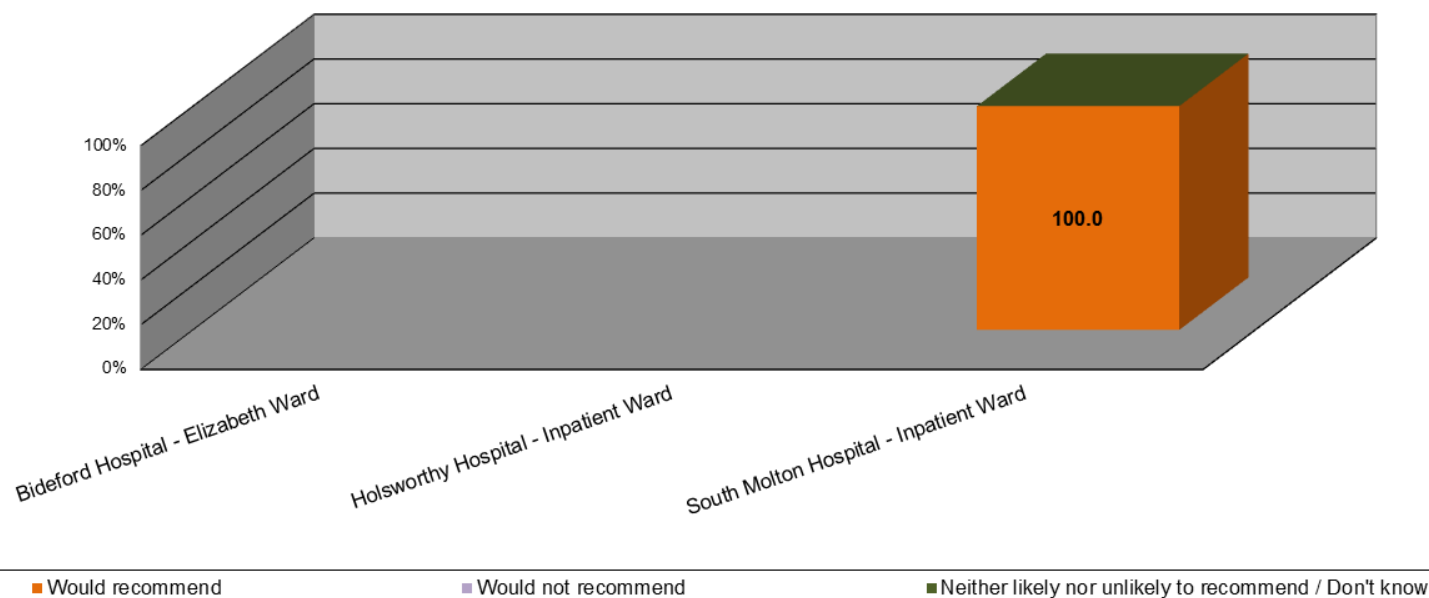


Friends and Family Test – Community Hospitals – June 2017

How likely are you to recommend our ward 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	Bideford Hospital - Elizabeth Ward	0	0	0	0	0	0	0				0.0
2	Holworthy Hospital - Inpatient Ward ***											
3	South Molton Hospital - Inpatient Ward	2	1	0	0	0	0	3	100.0	0.0	0.0	15.8
	Total	2	1	0	0	0	0	3	100.0	0.0	0.0	12.0
	Percentage	66.7	33.3	0.0	0.0	0.0	0.0	100.0				

*** Inpatient Ward temporarily closed

Friends and Family Test – Community Hospitals – Jun-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	Very comfortable. Good food. Helpful staff - very quick to help. Very clean toilet & bathroom.	Very satisfied.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	The care is excellent and so clean. The nursing is 10/10 and very friendly and caring. Thank you.	No, none at all. Only the teatime is so early but that's me. Thank you.	Female	56-65	White British	
3	South Molton Hospital - Inpatient Ward	Likely	Very noisy. Staff rather rough at times. Mainly, the nursing staff were very, very good.			Over 65	White British	
4	South Molton Hospital - Inpatient Ward	<i>Not entered</i>	Very good care. Excellent staff. Lovely food and drink.	Excellent care.	Male	Over 65	White British	

5	South Molton Hospital - Inpatient Ward	<i>Not entered</i>		Care has been wonderful - no complaints.	Female	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	<i>Not entered</i>	Happy with everything.		Female	Over 65		