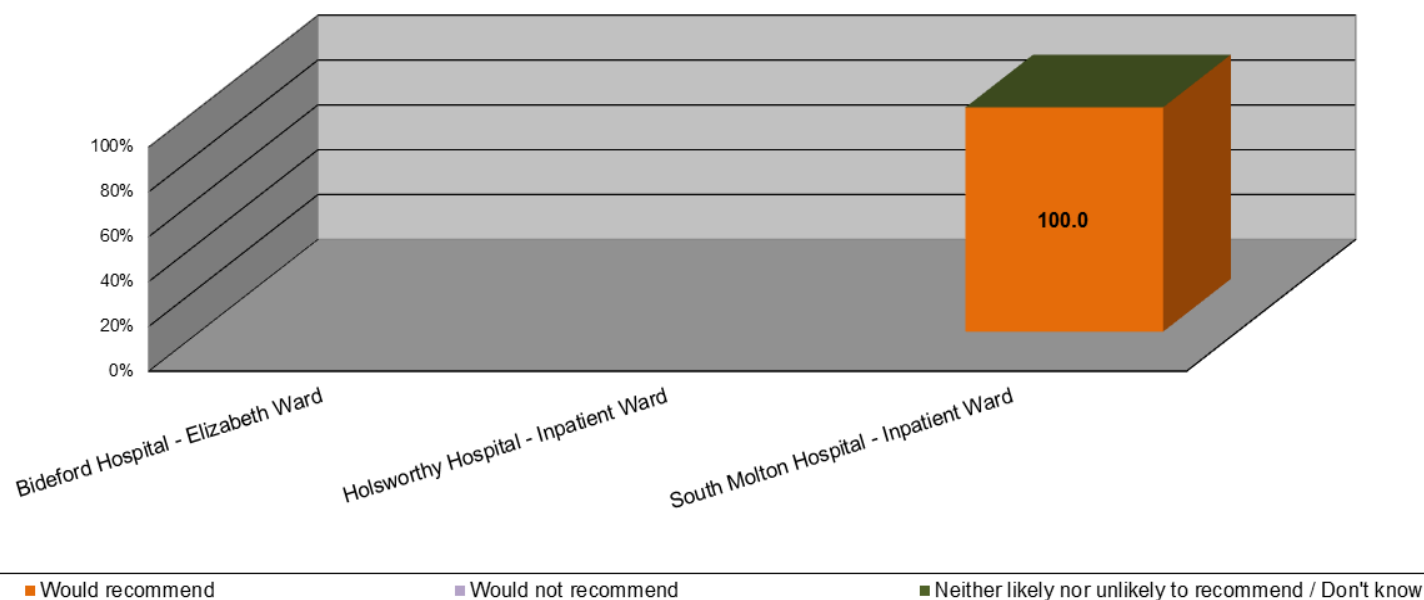


Friends and Family Test – Community Hospitals – March 2017

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 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 Hospital - Elizabeth Ward	0	0	0	0	0	0	0				0.0
2	Holworthy Hospital - Inpatient Ward	0	0	0	0	0	0	0				0.0
3	South Molton Hospital - Inpatient Ward	7	2	0	0	0	0	9	100.0	0.0	0.0	47.4
	Total	7	2	0	0	0	0	9	100.0	0.0	0.0	19.6
	Percentage	77.8	22.2	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Mar-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	Staff are all very friendly & helpful. Don't know what I'd do if this hospital was not here!			Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	During my stay on the ward, the care from everyone has been amazing. So helpful & caring which helped with my recovery.		Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	The food was very good and the staff were helpful and friendly. You could not wish for a better hospital.		Female	Over 65	White British	

4	South Molton Hospital - Inpatient Ward	Extremely Likely	I have received very good care.		Male	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Nursing so kindly & sensibly done you all made me happy and confident. I simply cannot thank you all enough.	No. Simply well done. Many thanks.	Male	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Good service.		Male	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Extremely Likely	We have always found the kindness and care to be excellent, no matter what reasons we are here for.		Female	Over 65	White British	
8	South Molton Hospital - Inpatient Ward	Likely			Female	Over 65	White British	
9	South Molton Hospital - Inpatient Ward	Likely	Lovely nurses taking care of me. Good care throughout my stay as I live on my own. Cannot fault my care.		Female	Over 65	White British	
10	South Molton Hospital - Inpatient Ward	Not entered	The physio exercises were not up to what I was lead to believe would happen. Except for half an hour home visit Monday morning I've had no physio help for seven days. When I was admitted last Monday week again no physio attention for 3 days - then only the odd days since.	Much more time & instruction regarding physiotherapy needed.	Male	Over 65	White British	