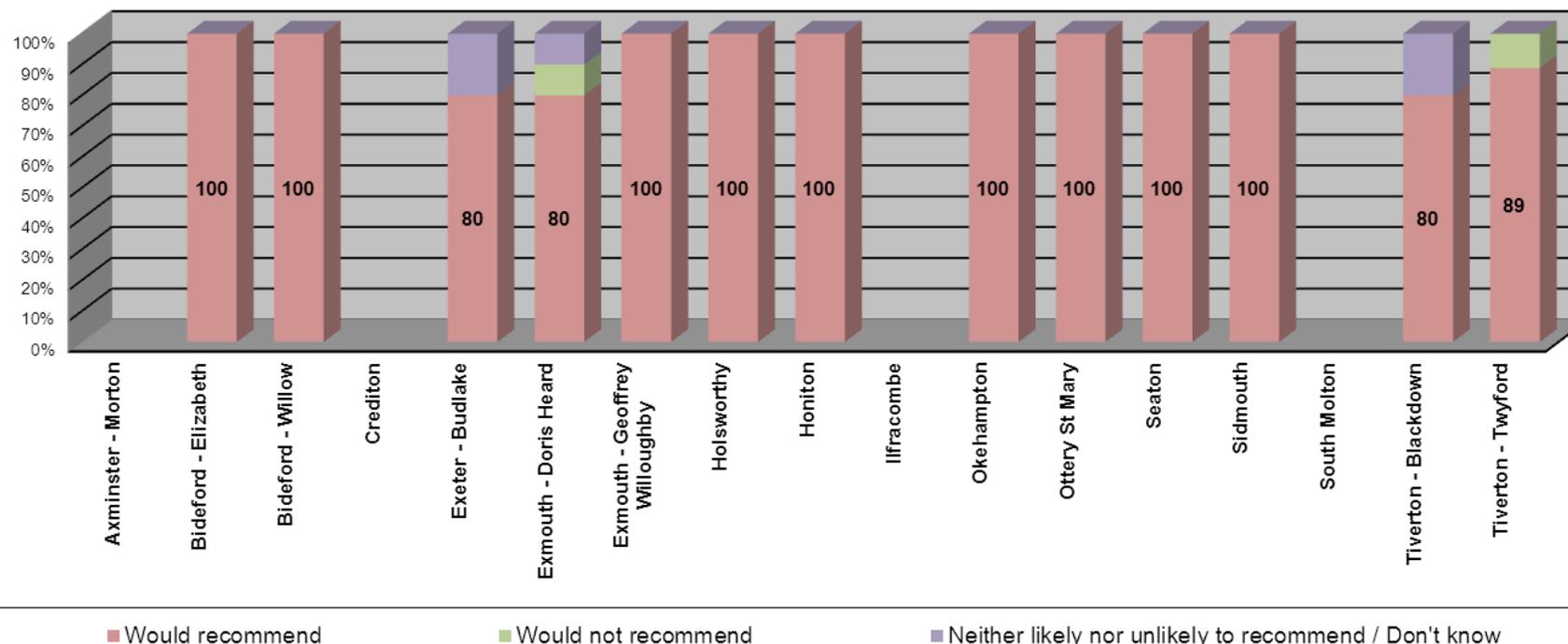


Friends and Family Test – Community Hospitals – May 2015

How likely are you to recommend our community hospital 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
	*** Inpatient beds temporarily closed								%	%	%	%
1	Axminster – Morton***											
2	Bideford - Elizabeth	3	0	0	0	0	0	3	100	0	0	60.0
3	Bideford - Willow	2	2	0	0	0	0	4	100	0	0	28.6
4	Crediton***											
5	Exeter - Budlake	3	1	1	0	0	0	5	80	0	20	31.3
6	Exmouth - Doris Heard	3	5	1	0	1	0	10	80	10	10	90.9
7	Exmouth - Geoffrey Willoughby	4	0	0	0	0	0	4	100	0	0	50.0
8	Holsworthy	3	1	0	0	0	0	4	100	0	0	26.7
9	Honiton	2	0	0	0	0	0	2	100	0	0	11.8
10	Ilfracombe***											
11	Okehampton	9	5	0	0	0	0	14	100	0	0	63.6
12	Ottery St Mary	9	1	0	0	0	0	10	100	0	0	100.0
13	Seaton	4	1	0	0	0	0	5	100	0	0	29.4
14	Sidmouth	1	0	0	0	0	0	1	100	0	0	3.8
15	South Molton	0	0	0	0	0	0	0				0.0
16	Tiverton - Blackdown	4	0	1	0	0	0	5	80	0	20	45.5
17	Tiverton - Twyford	6	2	0	1	0	0	9	89	11	0	100.0
	Total	53	18	3	1	1	0	76	93	3	4	38.4
	Percentage	69.7	23.7	3.9	1.3	1.3	0.0	100.0				

Friends and Family Test – Community Hospitals – May-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	All very good thank you.
2	Bideford - Elizabeth	Extremely likely	Very pleased with the care you have all given me in the last 2 weeks. Thank you very much, it has added to my quick recovery.
3	Bideford - Elizabeth	Extremely likely	Good / excellent care. Enjoyed the food, dedicated staff.
4	Bideford - Willow	Extremely likely	All staff very helpful.
5	Bideford - Willow	Extremely likely	From cheerfulness of the staff and willingness to do everything to make me comfortable. Plus the food is first class. I could not have been better looked after. Love to all.
6	Bideford - Willow	Likely	Excellent attention.
7	Bideford - Willow	Likely	Clean and friendly ward.
8	Exeter - Budlake	Extremely likely	Very friendly staff, good visiting flexibility.
9	Exeter - Budlake	Extremely likely	
10	Exeter - Budlake	Extremely likely	
11	Exeter - Budlake	Likely	Therapy staff are lovely and helpful. They're very gentle with the exercises they gave me to do and are very talkative when helping me wash and dress. I would be happy to return to this ward for only this reason.
12	Exeter - Budlake	Neither likely nor unlikely	No comment.
13	Exmouth - Doris Heard	Extremely likely	Nurses very efficient, courteous and very friendly making one feel very comfortable. All housekeeping staff were very friendly and courteous too.
14	Exmouth - Doris Heard	Extremely likely	Very supportive and caring during a very difficult time. Dad could not have received better care. Many thanks.
15	Exmouth - Doris Heard	Extremely likely	All the staff I have dealt with on my visits have always been very helpful and friendly as have those who have assisted my friend.
16	Exmouth - Doris Heard	Likely	Placement fine in working towards getting patients home.
17	Exmouth - Doris Heard	Likely	
18	Exmouth - Doris Heard	Likely	The staff do their very best to help and assist patients at all times, it can be difficult for them, patience is a key word.
19	Exmouth - Doris Heard	Likely	Staff all hardworking and patient with those in great difficulty. Food usually dished up hot. Cleanliness 100%.
20	Exmouth - Doris Heard	Likely	
21	Exmouth - Doris Heard	Neither likely nor unlikely	Friendly atmosphere.
22	Exmouth - Doris Heard	Extremely unlikely	The staff wonderful. The nursing very very good. The ward beautifully clean.

			Everything spotless. Good facilities, exceptional amount of equipment. Food not so good but adequate. No Radio, television or telephone. The hospital is ideal for older infirm people. The hospital should not be used to rehabilitate people like me. Score from me only 6/10.
23	Exmouth - Geoffrey Willoughby	Extremely likely	Everyone is extremely friendly and helpful. I am very grateful for the care shown and given to my mum. Thank you for looking after her so well whilst she has been poorly.
24	Exmouth - Geoffrey Willoughby	Extremely likely	
25	Exmouth - Geoffrey Willoughby	Extremely likely	
26	Exmouth - Geoffrey Willoughby	Extremely likely	The staff is very good. They cannot do enough for you. I think the food is very poor.
27	Holsworthy	Extremely likely	Friendly staff make for a friendly environment.
28	Holsworthy	Extremely likely	I have given you this score as the treatment, care and friendliness received by all staff has been second to none. A fantastic caring hospital.
29	Holsworthy	Extremely likely	Friendly hospital, pleasant environment.
30	Holsworthy	Likely	Food mostly good but can be variable and sometimes horrible. Carers very good!
31	Honiton	Extremely likely	Extremely helpful and friendly staff. Pleasant environment and good food.
32	Honiton	Extremely likely	Excellent care and attention from everyone included. A very pleasant stay, no complaints. Thank you to everyone.
33	Okehampton	Extremely likely	Food good, staff brilliant, lovely atmosphere, really got me back on my feet.
34	Okehampton	Extremely likely	Very kind and helpful. Physios spent a lot of time with me - much more than Exeter. Physio was my main need - walking really well now. Can manage water works set up myself which is great. Thanks to all.
35	Okehampton	Extremely likely	My stay has been great we could not have done anything better. Everyone was friendly, communicative and helpful. I was happy with everything at Okehampton.
36	Okehampton	Extremely likely	I have been treated very well in hospital, everyone very caring and helpful.
37	Okehampton	Extremely likely	Staff have all been very helpful and kind.
38	Okehampton	Extremely likely	Staff excellent, no faulting them. Been very well looked after and kept informed all the time about plans for going home. All questions answered - very helpful.
39	Okehampton	Extremely likely	
40	Okehampton	Extremely likely	Everybody kind and helpful.
41	Okehampton	Extremely likely	The staff have looked after me very well I give top marks to J and her team. Nothing was too much trouble day or night. The food has been top notch. 10/10. P.S. Forgot to mention the cleaners what a good job they do. 10/10.
42	Okehampton	Likely	Good short term care. Everyone very pleasant and caring.
43	Okehampton	Likely	A pleasant environment to stay, friendly staff.

44	Okehampton	Likely	Happy here.
45	Okehampton	Likely	Everyone is helpful and friendly. I have met the staff before and love it here. Food good, care excellent.
46	Okehampton	Likely	
47	Ottery St Mary	Extremely likely	I've found the people taking care of us friendly and very hardworking and I'm very grateful for my stay here.
48	Ottery St Mary	Extremely likely	I would strongly recommend everything. I can't think of any ways you can improve – service - very good.
49	Ottery St Mary	Extremely likely	Attitude of staff. Sufficiency of number of staff?
50	Ottery St Mary	Extremely likely	Care good.
51	Ottery St Mary	Extremely likely	Nurses are very busy. Food is good. Although I was infirm I have been very happy. Please give us more staff.
52	Ottery St Mary	Extremely likely	Staff nice and helpful but not all. Excellent food - felt benefit. Good standard of cleanliness and tidiness. Felt well looked after.
53	Ottery St Mary	Extremely likely	
54	Ottery St Mary	Extremely likely	Happy, friendly atmosphere. Made my stay as pleasant as possible.
55	Ottery St Mary	Extremely likely	Nursing staff on day and night shifts are fantastic, exceptional care, food very good.
56	Ottery St Mary	Likely	Found staff enjoy their job. Found staff to be helpful and happy. Food was good. Found environment very clean, good. Pleasant experience. Nice atmosphere. Please maintain your very high standards of care, food, cleanliness of environment and nice atmosphere, happy staff.
57	Seaton	Extremely likely	Comfort - 9, staff nursing - 9+, hotel - 10, medication - 9, food - 7.
58	Seaton	Extremely likely	Hospital well-run. Nurses and staff friendly and helpful. Cleanliness.
59	Seaton	Extremely likely	Because it's true.
60	Seaton	Extremely likely	The loving care my mother received in her last few weeks. Thank you all so much for L.'s sake.
61	Seaton	Likely	Thank you for everyone's help.
62	Sidmouth	Extremely likely	V. is lovely. All staff show compassion. We were met by C. with a big smile after travelling 175 miles to see RH. A big thank you. You need an 'itcher' for scratching patients who are incapacitated and who can't itch themselves. Could do with a patient kitchen facility.
63	Tiverton - Blackdown	Extremely likely	I was unable to fault the level of care, attention and friendliness shown to me by the staff from the meal providers to the cleaning staff and all the levels of nursing staff in between. Thank you all for making my stay with you as good as it possibly could be.
64	Tiverton - Blackdown	Extremely likely	The food was excellent. The staff were very helpful indeed and did all they could if any problems arose (a rare event anyway)! Suggestion: only a rather petty one i.e. to be told all the meal times when I arrived.

65	Tiverton - Blackdown	Extremely likely	Staff friendly, helpful, enjoyed his stay. All very good as it is.
66	Tiverton - Blackdown	Extremely likely	
67	Tiverton - Blackdown	Neither likely nor unlikely	
68	Tiverton - Twyford	Extremely likely	Because of the kindness of all the staff. Excellent service.
69	Tiverton - Twyford	Extremely likely	Easy. The nurses, doctors, helpers, in point of fact everyone involved in this ward has been great. Helpful, happy and fun to be around. Hopefully, this will never occur but can't think of a better place to be if ill. Yours in thanks.
70	Tiverton - Twyford	Extremely likely	Wonderful nurses and staff. Patient, kind and helpful who helped my recovery. Employ more nurses. Instead of agency nurses, more cost effective.
71	Tiverton - Twyford	Extremely likely	All the ward staff are angels in disguise. They have taken good care of me even at times when they were under pressure from other patients. I have nothing but praise for them - especially as they had to put up with my weird sense of humour!! They are all first class.
72	Tiverton - Twyford	Extremely likely	Because I appreciate all the hard work done by staff to look after me during my long stay in hospital.
73	Tiverton - Twyford	Extremely likely	Food is very good, able to get good rest, lovely staff, treatment very good.
74	Tiverton - Twyford	Likely	Very helpful.
75	Tiverton - Twyford	Likely	Well looked after.
76	Tiverton - Twyford	Unlikely	Understaffed. Difficult to get help when needed constant comments that there are 18 patients and there is no time. Understaffed and underpaid. More help / staff needed. It's disconcerting to ring for help to the toilet and wetting myself and the bed.