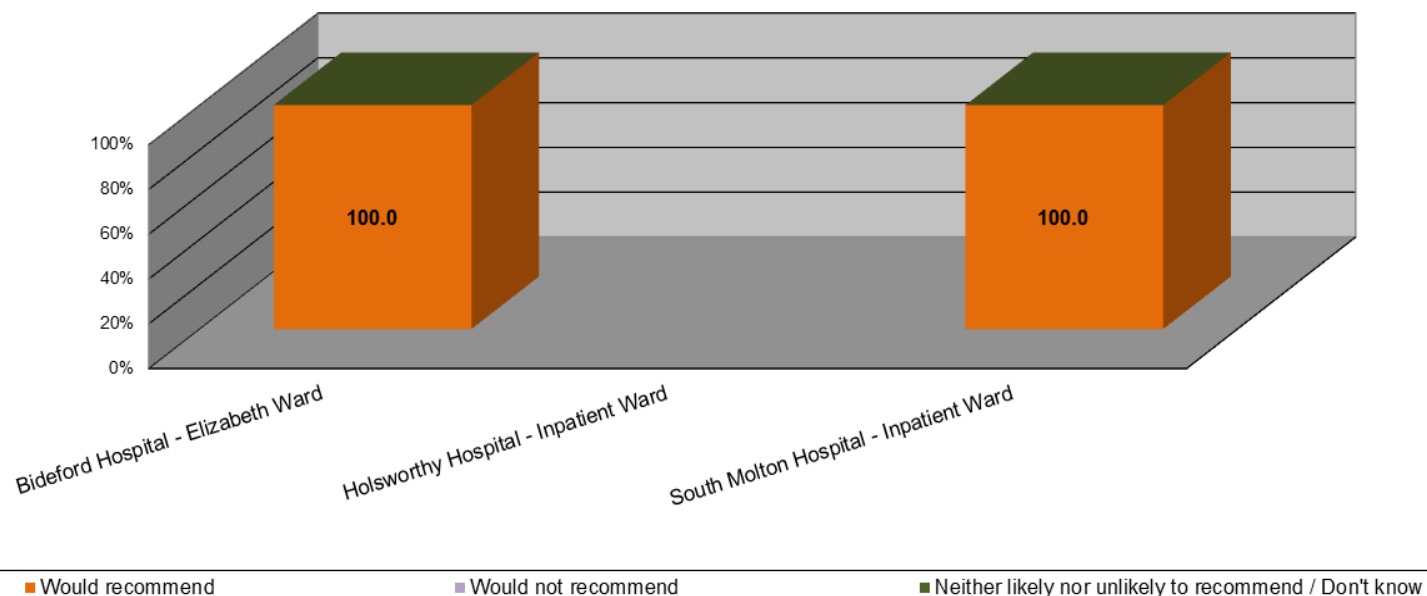


Friends and Family Test – Community Hospitals – January 2017

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	3	0	0	0	0	0	3	100.0	0.0	0.0	50.0
2	Holworthy Hospital - Inpatient Ward	0	0	0	0	0	0	0				0.0
3	South Molton Hospital - Inpatient Ward	2	2	0	0	0	0	4	100.0	0.0	0.0	25.0
	Total	5	2	0	0	0	0	7	100.0	0.0	0.0	20.6
	Percentage	71.4	28.6	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Jan-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	Bideford Hospital - Elizabeth Ward	Extremely Likely	Everyone seems to have time for you. Everyone has been wonderful.			Over 65		
2	Bideford Hospital - Elizabeth Ward	Extremely Likely	I have found the experience one I cannot fault. Friendly and helpful at all times.	Already first class. At a loss to suggest any improvements.	Male	Over 65	White British	
3	Bideford Hospital - Elizabeth Ward	Extremely Likely	Someone always on hand. Staff very friendly & efficient. Ward clean, airy and cheerful. Good food!	Yes - bottle water, the tap water is very chlorinated!	Male	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	You were very kind to me.		Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	I have been here for a long time and the staff and doctors	No. Absolutely wonderful. Home from home.	Male	Over 65	White British	

			have been a great help and comfort for me. I do so appreciate it.					
6	South Molton Hospital - Inpatient Ward	Likely			Female	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Likely			Male	Over 65	White British	