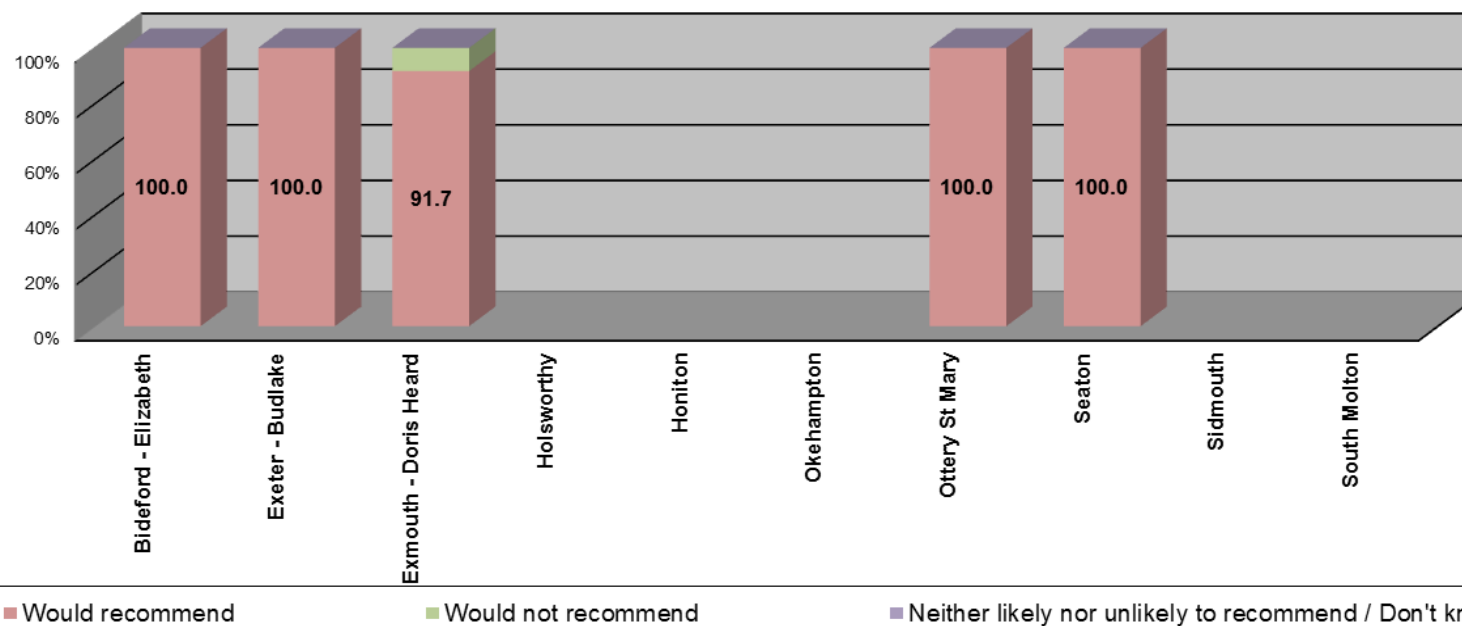


Friends and Family Test – Community Hospitals – March 2016

How likely are you to recommend our ward 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
									%	%	%	%
1	Bideford - Elizabeth	1	1	0	0	0	0	2	100.0	0.0	0.0	25.0
2	Exeter - Budlake	8	0	0	0	0	0	8	100.0	0.0	0.0	50.0
3	Exmouth - Doris Heard	8	3	0	1	0	0	12	91.7	8.3	0.0	85.7
4	Holsworthy	0	0	0	0	0	0	0				0.0
5	Honiton	0	0	0	0	0	0	0				0.0
6	Okehampton	0	0	0	0	0	0	0				0.0
7	Ottery St Mary	1	6	0	0	0	0	7	100.0	0.0	0.0	63.6
8	Seaton	5	0	0	0	0	0	5	100.0	0.0	0.0	41.7
9	Sidmouth	0	0	0	0	0	0	0				0.0
10	South Molton	0	0	0	0	0	0	0				0.0
	Total	23	10	0	1	0	0	34	97.1	2.9	0.0	26.4
	Percentage	67.6	29.4	0.0	2.9	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Mar-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			Female	over 65	White British	No tick
2	Bideford - Elizabeth	Likely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
3	Exeter - Budlake	Extremely likely	The staff are very kind & so helpful. Nothing is too much trouble for them. I will miss them as they always stop and have a word with me.			over 65	White British	No tick
4	Exeter - Budlake	Extremely likely	An excellent team of nurses and carers. All showed total respect and care throughout my stay. Totally different from what it was 8 years ago. The food and kitchen staff were excellent also. Thank you.		Female	over 65	White British	No tick
5	Exeter - Budlake	Extremely likely	With the positive and 'upbeat' atmosphere, which is both professional and informal, the best mixture for healing to take place! We are short and getting shorter of cottage hospitals and similar recovery and rehabilitation facilities!!	In every way I think staff are excellent. In a constantly changing situation, individual staff make the necessary changes required!	Male	over 65	White British	No tick
6	Exeter - Budlake	Extremely likely			Female	over 65	White British	No tick

7	Exeter - Budlake	Extremely likely	The staff have always been approachable & they'll do anything they can if it's within their power. Everybody's been friendly & enjoyable to have had to spend my time here with excellent care.	I can't because service is so good.	Male	over 65	White British	No tick
8	Exeter - Budlake	Extremely likely			Female	over 65	White British	No tick
9	Exeter - Budlake	Extremely likely	All the care I have had has been exceptional. Everyone I had contact with went the extra mile with a smile. The food was not to my liking but when I was on a special diet D. & his team in the kitchen consulted me every day.	TV & newspapers available. The days can feel very long.	Female	over 65	White British	No tick
10	Exeter - Budlake	Extremely likely	I've been given the very best of treatment. All the staff, household, nurses & docs are all so kind & helpful.		Female	over 65	White British	No tick
11	Exmouth - Doris Heard	Extremely likely	Very helpful and accommodating. Let us visit out of hours as we travelled a long way! Uncle is happy here.		Male	46-55	White British	No tick
12	Exmouth - Doris Heard	Extremely likely	Staff show genuine concern for patients & can't do enough to help.	The bell push is difficult for arthritic hands.	Female	over 65	White British	No tick
13	Exmouth - Doris Heard	Extremely likely	Because I get marvellous service.	New windows (!) for Doris Heard Ward.	Male	over 65	White British	No tick
14	Exmouth - Doris Heard	Extremely likely	Good care. Nice, friendly atmosphere.	No.	Female	over 65	White British	No tick
15	Exmouth - Doris Heard	Extremely likely	All the staff who were friendly & caring. Nothing was too much trouble for	A trolley selling sweets crisps, newspapers etc. would be very nice.	Female	over 65	White British	No tick

			them. The food was pleasant & easy to consume. I knew Doris Heard & she would have been so proud of her ward.					
16	Exmouth - Doris Heard	Extremely likely			Female	46-55	White British	I DO NOT wish my anonymised comments to be made public
17	Exmouth - Doris Heard	Extremely likely	All the staff were kind and helped you any way they could.		Female	over 65	White British	No tick
18	Exmouth - Doris Heard	Extremely likely	The care I have been given has been very good.		Male	over 65	White British	No tick
19	Exmouth - Doris Heard	Likely	The nurse have all be good and looked after beautifully.	Hot meal sometimes in evening.	Female	over 65	White British	No tick
20	Exmouth - Doris Heard	Likely	The staff are approachable and on the whole friendly.	Regular prompts for patients who have incontinence to use the toilet.		46-55	White British	No tick
21	Exmouth - Doris Heard	Likely	All staff work extremely hard to provide the best possible care and deserve to be properly recompensed for it!	No.	Female	over 65	White British	No tick
22	Exmouth - Doris Heard	Unlikely	Being an end cubicle there is constant movement at night which keeps me awake and the ward is never peaceful but I have no complaints about the nursing staff.		Female	over 65	White British	No tick
23	Exmouth - Doris Heard	Not entered	Just a hurried note to accompany to thank all who were so kind to me on Tuesday last.		Female	over 65	White British	No tick
24	Ottery St Mary	Extremely likely			Female	over 65	White British	I DO NOT wish my

								anonymised comments to be made public
25	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
26	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
27	Ottery St Mary	Likely	I have a reason for this [illegible] because I think the two meals lunch & supper are too close.		Male	over 65	White British	No tick
28	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
29	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
30	Ottery St Mary	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
31	Ottery St Mary	Not entered	Food fine. Very clean and tidy hospital. Felt looked after. All lovely staff.		Female	over 65		No tick
32	Seaton	Extremely likely	Excellent care & kindness. Care always attentive & supportive.		Female	over 65	White British	No tick
33	Seaton	Extremely likely	Cleanliness. Extreme competence and friendliness of all staff. Sorry about my writing - arthritis.	You need more staff at the sharp end.	Male	over 65	White British	No tick

34	Seaton	Extremely likely	Fabulous. Help & treatment all round.		Male	over 65	White British	No tick
35	Seaton	Extremely likely	They are so very kind. Thank you - all of you - you are very much appreciated.		Female	over 65	White British	No tick
36	Seaton	Extremely likely	It is lovely.	No.	Female	over 65	White British	No tick