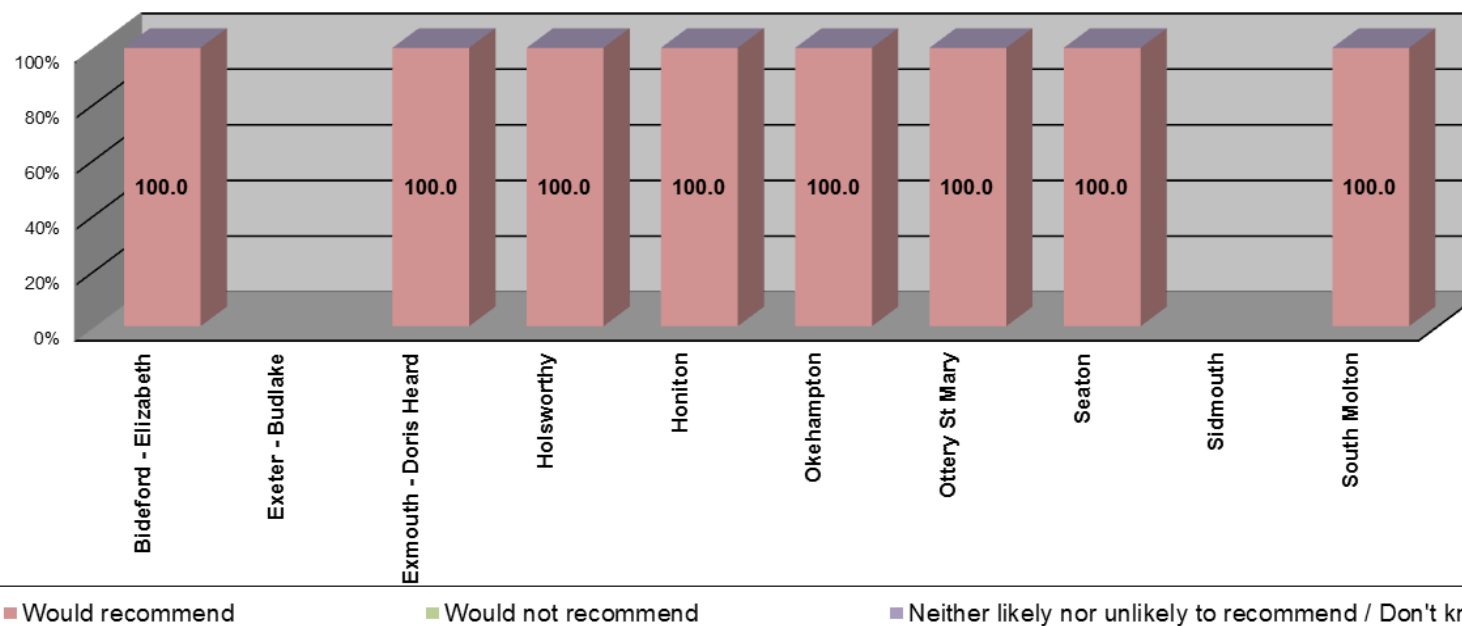


Friends and Family Test – Community Hospitals – January 2016

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
									%	%	%	%
1	Bideford - Elizabeth	2	0	0	0	0	0	2	100.0	0.0	0.0	28.6
2	Exeter - Budlake	0	0	0	0	0	0	0				0.0
3	Exmouth - Doris Heard	4	0	0	0	0	0	4	100.0	0.0	0.0	26.7
4	Holsworthy	1	1	0	0	0	0	2	100.0	0.0	0.0	13.3
5	Honiton	8	0	0	0	0	0	8	100.0	0.0	0.0	100.0
6	Okehampton	7	1	0	0	0	0	8	100.0	0.0	0.0	61.5
7	Ottery St Mary	1	2	0	0	0	0	3	100.0	0.0	0.0	30.0
8	Seaton	3	2	0	0	0	0	5	100.0	0.0	0.0	33.3
9	Sidmouth	0	0	0	0	0	0	0				0.0
10	South Molton	4	2	0	0	0	0	6	100.0	0.0	0.0	54.5
	Total	30	8	0	0	0	0	38	100.0	0.0	0.0	30.6
	Percentage	78.9	21.1	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Jan-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	Extremely likely	For the fast response I received when I needed it - everyone is extremely helpful.		Male	over 65	White British	No tick
2	Bideford - Elizabeth	Extremely likely	The nurse and staff give such excellent service - night and day - also the housekeeping girls helping with my meals etc. The therapy have really been great with their efforts [illegible], monitored with walking using my right hand.	The more staff at certain times washing and dress patients.	Female	over 65	White British	No tick
3	Bideford - Elizabeth	Not entered	After a test on my lungs I didn't get feedback.		Male	over 65	White British	No tick
4	Exmouth - Doris Heard	Extremely likely	My father has been treated with the utmost respect, dignity & a level of care & attention that has been heart-warming. All staff have been wonderful, with a positive & cheerful manner that is really uplifting. As relatives, we have also been treated superbly well. A genuinely caring team!	None whatsoever. If ever I was in my father's situation, I could think of no better place to be than this.	Male	46-55	White British	No tick

5	Exmouth - Doris Heard	Extremely likely	The more information given & received the better.	Take more care of staff.	Male	over 65	White British	No tick
6	Exmouth - Doris Heard	Extremely likely	My husband was in this ward three years ago as is my brother now. It is reassuring to know that they are treated with such kindness and consideration.		Female	over 65	White British	No tick
7	Exmouth - Doris Heard	Extremely likely	The efficiency of the nurses together with their kindness and friendliness not only to my partner (the patient) but also to me. They made his stay as happy as it could be under the circumstances.		Male			No tick
8	Holsworthy	Extremely likely	Good treatment, good food.	No.	Male	over 65	White British	No tick
9	Holsworthy	Likely	Very pleasant attitude from ALL MEMBERS of staff & considerate in the way they look after you.	More staff are required at all stations.	Male	over 65	White British	No tick
10	Honiton	Extremely likely	I was looked after & cared for in a fantastic way! The staff were fantastic!! They all were so kind!! Very friendly & kind!! I would recommend this hospital to anyone!!! My stay was lovely!! Thank you everyone!!!	The service I got could not have been better!!	Female	over 65	White British	No tick
11	Honiton	Extremely likely	In the main the treatment I received was first rate. Occasionally some individuals were insensitive to difficulties /	Try to speed up the return of patients to their rooms following group dining sessions.	Male	over 65	White British	No tick

			experiences.					
12	Honiton	Extremely likely	Cannot fault the kindness care and attention given to our mother whilst she has been in this hospital.		Male	56-65	White British	No tick
13	Honiton	Extremely likely			Female	over 65	White British	No tick
14	Honiton	Extremely likely			Female	over 65	White British	No tick
15	Honiton	Extremely likely	Excellent standards of care and attention from all staff. Domestic staff friendly and only too happy to help. Nursing staff care and knowledge brilliant in delivery and support. Hardworking staff. Mum didn't always enjoy care from agency staff as she felt standard knowledge was lacking at times.	I think [illegible] would be wonderful for all / but can't have everything. Thank you so much for all you have done.	Female		White British	No tick
16	Honiton	Extremely likely	Everyone has time, patience, care for your needs & all very friendly. I've been very happy staying here. Thank you so much for looking after my mum whilst she has been on this great ward.	No all's good!	Female	over 65	White British	No tick
17	Honiton	Extremely likely	There is a relaxed and peaceful environment at Honiton Community Hospital, a more 'homely' feel than Exeter. Staff are attentive and superbly professional in all aspects of the care they provide and interaction with patients and relatives.	Unfortunately, food could be better for the patient. But as a regularly visiting guest there is nothing needing improvement.	Male	46-55	White British	No tick
18	Okehampton	Extremely likely	My stay here was very	No - stay as you are.	Male	over 65	White British	No tick

			comfortable. Thank you to all the wonderful staff here at Okehampton.					
19	Okehampton	Extremely likely	I have been treated well. The food is quite good.	You seem to have everything okay.	Female	over 65	White British	No tick
20	Okehampton	Extremely likely	Food very good. On the whole, care excellent. Staff very good.	No.	Male	over 65		No tick
21	Okehampton	Extremely likely	Excellent level of care from staff who are really friendly.	Stay as it is!	Female	56-65		No tick
22	Okehampton	Extremely likely	The staff are very friendly - talk about lots of things with me. Food is good and plenty of it. Staff will always help me and encourage me to do things for myself.	Not really as already very good.	Female	over 65	White British	No tick
23	Okehampton	Extremely likely	The care and consideration I have received has been outstanding and the cheerful and friendly attitude of all staff has been most impressive.		Male	over 65	White British	No tick
24	Okehampton	Extremely likely	I like it here, I do not want to leave.	Nothing.	Female	over 65	White British	No tick
25	Okehampton	Likely	I was looked after so well here.		Female	over 65	White British	No tick
26	Ottery St Mary	Extremely likely	The devotion & attention by all staff to the needs of patients is very obvious. Thank you all for your work in helping my recovery. I will be singing your praises whenever possible.		Female	over 65	White British	No tick
27	Ottery St Mary	Likely	Helpful staff. Nursing care very good. Therapy very good. Hotel services very	Alternate on different mornings being get up and washed and dressed.	Female	over 65	White British	No tick

			good. Food - desserts on offer too sugary in taste.					
28	Ottery St Mary	Likely			Male	over 65	Other ethnic group	I DO NOT wish my anonymised comments to be made public
29	Seaton	Extremely likely	A lovely stay here.	The food for special diets (e.g. purees) more choice.	Male	over 65	White British	No tick
30	Seaton	Extremely likely	Excellent care by a committed team focused on the wellbeing and recovery of their patients.		Female	over 65	White British	No tick
31	Seaton	Extremely likely	Expertise, kindness, civility.		Male	over 65	White British	No tick
32	Seaton	Likely	Helpful, caring staff.		Male	over 65	White British	No tick
33	Seaton	Likely	Staff very good & caring.	Tablets sooner at night.	Female	over 65	White British	No tick
34	South Molton	Extremely likely	Because I have been quite happy here and made friends and everyone has been extremely kind and thoughtful.		Female	over 65	White British	No tick
35	South Molton	Extremely likely	I couldn't have had better care anywhere.	I can't fault it, wonderful place / staff are brilliant and nothing is too much trouble and the patients are nice. I shall miss everyone.	Female	over 65	White British	No tick
36	South Molton	Extremely likely	I've been here about a month and it's been wonderful. The care is out of this world. All the nurses are just wonderful. They have given me my life back.	Just carry on the way you are. You are all great.	Male		White British	No tick
37	South Molton	Extremely likely	Good food, treatment of staff very good.	More staff.	Female	over 65	White British	No tick
38	South Molton	Likely	My care was excellent - but luckily I have no experience of another hospital to compare.		Male	over 65	White British	No tick

39	South Molton	Likely	The kindness & helpfulness of all staff.		Female	over 65	White British	No tick
40	South Molton	<i>Not entered</i>	Happy with the way I've been treated. Happy with the food as they know what I want.	No.	Female	over 65	White British	No tick