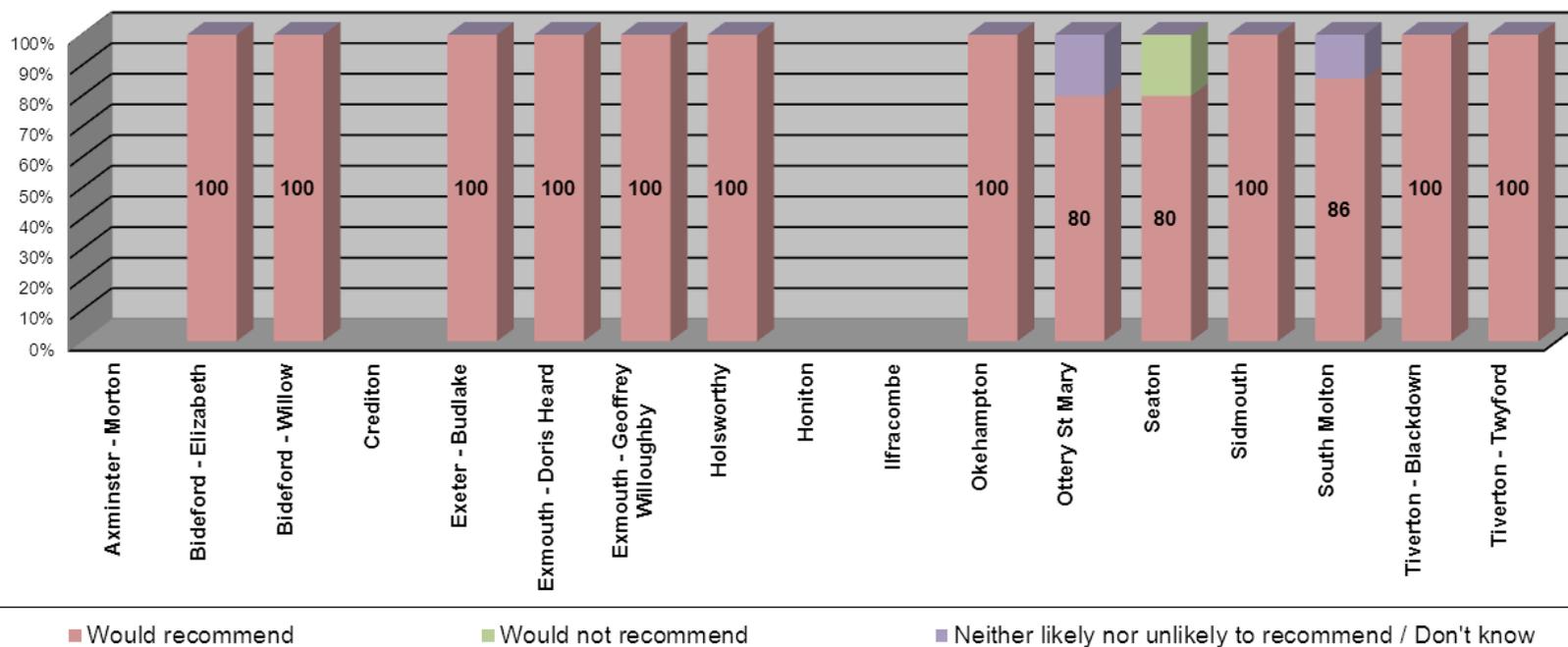


Friends and Family Test – Community Hospitals – June 2015

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
	*** Inpatient beds temporarily closed								%	%	%	%
1	Axminster – Morton***											
2	Bideford - Elizabeth	6	0	0	0	0	0	6	100	0	0	54.5
3	Bideford - Willow	8	0	0	0	0	0	8	100	0	0	50.0
4	Crediton***											
5	Exeter - Budlake	2	0	0	0	0	0	2	100	0	0	16.7
6	Exmouth - Doris Heard	11	1	0	0	0	0	12	100	0	0	54.5
7	Exmouth - Geoffrey Willoughby	1	0	0	0	0	0	1	100	0	0	12.5
8	Holsworthy	2	0	0	0	0	0	2	100	0	0	14.3
9	Honiton	0	0	0	0	0	0	0				0.0
10	Ilfracombe***											
11	Okehampton	0	2	0	0	0	0	2	100	0	0	18.2
12	Ottery St Mary	1	3	1	0	0	0	5	80	0	20	55.6
13	Seaton	3	1	0	1	0	0	5	80	20	0	22.7
14	Sidmouth	6	0	0	0	0	0	6	100	0	0	27.3
15	South Molton	5	1	0	0	0	1	7	86	0	14	38.9
16	Tiverton - Blackdown	7	3	0	0	0	0	10	100	0	0	58.8
17	Tiverton - Twyford	12	1	0	0	0	0	13	100	0	0	76.5
	Total	64	12	1	1	0	1	79	96	1	3	36.7
	Percentage	81.0	15.2	1.3	1.3	0.0	1.3	100.0				

Friends and Family Test – Community Hospitals – Jun-15 – Qualitative Data

	Community Hospital	Friends & 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?
1	Bideford - Elizabeth	Extremely likely	We have been extremely pleased with the way the staff have treated J. and I personally would like to thank them for all their help and kindness.	
2	Bideford - Elizabeth	Extremely likely	Staff have been extremely kind and caring. Nothing has been too much trouble. Thank you all.	
3	Bideford - Elizabeth	Extremely likely	My care while I have been in hospital is outstanding in every way. The nursing and therapy staff take great care to make one safe and feel good in every way. Even down to the tea lady.	
4	Bideford - Elizabeth	Extremely likely	Most friendly and helpful staff (but food could be improved somewhat).	Increase staffing levels use less agency and pay nurses a proper wage.
5	Bideford - Elizabeth	Extremely likely	Very helpful and very friendly staff helped progress very fast.	
6	Bideford - Elizabeth	Extremely likely	Everyone so kind and helpful. Nothing is too much trouble to them. From doctors, nurses and auxiliary staff. Excellent.	
7	Bideford - Willow	Extremely likely	Excellent care as always.	
8	Bideford - Willow	Extremely likely	Everything ok.	
9	Bideford - Willow	Extremely likely	The staff are wonderful, helpful and kind.	
10	Bideford - Willow	Extremely likely	No fault with anything.	
11	Bideford - Willow	Extremely likely	Clean, friendly ward.	
12	Bideford - Willow	Extremely likely	Clean and friendly hospital, food good as well.	
13	Bideford - Willow	Extremely likely	Thank you for the care you have to my wife.	
14	Bideford - Willow	Extremely likely	A real home from home, well done everyone!!!	
15	Exeter - Budlake	Extremely likely	During my stay I experienced only kindness and good care. I could not wish for better care. I would recommend Budlake Ward to anybody.	
16	Exeter - Budlake	Extremely likely	I feel the nurses in particular are kind and thoughtful for one my age - I would like some improvement in their long working hours and think pay vis-a-vis the basic staff is appalling. I	

			good effort from Dr A. and Senior Sisters. P.S. night staff could be improved! Food with imagination and that hot cup soup!! M. par excellence. Nurses special mention - E.S., O. A.	
17	Exmouth - Doris Heard	Extremely likely	Lots of lovely girls helped me get back home with loving care.	
18	Exmouth - Doris Heard	Extremely likely		Not enough staff, very clean.
19	Exmouth - Doris Heard	Extremely likely	The kindness I was shown and the friendship.	None.
20	Exmouth - Doris Heard	Extremely likely	The caring given by all staff - nursing and ancillary. Meals V. Good.	
21	Exmouth - Doris Heard	Extremely likely	All staff have been brilliant, kind and helpful. Including all nursing staff, the ward clerk, physios, O.T's, domestic staff and kitchen staff. We are very grateful to everyone for their care.	More staff would be good.
22	Exmouth - Doris Heard	Extremely likely	Conditions service of staff.	
23	Exmouth - Doris Heard	Extremely likely	The staff are very caring.	Last meal is at 6pm - at home I would have a snack at 9pm and breakfast at 6am - 14hrs is too long to wait for a meal.
24	Exmouth - Doris Heard	Extremely likely	Good care.	
25	Exmouth - Doris Heard	Extremely likely	It's all very good.	
26	Exmouth - Doris Heard	Extremely likely	I was looked after really well by really friendly people. They've been a lovely group of girls and I'm very fond of my tea boy - he serves it nice and hot!!!	Stay as you are!
27	Exmouth - Doris Heard	Extremely likely	Caring staff / good food.	
28	Exmouth - Doris Heard	Likely		
29	Exmouth - Geoffrey Willoughby	Extremely likely	Friendliness when you need help they always give it. When I need my care is one of the best.	Service is first class, friendly helpful in general.
30	Holsworthy	Extremely likely	Staff always friendly and helpful.	
31	Holsworthy	Extremely likely	Good atmosphere and good fresh air.	
32	Okehampton	Likely		
33	Okehampton	Likely		
34	Ottery St Mary	Extremely likely	Friendly caring staff, clean wards. Well taken care of.	
35	Ottery St Mary	Likely	Staff are considerate, helpful, concerned. Talking at night is a problem - normal to loud pitch which echoes down the corridors. I suppose the time	

			becomes very boring! 'Back in a minute' becomes a long half hour often and one would rather be told be at least 30 minutes.	
36	Ottery St Mary	Likely	Helpful, friendly staff. Food ok. Good standard of cleanliness and tidiness in hospital.	Found nothing lacking. Satisfied with service.
37	Ottery St Mary	Likely	Found staff very helpful, chatty, smile. Good food. Found ward room and hospital clean and tidy.	
38	Ottery St Mary	Neither likely nor unlikely	Better organisation and toileting i.e. leaving patients waiting too long whilst other patients are being toileted.	No.
39	Seaton	Extremely likely	Regular caring is excellent from every member of the hospital staff.	
40	Seaton	Extremely likely	Staff very caring and helpful.	
41	Seaton	Extremely likely	I have been looked after very well by all nurses and staff and doctors. The whole hospital is spotless and the food is cooked so we can eat and enjoy it. Thank you very much for everything.	
42	Seaton	Likely	I would like to thank all the girls.	
43	Seaton	Unlikely	Not a good experience at night - too much noise.	Try to be quieter at night.
44	Sidmouth	Extremely likely	We, as a family, are extremely grateful for the care and attention given to D.P. during his stay in Sidmouth Community Hospital. T.H. in particular has done her utmost to co-operate and keep us on all matters a lot at all times - with thanks to you all.	
45	Sidmouth	Extremely likely	I consider myself to be extremely fortunate to spend any lengthy stay in a delightful room with a view of the outside world in a happy hospital with laughter in the background throughout the day. Compassionate staff and delicious food to look forward to. With my wife and children I have experienced treatment in army, RAF, private and state hospitals at home and abroad. I think Sidmouth comparable with the best. Thank you for looking after me so well.	
46	Sidmouth	Extremely likely		Super hospital stay. Wonderful food. Please, please sort out the patient buzzer & change to a vibration system.

47	Sidmouth	Extremely likely	Every care & attention was given to me. Very kind staff.	
48	Sidmouth	Extremely likely		
49	Sidmouth	Extremely likely	Very happy with friendly, caring staff.	
50	South Molton	Extremely likely	Staff are nice. Care excellent. Negative: food, need hot meal in evening - always sandwiches not much choice in puddings. Very clean - one of the cleanest hospitals I have seen.	Food can be improved.
51	South Molton	Extremely likely	Ideal place for rehab after surgery. Feel I am now able to manage at home which I could not have done a month ago.	Meals could do with improvement pity they are not cooked on premises.
52	South Molton	Extremely likely	The nurses.	Better food.
53	South Molton	Extremely likely	Excellent care in all departments.	Keep the hospital open.
54	South Molton	Extremely likely	Nice, friendly staff.	Lovely hospital, friendly staff. What is there to improve?
55	South Molton	Likely	Happy with my stay. Food adequate.	
56	South Molton	Don't know	It is the people you are with that help to make your stay in a ward more pleasant. I was lucky I found the females very pleasant and jolly, not everyone would be as lucky as myself.	
57	Tiverton - Blackdown	Extremely likely	Good care and food.	
58	Tiverton - Blackdown	Extremely likely	Tremendous care, warmth + support.	
59	Tiverton - Blackdown	Extremely likely		
60	Tiverton - Blackdown	Extremely likely	I never felt alone. Someone was always at hand. Everyone concerned regarding my wellbeing.	
61	Tiverton - Blackdown	Extremely likely	All staff very friendly - helpful. Family given all information re: treatment etc. The staff are so helpful and cheerful. I have enjoyed my stay in Blackdown Ward, a lot of laughs, will miss them very much.	
62	Tiverton - Blackdown	Extremely likely	I was well look after by all the staff and nurses.	I cannot see anything can be changed.
63	Tiverton - Blackdown	Extremely likely	Plenty of help if needed & during the night. & good food.	
64	Tiverton - Blackdown	Likely		
65	Tiverton - Blackdown	Likely	Didn't want to go into hospital but if you have to it's been ok.	Much better puddings.
66	Tiverton - Blackdown	Likely		

67	Tiverton - Twyford	Extremely likely	Simply well cared for.	
68	Tiverton - Twyford	Extremely likely	Friendly + homely. Feel like one of the family.	
69	Tiverton - Twyford	Extremely likely	Lovely nurses, good care, very friendly, good food.	N/A.
70	Tiverton - Twyford	Extremely likely		
71	Tiverton - Twyford	Extremely likely	Most understanding place you've been in. Individual care excellent. Nothing is too much trouble. Everybody bends over backwards to meet my requirements. No negative points we could improve on.	No faults anywhere.
72	Tiverton - Twyford	Extremely likely	All good.	
73	Tiverton - Twyford	Extremely likely		
74	Tiverton - Twyford	Extremely likely	Very compassionate to husband at end of life. Staff were wonderful, nothing too much trouble.	No.
75	Tiverton - Twyford	Extremely likely	Everyone is so helpful.	
76	Tiverton - Twyford	Extremely likely	Because of the kindness and courtesy and general feeling of the ward - generally a happy place.	Food portions are too large.
77	Tiverton - Twyford	Extremely likely	Because the staff are so friendly and nothing is ever too much bother. I had my toe nails cut and my hair cut after a bath.	The meals are never different.
78	Tiverton - Twyford	Extremely likely	All staff attentive, considerate and compassionate and at the same time enjoy witty banter amongst themselves and patients in my experience - the saying is true laughter is the best medicine!!	
79	Tiverton - Twyford	Likely		