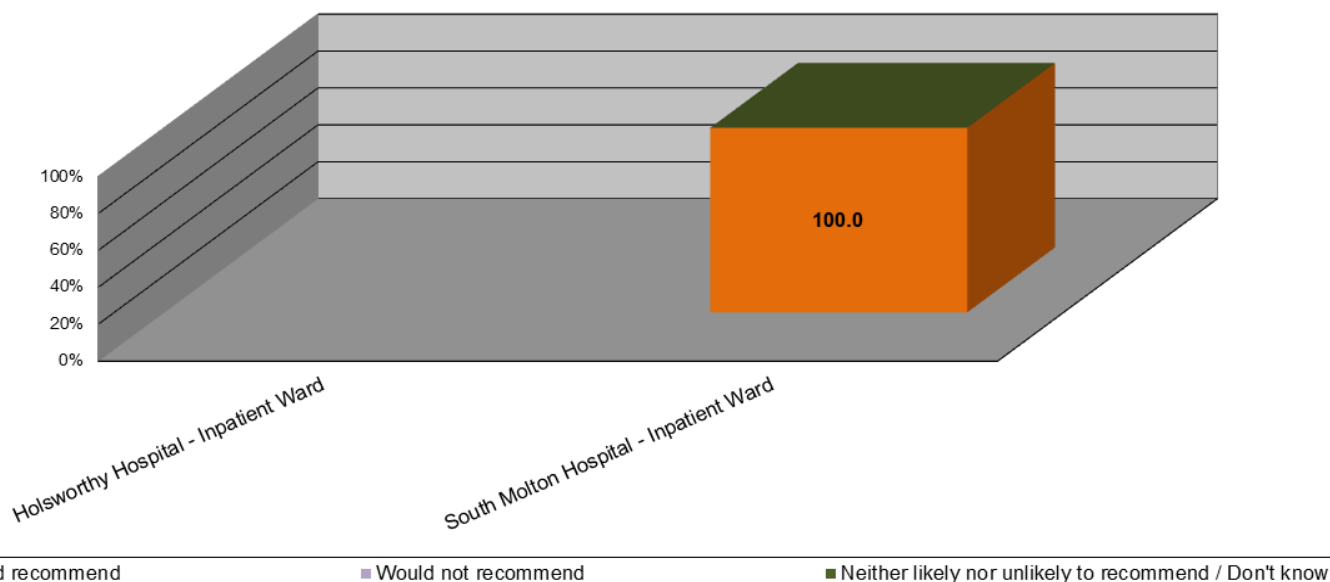


## Friends and Family Test – Community Hospitals – July 2017

How likely are you to recommend our service 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 the NHS England guidance)

	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	Holsworthy Hospital - Inpatient Ward ***											
2	South Molton Hospital - Inpatient Ward	7	0	0	0	0	0	7	100.0	0.0	0.0	30.4
	<b>Total</b>	7	0	0	0	0	0	7	100.0	0.0	0.0	30.4
	<b>Percentage</b>	100.0	0.0	0.0	0.0	0.0	0.0	100.0				

\*\*\* Inpatient Ward temporarily closed

### Friends and Family Test – Community Hospitals – Jul-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	South Molton Hospital - Inpatient Ward	Extremely Likely	I think the girls lovely, helpful and obliging. Can't say enough how grateful I am.	No.	Male	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Wonderful, compassionate care. Very well looked after and feel so much better.	Highly thought of hospital. Nothing to improve.	Male	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Pretty good service.	Quite happy.	Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Because there always, there to help when bell rings and also staff very obliging.	No.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely			Female	Over 65	White British	Do not publish
6	South Molton	Extremely Likely	If you have to be in hospital - and	No.	Female	Over 65	White British	

	Hospital - Inpatient Ward		nobody wants to - it could not have been a better place. My treatment in every respect was brilliant. Thank you.					
7	South Molton Hospital - Inpatient Ward	Extremely Likely	Friendly staff. Good food.		Male	Over 65	White British	