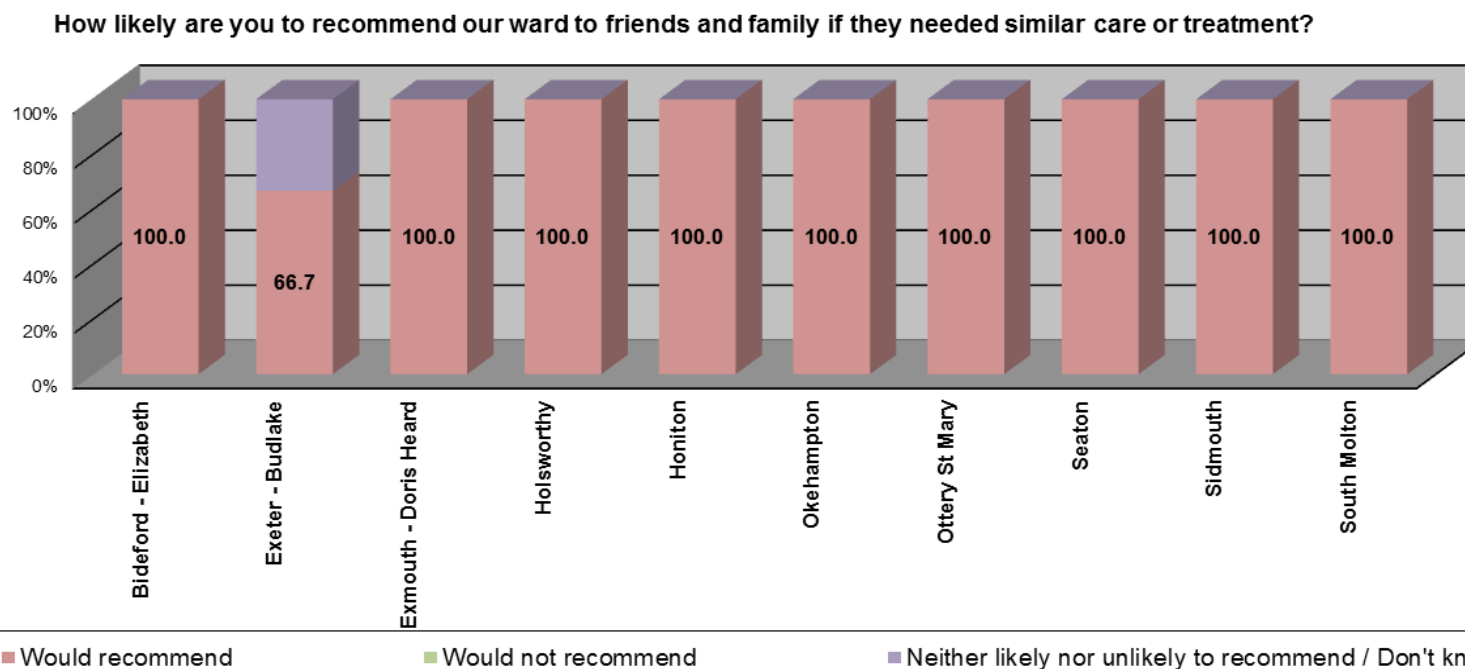


Friends and Family Test – Community Hospitals – June 2016



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 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 100.0 | 0.0 | 0.0 | 20.0 |
| 2 | Exeter - Budlake | 2 | 0 | 1 | 0 | 0 | 0 | 3 | 66.7 | 0.0 | 33.3 | 18.8 |
| 3 | Exmouth - Doris Heard | 3 | 6 | 0 | 0 | 0 | 0 | 9 | 100.0 | 0.0 | 0.0 | 56.3 |
| 4 | Holsworthy | 4 | 0 | 0 | 0 | 0 | 0 | 4 | 100.0 | 0.0 | 0.0 | 22.2 |
| 5 | Honiton | 1 | 1 | 0 | 0 | 0 | 0 | 2 | 100.0 | 0.0 | 0.0 | 15.4 |
| 6 | Okehampton | 5 | 0 | 0 | 0 | 0 | 0 | 5 | 100.0 | 0.0 | 0.0 | 71.4 |
| 7 | Ottery St Mary | 7 | 1 | 0 | 0 | 0 | 0 | 8 | 100.0 | 0.0 | 0.0 | 72.7 |
| 8 | Seaton | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 100.0 | 0.0 | 0.0 | 54.5 |
| 9 | Sidmouth | 6 | 0 | 0 | 0 | 0 | 0 | 6 | 100.0 | 0.0 | 0.0 | 31.6 |
| 10 | South Molton | 2 | 2 | 0 | 0 | 0 | 0 | 4 | 100.0 | 0.0 | 0.0 | 26.7 |
| | Total | 38 | 10 | 1 | 0 | 0 | 0 | 49 | 98.0 | 0.0 | 2.0 | 36.0 |
| | Percentage | 77.6 | 20.4 | 2.0 | 0.0 | 0.0 | 0.0 | 100.0 | | | | |

Friends and Family Test – Community Hospitals – Jun-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 | I have had wonderful treatment from almost all the staff. Two on night duty were the only exception. They refused to give me any help or encouragement and I needed both when getting up at night. All the rest of the staff I can't speak too highly of. Food is excellent. Thank you all. | Nothing. | Female | over 65 | White British | No tick |
| 2 | Bideford - Elizabeth | Extremely likely | | Better presentation of puree meals. | Male | over 65 | White British | No tick |
| 3 | Exeter - Budlake | Extremely likely | Helpfully friendly. | | | over 65 | White British | No tick |
| 4 | Exeter - Budlake | Extremely likely | Excellent care, pleasure to be in hospital, lovely staff. 1st class. | No. | Female | over 65 | White British | No tick |
| 5 | Exeter - Budlake | Neither likely nor unlikely | Difficult to say. Depends on the circumstances. | Better communication would be helpful. | Male | over 65 | White British | No tick |
| 6 | Exmouth - Doris Heard | Extremely likely | First class staff! | | Male | over 65 | | No tick |
| 7 | Exmouth - Doris Heard | Extremely likely | The ward staff, without exception, are incredible in their care, attention and compassion. | While the ward staff are exceptional, unfortunately the senior part of the bureaucracy leaves much to be desired. | Male | over 65 | White British | No tick |
| 8 | Exmouth - Doris Heard | Extremely likely | All the staff have treated me very well. Thank you. | | Female | over 65 | | No tick |
| 9 | Exmouth - Doris Heard | Likely | Appreciative of general | | | over 65 | White British | No tick |

| | | | | | | | | |
|----|-----------------------|------------------|---|-------------------------------------|--------|---------|---------------|---------|
| | | | help and support. | | | | | |
| 10 | Exmouth - Doris Heard | Likely | | | Female | over 65 | White British | No tick |
| 11 | Exmouth - Doris Heard | Likely | Have enjoyed the company and hope NHS stay in Exmouth and other small NHS stay. | | Female | over 65 | White British | No tick |
| 12 | Exmouth - Doris Heard | Likely | Less talking & quieter atmosphere would be helpful to recovery. | | Female | over 65 | | No tick |
| 13 | Exmouth - Doris Heard | Likely | Staff caring and helpful. | | Female | over 65 | | No tick |
| 14 | Exmouth - Doris Heard | Likely | Mum too tired to comment. But as next of kin we would have liked better communication to help us be involved with mum's on-going needs when she comes home. | | Female | over 65 | | No tick |
| 15 | Holsworthy | Extremely likely | Excellent staff and levels of care. | | Female | over 65 | White British | No tick |
| 16 | Holsworthy | Extremely likely | I would congratulate the entire staff with their approach to a difficult occupation - the attitude adopted is without doubt beyond reproach for a professional - added to this, a personal contact between patient and carer / nurse which creates an atmosphere of wellbeing for the patients. | | Male | over 65 | White British | No tick |
| 17 | Holsworthy | Extremely likely | Lovely staff and much kindness given to us. | Keep this ward open as much needed. | Female | over 65 | White British | No tick |
| 18 | Holsworthy | Extremely likely | Staff are friendly amongst themselves and the patients as oppose to a bigger hospital. It's a pity the food has to | No. | Male | over 65 | White British | No tick |

| | | | | | | | | |
|----|------------|--------------------|---|--|--------|---------|---------------|---------|
| | | | be the cook freeze system and not locally cooked on the premises. | | | | | |
| 19 | Honiton | Extremely likely | Very kind. Food very good. Always there for me. | | Female | over 65 | White British | No tick |
| 20 | Honiton | Likely | The professional staff excellent in the main - as were the carers & catering staff. Unfortunate they are not supported by the NHS so working under duress. | My stay was marred by the awful food on offer. The choice is limited & frozen, hence lived on sandwiches for 2.5 wks!! My sleep was constantly disturbed by dementia patients - felt I was in old people's home, not hospital. | Female | over 65 | White British | No tick |
| 21 | Honiton | Not entered | Wonderful - all very helpfully at all times. Wishing you all best wishes. | No suggestions at all. You all work very, very hard. | Female | over 65 | White British | No tick |
| 22 | Okehampton | Extremely likely | The care received during my stay. | Food desperately needs improving. I have lived on salads. | Female | 56-65 | White British | No tick |
| 23 | Okehampton | Extremely likely | The cheerful, competent staff who treat their patients with courtesy & dignity. | | | | | No tick |
| 24 | Okehampton | Extremely likely | The care and kindness of the staff. | It is very good already. | Male | over 65 | White British | No tick |
| 25 | Okehampton | Extremely likely | I have nothing but praise for all the staff who looked after me during my stay. Without exception the staff were extremely helpful and attentive to any needs I may have had. Thank you all. A. | It was obvious on occasion that the staff were extremely hard-pressed due to staff levels but they seemed to cope admirably. | Male | over 65 | White British | No tick |
| 26 | Okehampton | Extremely likely | Very flexible, spent time talking to my mother, lovely enclosed garden to | My mother was in with other dementia sufferers - sometimes it was upsetting | Female | 46-55 | White British | No tick |

| | | | | | | | | |
|----|----------------|------------------|--|--|--------|---------|--|---------|
| | | | go in & lots of cups of tea. Thanks. | & it took us a while to realise she could go to the dining room. | | | | |
| 27 | Ottery St Mary | Extremely likely | All the nurses and HCA's have looked after me very well. All therapy received very helpful to me. All areas very clean and tidy. Food excellent. Enjoyed seated exercise group and flower arranging group. Communication very good between the nursing staff. | | Female | over 65 | | No tick |
| 28 | Ottery St Mary | Extremely likely | Brilliant! Couldn't have been better looked after. All nurses and HCAs fantastic. Very good food - absolutely wonderful. Excellent RSWs E., S., L., R., L, L., A. Very good standard of hygiene, tidyness cleanliness. All hotel service staff - wonderful, helpful, very friendly – M., R., G., both S's, K. Thank you. Enjoyed art / craft card making sessions with A. - RSW. Thank you matron – M. HCAs D., M., P., D., M., N., R. Thank you. Thank you OTs, physios - great help to me. | | Female | over 65 | | No tick |
| 29 | Ottery St Mary | Extremely likely | All staff friendly, approachable. All areas clean and tidy. Food not bad. Exercise groups beneficial. Breakfast club beneficial. Wish to thank all the staff for looking | | Male | 56-65 | | No tick |

| | | | | | | | |
|----|----------------|------------------|---|--|--------|---------|---------|
| | | | after me whilst I've been here. | | | | |
| 30 | Ottery St Mary | Extremely likely | All staff have been very kind and helpful to me. Food good. Room clean and tidy. Enjoyed all therapeutic activities – gardening, art. Enjoyed exercise group - good fun! | | Female | over 65 | No tick |
| 31 | Ottery St Mary | Extremely likely | All nurses and HCAs have looked after me very well. All therapy staff very good, all therapy very helpful to me. All areas very clean and tidy. Food excellent. Enjoyed seated exercise group. Communication observed to be very good between nursing staff. | | Female | over 65 | No tick |
| 32 | Ottery St Mary | Extremely likely | High quality nursing and healthcare. 1st class therapy input - physio / OT felt supported by RSWs. High quality of food. 1st class choice of menu options. Enjoyed attending bingo session. My room very clean and tidy throughout my stay. The hospital is very well cleaned, tidy. All staff friendly, approachable. It's been brilliant here. Thank you. | | Male | 56-65 | No tick |
| 33 | Ottery St Mary | Extremely likely | Main impressions - kindness from all staff i.e. nurses, HCAs, therapists, RSWs, hotel services. I don't think there's a better | | Male | over 65 | No tick |

| | | | | | | | | |
|----|----------------|------------------|--|---|--------|---------|---------------|---------|
| | | | place for any illness you could possibly have – stroke, in particular. | | | | | |
| 34 | Ottery St Mary | Likely | Very kind always. Horrible bland food! But some meals good. Very tidy and clean. Always enjoyed groups - seated exercise group. Upper limb exercise group. Flower arranging group. Communication group. And painting. Physio and OT - helpful. Breakfast group very helpful and very good. | | Female | over 65 | | No tick |
| 35 | Seaton | Extremely likely | | | Male | 46-55 | White British | No tick |
| 36 | Seaton | Extremely likely | The understanding combined with the sympathy and very high standard of care. I don't think it could be bettered. | I can't think of none, the service is excellent. | Male | over 65 | White British | No tick |
| 37 | Seaton | Extremely likely | The staff at Seaton hospital give excellent nursing care. They are professional and committed to the wellbeing of their patients at all times. | | Female | over 65 | White British | No tick |
| 38 | Seaton | Extremely likely | I have had very good care while staying here. | | | | | No tick |
| 39 | Seaton | Extremely likely | Excellent 5* TLC given by all staff. Absolutely no complaints in anyway. | Pureed food menu choice very limited - more varied choice needed, particularly for plain food eaters. | Female | 56-65 | White British | No tick |
| 40 | Seaton | Extremely likely | Everybody so very friendly. Nurses lovely, will do anything with a smile. Nothing too much trouble. Made to feel welcomed by | | Female | over 65 | White British | No tick |

| | | | | | | | | |
|----|----------|--------------------|--|---|--------|---------|---------------|---------|
| | | | all. | | | | | |
| 41 | Seaton | Not entered | I would like to hope my family and friends never have to have a leg amputated and spend four months in hospital. | All the staff have been fantastic. It's just a shame they can't spare more time to talk with patients, as hospital can be very lonely. Also, maybe some group activities or patients eating meals together. | Male | 36-45 | White British | No tick |
| 42 | Sidmouth | Extremely likely | All the staff are friendly and caring. Nothing is too much trouble. A family atmosphere. They all love cake. | Stop the buzzer quicker!! | Female | 56-65 | White British | No tick |
| 43 | Sidmouth | Extremely likely | Nursing staff is very kind and hardworking. They deserve the major share of any praise for the NHS. | The greatest need is for more nursing staff to carry the load which never ceases. | Male | over 65 | White British | No tick |
| 44 | Sidmouth | Extremely likely | Having experienced similar 2 weeks in your hospital in 2006 makes me endorse this decision. | | Female | over 65 | White British | No tick |
| 45 | Sidmouth | Extremely likely | The attitude of the staff to the patients is first class. Leading to speedy recovery and an enjoyable visit. Sidmouth hospital does something that no other hospital does: it treats people as people. | | Male | over 65 | White British | No tick |
| 46 | Sidmouth | Extremely likely | All the staff are very helpful & caring, while doing a difficult job and it's local - no travelling into Exeter! | | Male | over 65 | White British | No tick |
| 47 | Sidmouth | Extremely likely | Everybody in the hospital who has been caring for P. has been helpful, efficient | | Male | over 65 | White British | No tick |

| | | | | | | | | |
|----|--------------|------------------|---|------------------------------------|--------|---------|---------------|--|
| | | | and very pleasant. Without exception, nothing has been too much trouble for them and we are both very grateful & satisfied. The room is large airy, comfortable and conducive to recovery as was the varied menu. Thank you so much. A. | | | | | |
| 48 | South Molton | Extremely likely | Staff couldn't have done any more for me. | | Female | over 65 | White British | No tick |
| 49 | South Molton | Extremely likely | Well cared for, nice food, lovely surroundings. Staff so patient and caring. | Keep the ward open. | Male | | White British | No tick |
| 50 | South Molton | Likely | | | Male | | White British | I DO NOT wish my anonymised comments to be made public |
| 51 | South Molton | Likely | | Food okay. Nursing staff all okay. | Male | over 65 | White British | No tick |