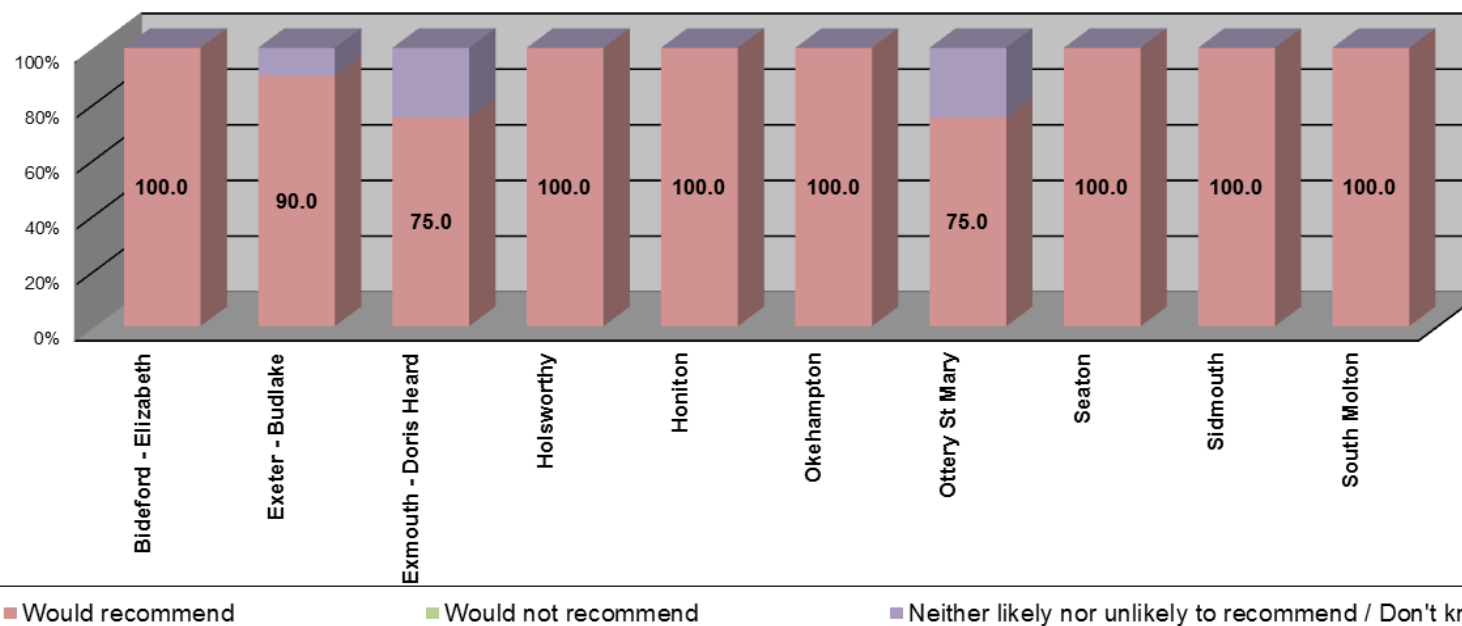


Friends and Family Test – Community Hospitals – July 2016

How likely are you to recommend our ward 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	3	0	0	0	0	0	3	100.0	0.0	0.0	50.0
2	Exeter - Budlake	7	2	1	0	0	0	10	90.0	0.0	10.0	58.8
3	Exmouth - Doris Heard	3	0	1	0	0	0	4	75.0	0.0	25.0	26.7
4	Holsworthy	2	0	0	0	0	0	2	100.0	0.0	0.0	14.3
5	Honiton	2	3	0	0	0	0	5	100.0	0.0	0.0	45.5
6	Okehampton	4	0	0	0	0	0	4	100.0	0.0	0.0	23.5
7	Ottery St Mary	3	0	1	0	0	0	4	75.0	0.0	25.0	44.4
8	Seaton	3	1	0	0	0	0	4	100.0	0.0	0.0	25.0
9	Sidmouth	5	1	0	0	0	0	6	100.0	0.0	0.0	100.0
10	South Molton	4	2	0	0	0	0	6	100.0	0.0	0.0	40.0
	Total	36	9	3	0	0	0	48	93.8	0.0	6.3	38.1
	Percentage	75.0	18.8	6.3	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Jul-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	Always caring & efficient.	If it's working don't change it.	Male	over 65	White British	
2	Bideford - Elizabeth	Extremely likely	I was helped a great deal whilst on this ward. I hope this ward will never close. Its results and comments as a patient bears fruit. The staff were all very kind to me, both medically and in the care of me.	Do not close it but develop it.		over 65	White British	
3	Bideford - Elizabeth	Extremely likely	Very impressed with the care shown by all the team - doctor, nurses & HCAs.		Male	over 65	White British	
4	Exeter - Budlake	Extremely likely	I think the care of my mother has been wonderful & just could not fault it in any way. All staff lovely & caring. Thank you all.					
5	Exeter - Budlake	Extremely likely			Male	56-65	White British	
6	Exeter - Budlake	Extremely likely	We have found the staff very professional & friendly, caring & helpful. I have been here for 12.5 weeks & the staff have made my stay pleasant.		Female	over 65	White British	
7	Exeter - Budlake	Extremely likely	A good quality of care.	No.	Male	over 65	White British	
8	Exeter - Budlake	Extremely likely	I found all staff extremely	More nurses.	Male	over 65	White British	

			helpful and they earn a lot more than they get paid.					
9	Exeter - Budlake	Extremely likely	Budlake is wonderful and the staff are warm, caring and totally professional. Thank you so much!	One small constructive criticism. I was at night with the door closed with an agency nurse (male) and I felt uncomfortable and would have liked a female nurse in the room. The agency nurse was a stranger to me!	Female	over 65	White British	
10	Exeter - Budlake	Extremely likely			Male	over 65	White British	
11	Exeter - Budlake	Likely		Did not like the way people told me to sit down.	Female	over 65	White British	
12	Exeter - Budlake	Likely	I have found the staff very helpful especially in the early days when I was very weak. They were efficient and always ready to make you laugh.		Female	over 65	White British	
13	Exeter - Budlake	Neither likely nor unlikely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
14	Exmouth - Doris Heard	Extremely likely	Heartfelt thanks for the quality care, support, encouragement given during my stay in blue bay (Doris Heard Ward). Very good team work.		Male	over 65		
15	Exmouth - Doris Heard	Extremely likely	Good, caring staff, nothing too much for them to help.		Female	over 65	White British	
16	Exmouth - Doris Heard	Extremely likely	Nurses all nice. Very helpful.		Female	over 65		
17	Exmouth - Doris Heard	Neither likely nor unlikely	Hardworking staff but a shortage of them. If this improved then I would recommend this ward to		Female	over 65		

			them.				
18	Holsworthy	Extremely likely	I found the staff friendly + helpful. My father was sometimes quite 'demanding' but they were never cross with him even when he kept ringing his bell.		Male		White British
19	Holsworthy	Extremely likely	Fabulous care. Staff couldn't do enough.		Male	over 65	White British
20	Honiton	Extremely likely	The sympathetic response of the staff & their high level of professional care.		Male	over 65	White British
21	Honiton	Extremely likely	I have received consistently excellent medical & nursing care since coming on the ward nearly 3 weeks ago. I have been treated with courtesy, understanding, helpfulness and dignity. This and the above encompasses the care given by every [illegible] including the physiotherapist and especially the excellent physio assistants S. & F. and the OT and especially the OT assistant, A. Leadership from M. and S. (with whom I've had a lot of contact) has been excellent. Also the team of very professional RNs (with one exception) and the uniformly splendid HCAs. A brilliant team.	It would be very helpful - in ensuring good patient - staff communication to see the matron (or senior nurse) M.D. on the ward - at least weekly. For the above and numerous other reasons. During my long 2015 stay and this stay I have yet to meet the matron. Why the absence? Surely an integral part of her role??	Female	over 65	White British
22	Honiton	Likely	Only two beds in the room		Male	over 65	White British

			so much better than a [illegible] ward. The nurses were really easy to understand.					
23	Honiton	Likely	During the two weeks I spent in the hospital, I received kindness and care.		Female	over 65	White British	
24	Honiton	Likely	Friendly, professional staff.	No.	Male	over 65	White British	
25	Honiton	Not entered	I was taken care of very good at hospital. I would recommend any one of my family.	The service is very good.	Male	over 65	White British	
26	Okehampton	Extremely likely	Common sense.	Letter will follow.	Male	over 65	White British	
27	Okehampton	Extremely likely	Because the staff are kind & helpful & the care is excellent.		Female	over 65	White British	
28	Okehampton	Extremely likely	Very pleased with care.		Male	over 65	White British	
29	Okehampton	Extremely likely	Every single nurse has been a joy. They care in every way. They are passionate about their jobs and their unfailing good humour raises the spirits of everyone they come into contact with (please not the word nurse is a generic term for everyone who is involved in the care of patients).	I am no craftsman but there must be a way to stop the doors banging when they close.	Male	over 65	White British	
30	Ottery St Mary	Extremely likely	All staff excellent, could not be bettered! I enjoyed attending the seated exercise group and the upper limb exercise group. Good fun! Enjoyed the games part of the 2 groups i.e. balloons, football (seated). Food not bad. A		Female	over 65		

			high standard of cleanliness and tidiness. All hotel services go above and beyond to be helpful and also very friendly. Small shower room cold - not nice!					
31	Ottery St Mary	Extremely likely	Staff good at kindness. Pleased with the care I received.		Male	over 65		
32	Ottery St Mary	Extremely likely	Because of the compassionate and caring way in which I have been supported. The staff are wonderful without exception. Thank you all.		Male	over 65		
33	Ottery St Mary	Neither likely nor unlikely	I've been happy here. I liked the food. The staff have looked after me. The hospital is clean and tidy.		Female	over 65		
34	Ottery St Mary	Not entered	Good food. Group activities - flower arranging exercise class. Helpful staff & have been very happy here and it's been a long stay.		Male	over 65		
35	Seaton	Extremely likely	Kind and friendly staff, nice outlook & nice atmosphere.	No - not really.	Female	over 65	White British	
36	Seaton	Extremely likely	Nurses always kind, cheerful & helpful.		Female	over 65	White British	
37	Seaton	Extremely likely		More staff.	Male	over 65	White British	
38	Seaton	Likely	My husband and I live in Axmouth and found the hospital very convenient for family visiting.	Make sure there is plenty hot water during the day.	Female	over 65	White British	
39	Sidmouth	Extremely likely	I have been well looked after by all the staff.					
40	Sidmouth	Extremely likely	Care & attention has been		Female	over 65	White British	

			very good whenever I've needed it, staff are helpful & kind.					
41	Sidmouth	Extremely likely	Friendly staff - caring and careful.		Female	over 65	White British	
42	Sidmouth	Extremely likely	Because the staff are so warm and considerate.	Have a bell system with a buzzer which is carried by each member of staff and a wall chart which is illuminated until the bell is connected. And ensure that the noisy buzzer doesn't come back .	Male	over 65	White British	
43	Sidmouth	Extremely likely	Dad's end of life care was dealt with in a caring + empathetic way, in a lovely setting. Sidmouth Hospital is a little gem - treasure it!		Female	46-55	White British	
44	Sidmouth	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
45	South Molton	Extremely likely	Staff very attentive. Food not very nice, pastry & sponges not very good.	More traditional food would be nice.	Female	over 65	White British	
46	South Molton	Extremely likely	Very well run care, staff friendly & helpful at all times.		Male	over 65	White British	
47	South Molton	Extremely likely	Great people. Great little hospital.	No I think all is well. Keep it up. Thank you.	Male	over 65	White British	
48	South Molton	Extremely likely	Excellent care, lovely staff. Food very nice.	Keep the beds open, really nice atmosphere in which to recover.	Female	over 65	White British	
49	South Molton	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
50	South Molton	Likely	Food good. Mostly staff are	Staff take a long time to	Male	over 65	White British	

			very good.	answer bells but in general do a good job. Lights on all the time - bright for my eyes, also cost?				
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