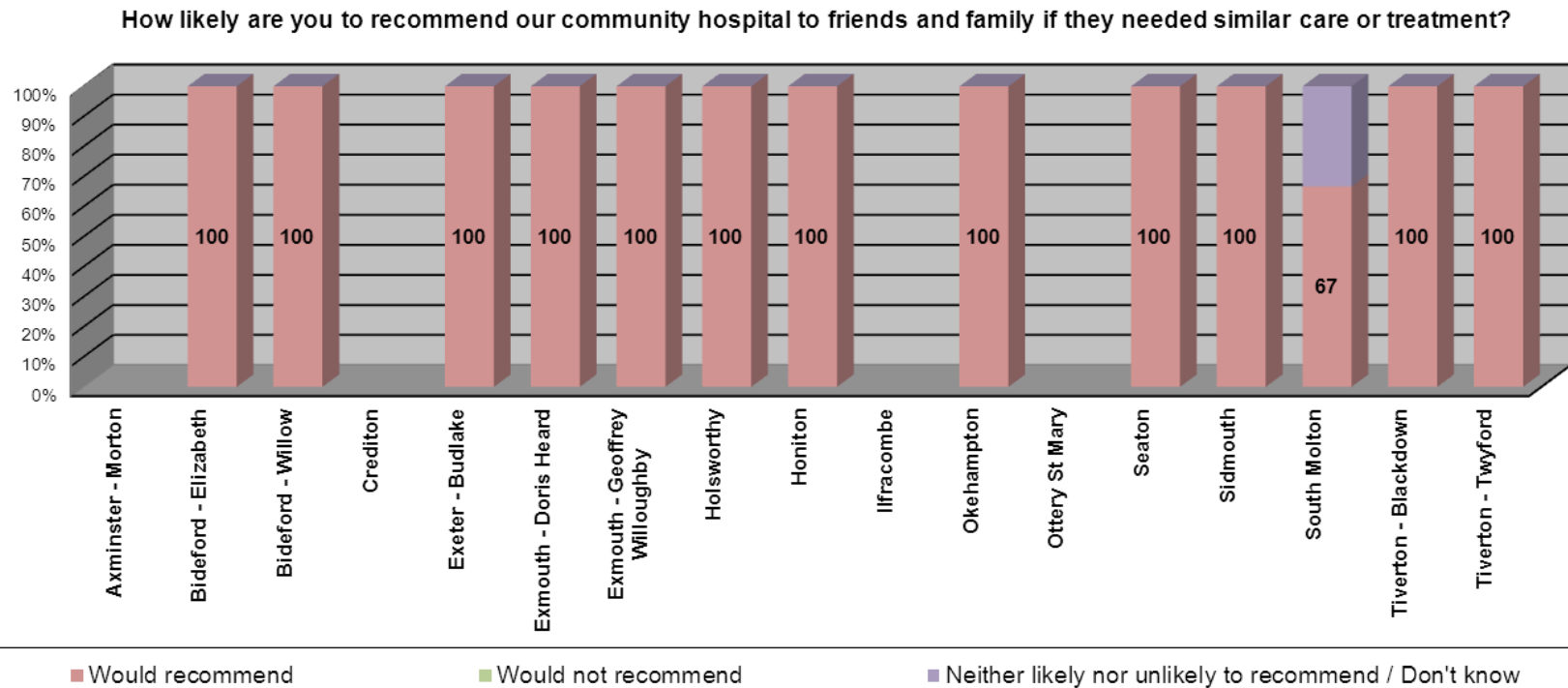


## Friends and Family Test – Community Hospitals – March 2015



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	2	0	0	0	0	0	2	100	0	0	25.0
3	Bideford - Willow	6	1	0	0	0	0	7	100	0	0	28.0
4	Crediton***											
5	Exeter - Budlake	1	2	0	0	0	0	3	100	0	0	16.7
6	Exmouth - Doris Heard	1	0	0	0	0	0	1	100	0	0	5.9
7	Exmouth - Geoffrey Willoughby	3	1	0	0	0	0	4	100	0	0	100.0
8	Holsworthy	4	0	0	0	0	0	4	100	0	0	21.1
9	Honiton	3	0	0	0	0	0	3	100	0	0	14.3
10	Ilfracombe***											
11	Okehampton	1	0	0	0	0	0	1	100	0	0	6.3
12	Ottery St Mary	0	0	0	0	0	0	0				0.0
13	Seaton	5	2	0	0	0	0	7	100	0	0	36.8
14	Sidmouth	3	1	0	0	0	0	4	100	0	0	13.8
15	South Molton	2	0	0	0	0	1	3	67	0	33	11.5
16	Tiverton - Blackdown	1	0	0	0	0	0	1	100	0	0	11.1
17	Tiverton - Twyford	11	2	0	0	0	0	13	100	0	0	68.4
	<b>Total</b>	<b>43</b>	<b>9</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>1</b>	<b>53</b>	<b>98</b>	<b>0</b>	<b>2</b>	<b>21.5</b>
	<b>Percentage</b>	<b>81.1</b>	<b>17.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>1.9</b>	<b>100.0</b>				

## Friends and Family Test – Community Hospitals – Mar-15 – Qualitative Data

	Community Hospital	Friends & Family Test Response	Please can you tell us the main reason for the response you have given?
1	Bideford - Elizabeth	Extremely likely	I've found the staff on this ward to be very friendly and helpful. Some more than others. The kitchen staff, the cleaners, the nurses, they've all helped me, but I have to be grateful to all the physiotherapists who have had to put up with all my moaning. They are all angels.
2	Bideford - Elizabeth	Extremely likely	Your staff have been so helpful!
3	Bideford - Willow	Extremely likely	Everyone was very helpful.
4	Bideford - Willow	Extremely likely	Food good. Staff very jolly.
5	Bideford - Willow	Extremely likely	
6	Bideford - Willow	Extremely likely	They were all very kind and helpful, see you all when I come down for my next hip to be done, thanks to all the staff. Well done to all of you.
7	Bideford - Willow	Extremely likely	Once again been treated all care and friendliness and would recommend physio and OTs.
8	Bideford - Willow	Extremely likely	Everyone lovely.
9	Bideford - Willow	Likely	Truth. Friendly and efficient staff.
10	Exeter - Budlake	Extremely likely	The staff were very helpful.
11	Exeter - Budlake	Likely	
12	Exeter - Budlake	Likely	
13	Exmouth - Doris Heard	Extremely likely	Indeed! All the staff were always kind, helpful and very willing to help patients no matter how difficult and trying the individual circumstances were. All are to be commended for their dedication. My thanks to you all.
14	Exmouth - Geoffrey Willoughby	Extremely likely	Good care by the nurses etc. and good food!
15	Exmouth - Geoffrey Willoughby	Extremely likely	
16	Exmouth - Geoffrey Willoughby	Extremely likely	She's been so happy she doesn't want to go.
17	Exmouth - Geoffrey Willoughby	Likely	It was ok - did not want to go to a home.
18	Holsworthy	Extremely likely	Everyone is very kind and thoughtful.
19	Holsworthy	Extremely likely	Kindness of staff. Patience of staff. Nothing's ever too much trouble.

20	Holsworthy	Extremely likely	The friendly service I received could not be better anywhere.
21	Holsworthy	Extremely likely	Great people to be around.
22	Honiton	Extremely likely	It's been wonderful, I feel so much better and ready to live again. Food okay - could be warmer. Hospital is spotless.
23	Honiton	Extremely likely	When asked staff to do things for me it's been done. They have never refused anything, even when times difficult.
24	Honiton	Extremely likely	Very good treatment, kindness and care at all times. I am very grateful for all that has been done to bring me back to good health. Thank you.
25	Okehampton	Extremely likely	Staff very friendly. I have been looked after very well. I have been fed well. All nurses have treated me very well. My general stay has been very good.
26	Seaton	Extremely likely	Was looked after very well.
27	Seaton	Extremely likely	The nursing staff are all very charming and helpful, ready and willing to assist patients and their families wherever possible.
28	Seaton	Extremely likely	A very happy two weeks' stay. I have given the highest possible score truthfully as all nursing staff, catering staff, cleaners etc. have given me so much care, kindness and love that I would willingly come into Seaton Hospital again.
29	Seaton	Extremely likely	Excellent care by dedicated staff in a welcoming, friendly environment, with total commitment to the wellbeing and recovery of the patient.
30	Seaton	Extremely likely	Very friendly and knowledgeable staff. Very happy and comfortable experience.
31	Seaton	Likely	An easy going and friendly hospital but not quite to the extent of some accounts I've heard. Not too easy to get details of what's happening. I cannot comment on the strictly medical side.
32	Seaton	Likely	I found it very difficult to wash and dress right away after bad nights. If I could have had a rest it would have been much easier. Otherwise, everyone has been most helpful. I was washing and dressing myself.
33	Sidmouth	Extremely likely	All nursing staff, food and cleaning staff have been very lovely. The care has been brilliant. They have always been great at every visit / stay at hospital.
34	Sidmouth	Extremely likely	The excellent service and attention given.
35	Sidmouth	Extremely likely	Always had very good treatment.
36	Sidmouth	Likely	
37	South Molton	Extremely likely	
38	South Molton	Extremely likely	Unfailing smiles of the nurses!
39	South Molton	Don't know	Extremely well-treated. Food ok.
40	Tiverton - Blackdown	Extremely likely	All the staff are friendly, courteous and kind to all patients. I cannot thank the staff enough for all the care given to my mother.

41	Tiverton - Twyford	Extremely likely	Very nice and friendly.
42	Tiverton - Twyford	Extremely likely	The care that all the nurses have given mother-in-law is 100%. Brilliant - can't fault their care. Thank you all very much.
43	Tiverton - Twyford	Extremely likely	Mostly because the staff is very friendly and helpful. The place being reasonably quiet helps too.
44	Tiverton - Twyford	Extremely likely	Enjoyed his stay - can't praise it enough. Don't feel enough time is spent with night staff as they are busy trying to get all patients settled in a reasonable time but difficult due to late start of night staff.
45	Tiverton - Twyford	Extremely likely	Kind, supportive nurse. Explained procedure to my father and myself. Spoke clearly to my father as he is very deaf.
46	Tiverton - Twyford	Extremely likely	First class medical attention, cheerful and helpful staff. Very good food, allowed to help myself. Thank you everyone - I will miss you.
47	Tiverton - Twyford	Extremely likely	Cleanliness, helpful, happy attitude of staff and the excellent care received - thank you all.
48	Tiverton - Twyford	Extremely likely	Everyone was so kind and caring.
49	Tiverton - Twyford	Extremely likely	Enjoyed stay. Excellent care received.
50	Tiverton - Twyford	Extremely likely	Everyone very pleasant, helpful and kind. Excellent care. Thank you. Special thanks to L.
51	Tiverton - Twyford	Extremely likely	Everyone is so friendly and caring. Shortage of information when outbreak of D+V on ward. Extra nursing staff and HCA's needed. Staff so busy.
52	Tiverton - Twyford	Likely	Too noisy. Especially at night.
53	Tiverton - Twyford	Likely	