kind, helpful and thoughtful towards my Dad. He has had a few moments as they say but he didn't mean it! Thank you, one and all for everything and looking after Dad. All you've done is much appreciated. With kind regards.
8	Bideford - Willow	Extremely likely	The staff are lovely - most warm, friendly, and helpful, making the atmosphere very friendly - I could most describe it as living for 3 weeks in a holiday house party, such as the ones I used to attend as a teenager.
9	Bideford - Willow	Extremely likely	Staff very kind and helpful. Food very good.
10	Bideford - Willow	Extremely likely	Relaxed, friendly atmosphere. Staff work well as a team. Always helpful. Food, especially salads, very good.
11	Bideford - Willow	Extremely likely	
12	Bideford - Willow	Likely	Need to update menu. Staff friendly and helpful.
13	Exeter - Budlake	Extremely likely	My mum has been given the best care possible. The nurses and the OT in this hospital are second to none, as are the Doctors and all other staff. Many thanks for giving her such a great care.
14	Exeter - Budlake	Extremely likely	I found my stay in the Hospital very rewarding. It was always clean and as tidy as any place can be with plenty of people always milling around. The staff I found as always cheerful helpful and obliging under any circumstances. I give the whole complex the "thumbs up"
15	Exeter - Budlake	Likely	

16	Exmouth - Doris Heard	Extremely likely	
17	Exmouth - Doris Heard	Extremely likely	
18	Exmouth - Doris Heard	Extremely likely	
19	Exmouth - Doris Heard	Extremely unlikely	<p>1. Some nurses were caring. 2. On Xmas day and NYD there were a lot of agency staff. A male nurse called P from Thornbury agency left me in the toilet with no call bell (pull bell broken but hand bell usually available), for over 30mins. I was upset. He said to me "I can't be everywhere at once". This upset me and I told my daughter who told Sister K. 3. My legs are very full of fluid and I missed 3 Furosemide Tablets between 14-19 December as they were not given to me. 4. I did not feel I had enough physiotherapy and some days there were not enough staff to walk me at all. 5. Transport to RD&amp;E was not booked for 29th Dec so I had to go on Wednesday 31st Dec for a window to be cut in my plaster. When this was done I was found to have a pressure sore which was infected. I was treated with Antibiotics. My daughter had told Sister K that I needed to go to the RD&amp;E on 29th Dec. 6. When I was sent home I had not finished this course of antibiotics. My daughter had to ring the ward and asked if the course had finished as no antibiotics were sent home with me. The ward did not know as my drug chart was sent to Hospital at Home. Hospital at home did not visit until 24hrs after discharge. I missed 4 tablets and had to take the whole course again. This appeared to make me very tired. 7. There was a second incident when transport was not booked for me on Friday 2nd January despite the staff (ward) knowing about it on Sunday 28th December. My daughter had to insist it was booked on the morning of 2nd January as it was a consultant appointment and I had a serious wound (pressure sore) infection on my elbow. It was very distressing for my family and myself. As I said in my first point some staff were caring but the lack of communication and high level of agency staff especially over the Christmas and New Year bank holidays did not contribute to my overall wellbeing. I hope you will be able to use my experience to better future patients' care.</p> <p><b>Reply: Thank you for taking the time to tell us such detailed feedback. The ward team and matron have read and discussed your comments to ensure we use it to continually improve the service and care on our ward. There are clear themes of handover between the Hospital at Home team, hospital and the RD&amp;E ward, communication with the transport service as well as the induction of agency staff</b></p>

			<i>that we will take forward. There are many issues that we could have immediately resolved if we'd known. We encourage all our patients to let us know if something could be improved. We all want your experience on the ward to be excellent and feel really disappointed that we didn't meet your expectations on this occasion.</i> <b>Matron - Exmouth Community Hospital</b>
20	Exmouth - Geoffrey Willoughby	Extremely likely	Staff are all so kind.
21	Exmouth - Geoffrey Willoughby	Extremely likely	The staff were kind and friendly. Nothing too much trouble even though they were very busy. The food was good and I often had a second helping. Would recommend this hospital greatly to any of my family and friends who may have to use it.
22	Exmouth - Geoffrey Willoughby	Extremely likely	I could not wish for anything better. Treated with care.
23	Exmouth - Geoffrey Willoughby	Extremely likely	Because all staff are very helpful.
24	Exmouth - Geoffrey Willoughby	Extremely likely	TV is very good to have. Food is very good. Staff are very helpful.
25	Exmouth - Geoffrey Willoughby	Extremely likely	Staff very attentive and very kind x.
26	Exmouth - Geoffrey Willoughby	Extremely likely	The nurses are very good and kind.
27	Exmouth - Geoffrey Willoughby	Extremely likely	Because I think it's worth it. Staff are fine, giving me a laugh and giggles. Cleaning 100% clean. Food very helpful with choices (lactose free) and try to give me a varied choice.
28	Exmouth - Geoffrey Willoughby	Likely	Good treatment.
29	Exmouth - Geoffrey Willoughby	Likely	Because all the staff are very kind and know what they are doing.
30	Exmouth - Geoffrey Willoughby	Likely	
31	Holsworthy	Extremely likely	The staff are friendly, kind and efficient. The wards are very clean and the food is excellent.
32	Holsworthy	Extremely likely	Extremely satisfactory. Would recommend to friends and family.
33	Holsworthy	Extremely likely	Everyone helpful.
34	Holsworthy	Extremely likely	Friendly staff and good atmosphere.
35	Holsworthy	Extremely likely	Lovely views - a good relaxing place to get better in.

36	Holsworthy	Extremely likely	Staff all very kind. Couldn't have wished to be in a nicer place.
37	Honiton	Extremely likely	Excellent care as always. Thank you.
38	Honiton	Extremely likely	All the staff have been very pleasant and helpful, nothing was too much trouble. I would like to thank them all for their help.
39	Honiton	Likely	Much nicer than Exeter! GP is on call. Food also much better - good quality and well presented. Horlicks is a bonus.
40	Okehampton	Extremely likely	Friendly, approachable staff.
41	Okehampton	Extremely likely	Care and attention I got was excellent. Nothing too much trouble.
42	Okehampton	Extremely likely	Whatever the pressure they're under, they find the time for you.
43	Okehampton	Extremely likely	I have been very happy here with the staff. One very friendly and helpful.
44	Okehampton	Likely	Plenty of food, the staff are lovely.
45	Okehampton	Likely	
46	Ottery St Mary	Extremely likely	The treatment that I have had at this hospital has been excellent. I have no complaints at all and I would recommend to anybody.
47	Ottery St Mary	Extremely likely	The staff are all good and helpful.
48	Ottery St Mary	Extremely likely	During over 40 daily visits to my wife, I find the ambiance excellent and the hospital staff patient, caring and always most pleasant.
49	Seaton	Extremely likely	Constant kindness and attention. Nothing was too much trouble - and their professional and caring approach was present at all levels. Their senior staff should be proud of the whole treatment administered or given by staff - even 'first dayers'! Thank you all so much, it is doubtful there could be a more professional and caring nursing. My wife and I thank you.
50	Seaton	Extremely likely	All staff were very friendly and nice and easy - attentive. Thanks.
51	Seaton	Extremely likely	The staff at Seaton looked after my aunt with dignity, respect and in all extremely professional manner. I cannot thank you enough for this very high level of care.
52	Seaton	Extremely likely	The nurses are very efficient and helpful - they cannot do enough for you. Also, other members of staff.
53	Seaton	Extremely likely	Professional, cheerful. Good attention to details. Time for patients. In fact, patient-centered. Food menu - outstanding well looked at, nutritious and delicious. Nice lady helpers and thoroughly helpful, backing up nursing staff. Seems like good team work.
54	Seaton	Extremely likely	All staff were extremely friendly and the care I received throughout my day's stay was fantastic. The lunch was delicious too.
55	Sidmouth	Extremely likely	Very friendly care and attention. Couldn't wish for better.
56	Sidmouth	Extremely likely	Efficient care which was kindly administered.

57	Sidmouth	Extremely likely	I found the staff (from all departments) very caring, cheerful, courteous and competent.
58	Sidmouth	Extremely likely	Very happy with the care provided.
59	Sidmouth	Extremely likely	Great kindness from overworked day and night staff. Excellent food.
60	South Molton	Extremely likely	Excellent care. Could not do enough for me. Nice food, lovely surroundings.
61	South Molton	Extremely likely	Lovely stay, staff very friendly. Food was hot and sufficient amount. Thank you.
62	South Molton	Extremely likely	My stay has been wonderful. I can't pick out one member of staff because they have all been lovely day and night.
63	South Molton	Extremely likely	All nurses are very kind and give you a lot of care and the Doctors.
64	South Molton	Extremely likely	Happy with everything.
65	South Molton	Likely	Patient felt that she had to wait a long time to go to bed.
66	Tiverton - Blackdown	Extremely likely	
67	Tiverton - Twyford	Extremely likely	I had already filled in this form but found no box to enclose. Attentive staff – cheerful. Clean ward, bit cold but blankets supplied. Good choice of food - size etc.
68	Tiverton - Twyford	Extremely likely	Have been very well looked after by L in particularly and other staff kind and friendly and nice atmosphere. Thank you all.
69	Tiverton - Twyford	Extremely likely	
70	Tiverton - Twyford	Extremely likely	Excellent service as usual.
71	Tiverton - Twyford	Extremely likely	Friendly, helpful advice and care - good food.
72	Tiverton - Twyford	Extremely likely	All good.
73	Tiverton - Twyford	Likely	Nice food. Pleasant staff. Suggestion: three course on a Sunday.