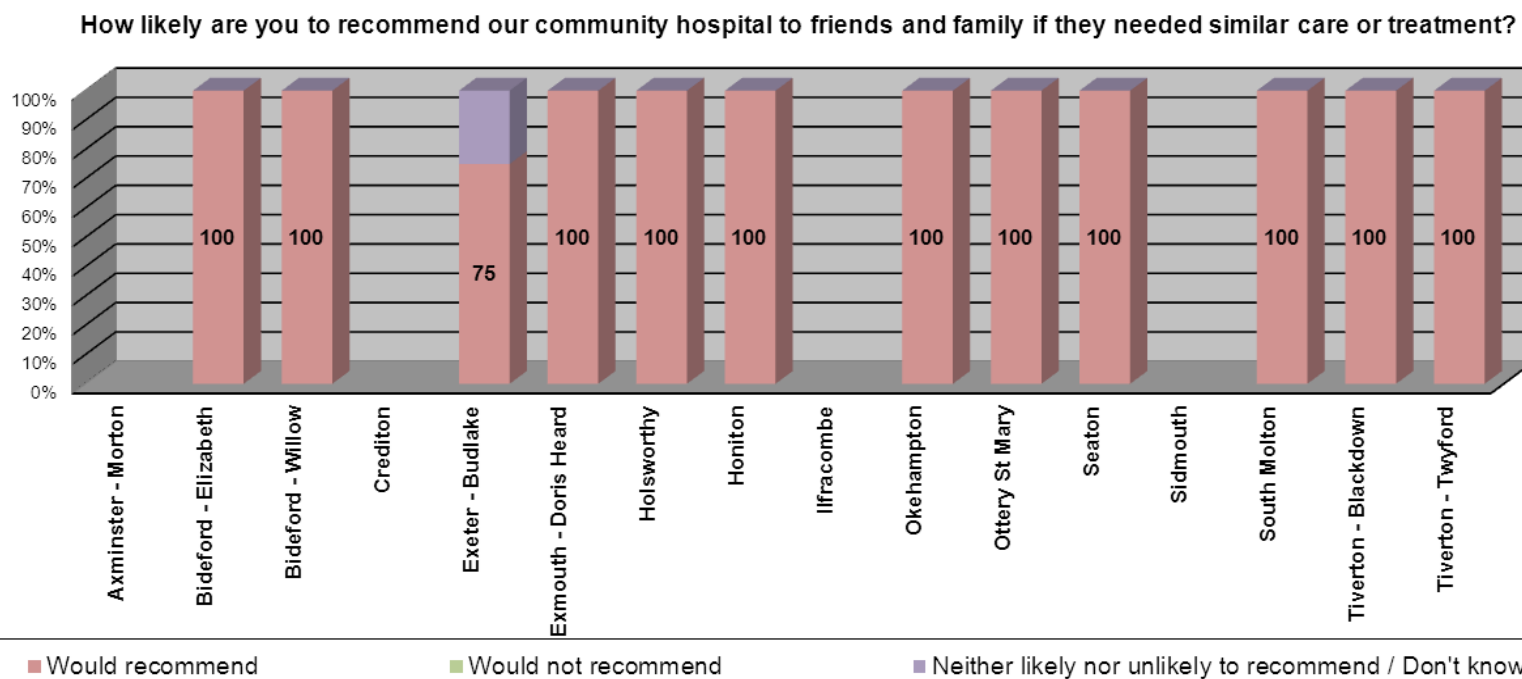


Friends and Family Test – Community Hospitals – July 2015



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***											
2	Bideford - Elizabeth	2	1	0	0	0	0	3	100	0	0	60.0
3	Bideford - Willow	5	6	0	0	0	0	11	100	0	0	57.9
4	Crediton***											
5	Exeter - Budlake	1	2	1	0	0	0	4	75	0	25	26.7
6	Exmouth - Doris Heard	6	0	0	0	0	0	6	100	0	0	35.3
7	Holsworthy	2	0	0	0	0	0	2	100	0	0	15.4
8	Honiton	2	2	0	0	0	0	4	100	0	0	18.2
9	Ilfracombe***											
10	Okehampton	10	1	0	0	0	0	11	100	0	0	64.7
11	Ottery St Mary	5	2	0	0	0	0	7	100	0	0	77.8
12	Seaton	5	1	0	0	0	0	6	100	0	0	28.6
13	Sidmouth	0	0	0	0	0	0	0				0.0
14	South Molton	9	0	0	0	0	0	9	100	0	0	64.3
15	Tiverton - Blackdown	4	1	0	0	0	0	5	100	0	0	62.5
16	Tiverton - Twyford	5	1	0	0	0	0	6	100	0	0	50.0
	Total	56	17	1	0	0	0	74	99	0	1	39.2
	Percentage	75.7	23.0	1.4	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Jul-15 – 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	Because the help and care we received whilst on the ward was dedicated to each person's needs especially as one of us was in a wheelchair.	100% as it is.	Female	46-55	White British	No tick
2	Bideford - Elizabeth	Extremely likely	The care was very good, every little want promptly attended to, very pleasant stay.	Keep it like it is.	Female	over 65	White British	No tick
3	Bideford - Elizabeth	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
4	Bideford - Willow	Extremely likely	Excellent service.		Female	over 65	White British	No tick
5	Bideford - Willow	Extremely likely	Good ward, very good staff.		Female	56-65	White British	No tick
6	Bideford - Willow	Extremely likely	Exceptional care and compassion has been shown during a very lengthy stay in hospital.		Female	over 65	White British	No tick
7	Bideford - Willow	Extremely likely	Very helpful and pleasant staff and the food very good.		Male	over 65	White British	No tick
8	Bideford - Willow	Extremely likely			Male	over 65	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
9	Bideford - Willow	Likely	Very helpful & friendly.		Female	over 65	White British	No tick
10	Bideford - Willow	Likely	Friendly hospital.	Outside to the garden more, afternoon tea in the garden.	Male	over 65	White British	No tick
11	Bideford - Willow	Likely	All staff very sociable, food		Male	over 65	White British	No tick

			excellent. Too early to rise in morning! Always lovely & warm on ward.					
12	Bideford - Willow	Likely			Male	over 65	White British	No tick
13	Bideford - Willow	Likely	Good staff & efficient.	Quite wards at night. Switch out lights at night.	Male	over 65	White British	No tick
14	Bideford - Willow	Likely	I am not one for hospitals, but I must say this one I have found the stay very helpful and the food a lot better than some. Just wish we could have a hot meal at night time instead of sandwiches.		Female	over 65	White British	No tick
15	Exeter - Budlake	Extremely likely	Could not have wished for better care & attention from all the staff, the only complaint I would have was the hot meals were very tasteless and very often cool, pastry was like [illegible] - sorry.		Female	over 65	White British	No tick
16	Exeter - Budlake	Likely	Nurses, doctors & physios are excellent, no problem at all. Not up to scratch with renal matters.	More nurses.	Male	over 65	White British	No tick
17	Exeter - Budlake	Likely	Nursing, ancillary staff & personal care are exceptional. Other services and environs are disappointing. Buildings are dull and services modern patients will expect are non-existent. Day room is horrendous as it looks like the last waiting room before the pearly gates. Less emphasis should be on age and related conditions -	Attention should be paid to environs of building. Where are the wifi / telecommunication connections? Where is skype facility? The grounds are well-kept but no used - some bed patients might enjoy an afternoon siesta in the sun. Inner courtyard is a total disgrace and no used either from indoors	Female	over 65	White British	No tick

			many patients have a higher expectation and life style.	or outside. N.B. room sinks have no plugs, only wash bowls that do not fit sink. Only small quantity of water can be used. Get smaller bowls. They are available.				
18	Exeter - Budlake	Neither likely nor unlikely	Easy communication to friends & family during the day would be much appreciated as in RD&E wards.		Male	over 65	White British	No tick
19	Exmouth - Doris Heard	Extremely likely	Everyone so kind and helpful and quick to respond for calls for help.					No tick
20	Exmouth - Doris Heard	Extremely likely	The wonderful care that is given to patients and the warm atmosphere.	Keep up the good work.	Male	over 65	White British	No tick
21	Exmouth - Doris Heard	Extremely likely	Efficient and friendly staff.		Female	over 65	White British	No tick
22	Exmouth - Doris Heard	Extremely likely	Efficient and friendly staff and the ward was cleaned daily.		Male	over 65	White British	No tick
23	Exmouth - Doris Heard	Extremely likely			Male	over 65	White British	No tick
24	Exmouth - Doris Heard	Extremely likely	The standard of care is outstanding, the staff at all levels are friendly even " 'cheeky' which gives confidence. I always feel welcome.		Male	over 65	White British	No tick
25	Holsworthy	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Holsworthy	Extremely likely	Staff are brilliant. Food good. Staff helpful - nothing too much trouble.	Ensure hospital stays open!	Female	over 65	White British	No tick
27	Honiton	Extremely likely	Staff are just lovely. Food not		Female	over 65	White British	No tick

			perfect. Spotlessly clean. Helped back to recovery after nasty accident.					
28	Honiton	Extremely likely	The hospital is a 5* hotel. The staff are lovely and so helpful This is my 4th stay. The food is better than the RD&E but it has gone downhill since my last visit.	Change the menus more often & have more hot drinks in a day & have more choices on the trolley and menus.	Female	over 65	White British	No tick
29	Honiton	Likely	The staff on the whole are very helpful & friendly.	An early morning cup of tea before breakfast as it's a long time when we get up before a drink is brought after breakfast.	Female	over 65	White British	No tick
30	Honiton	Likely	I feel much better and I'm on the mend, thank you to all staff, peas are hard!		Female	over 65		No tick
31	Honiton	Not entered		No, excellent service.	Female	over 65	White British	No tick
32	Okehampton	Extremely likely	The treatment received here was 120%. The staff are so caring. Such lovely people. Anyone should feel so lucky to be an inpatient at this hospital.		Female	over 65	White British	No tick
33	Okehampton	Extremely likely	It's been an unlikely pleasure, to have met so many kind and hardworking people in all areas of the hospital. I've laughed a lot, as well as cried a bit. Thank you to everyone in the complicated & emotionally draining job of looking after us.	Ask nurses to be more exact about if and when they might be able to be with patients. And answer the bell promptly!	Female	over 65	White British	No tick
34	Okehampton	Extremely likely	Love it here. Do not want to leave.	Let me stay longer!	Male	over 65	White British	No tick
35	Okehampton	Extremely likely	I am very satisfied with the service. The nurses are very attentive.			over 65	White British	No tick

36	Okehampton	Extremely likely	All staff very caring. Feels like home - well looked after.		Female		White British	No tick
37	Okehampton	Extremely likely	I was a difficult madam when I first came in, just frightened, but I soon realised what a fun and helpful staff. My care has been outstanding, nothing too much trouble. I will miss everyone and a special few that you get to know a bit more. Many thanks.		Female	over 65	White British	No tick
38	Okehampton	Extremely likely	Very friendly staff, nothing too much trouble, on the whole very good.		Female	over 65	White British	No tick
39	Okehampton	Extremely likely	It's a lovely hospital.		Female	over 65		No tick
40	Okehampton	Extremely likely	Care was excellent.		Male	over 65		No tick
41	Okehampton	Extremely likely	Excellent service and staff, always smiling and willing to help when needed which made my stay very comfortable. Thank you all staff!	No, all services very high standard.	Male	46-55	White British	No tick
42	Okehampton	Likely	Good food. Good staff. All good.	Is all good xxx.				No tick
43	Ottery St Mary	Extremely likely	Everyone was friendly + cheerful. Nothing too much for them. Made me quite welcome even when had to stay out of visiting hours. Overall a pleasure in bad circumstances. Best wishes to you all.		Female	over 65	White British	No tick
44	Ottery St Mary	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
45	Ottery St Mary	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised

							comments to be made public	
46	Ottery St Mary	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
47	Ottery St Mary	Extremely likely	Everything has been marvellous, no complaints at all. Food nice. Staff lovely.	No, it's very good.	Female	over 65	White British	No tick
48	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
49	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
50	Seaton	Extremely likely			Male	over 65	White British	No tick
51	Seaton	Extremely likely	Very hospitable, felt like a family.	Carry on the good work.	Male	over 65	White British	No tick
52	Seaton	Extremely likely			Male	over 65	White British	No tick
53	Seaton	Extremely likely	From top to bottom. Friendly staff, good sense of humour. Even under stress, lots of empathy but firm where needed, best hospital stay!!	Wifi, radio headphones.	Female	over 65		No tick
54	Seaton	Extremely likely	Excellent nursing, excellent hospital. Everyone so very helpful and very kind (very kind).	None.		over 65	White British	No tick
55	Seaton	Likely	I found all the nurses very kind & helpful.	Please keep up the wonderful work.	Female	over 65	White British	No tick
56	South Molton	Extremely likely	All good. Food good - portion too big.	No.	Female	over 65	White British	No tick
57	South Molton	Extremely likely	Very good, helpful, friendly.	None.	Female	over 65	White British	No tick
58	South Molton	Extremely likely	Food ok. Staff friendly & caring.		Male	over 65	White British	No tick
59	South Molton	Extremely likely	Feel well looked after.		Male	over 65	White British	No tick

60	South Molton	Extremely likely	Fantastic stay. Staff really helpful, nothing too much for them. Food lovely, really nice surroundings. Thank you all.		Female	over 65	White British	No tick
61	South Molton	Extremely likely	I have been looked after very well.	No, very happy.	Female	over 65	White British	No tick
62	South Molton	Extremely likely	Excellent stay. Staff could not do enough to help. Would not have coped at home. Now feel like a new man.	Keep the beds open.	Male	over 65	White British	No tick
63	South Molton	Extremely likely	Food was good, staff were friendly, I'm quite happy here. Would recommend.		Female	over 65		No tick
64	South Molton	Extremely likely	Nice stay, helpful staff. Very nice food, better than NDDH. Would recommend this wonderful hospital.	Lovely hospital, cannot praise them enough.	Female	over 65	White British	No tick
65	Tiverton - Blackdown	Extremely likely	Very nice carers, made me welcome. Sad to go.		Female	over 65	White British	No tick
66	Tiverton - Blackdown	Extremely likely	The care is wonderful, everyone is so friendly and caring.	No improvements.	Female	over 65	White British	No tick
67	Tiverton - Blackdown	Extremely likely	All and every nurse, sisters matrons were so friendly, helpful, kind and were always willing to help whatever I wanted. I cannot speak highly enough of them they are a credit to the nursing fraternity, also the ancillary staff who prepare and serve the food were wonderful and so helpful.	At visiting times perhaps it would be better if we could get in without pressing & waiting for staff to press a button saving their time & us waiting.	Female	over 65	White British	No tick
68	Tiverton - Blackdown	Extremely likely	Fantastic, genuine concern + care.	Just a tweak to the menu to improve the cooked vegetable.	Female	over 65	White British	No tick
69	Tiverton - Blackdown	Likely	Food is very good. Nurses	Would like to be able to	Male	over 65	White British	No tick

			have looked after me very well. Shall miss everyone.	use the phone to contact relatives. Would like to have had more contact with own doctor.				
70	Tiverton - Twyford	Extremely likely	You can't improve the service.		Male	over 65	White British	No tick
71	Tiverton - Twyford	Extremely likely	I can't thank you enough, you have all been wonderful, I hope to see you again when I visit my sister, thanks again.	You are all doing good, thanks.	Female	over 65	White British	No tick
72	Tiverton - Twyford	Extremely likely	Friendliness, sympathy and consideration given at all times.		Female	over 65	White British	No tick
73	Tiverton - Twyford	Extremely likely	I have been very happy on Twyford Ward, (very kind nurses). If I have to come back! I will love to be on Twyford Ward again! Nothing is too much trouble for them, the meals are lovely! So, thank you to the MTA! Yours faithfully, J.G.		Female	over 65	White British	No tick
74	Tiverton - Twyford	Extremely likely	I have been very happy with my care.		Male	over 65	White British	No tick
75	Tiverton - Twyford	Likely	Good attention & nursing skills!	No.	Male		White British	No tick