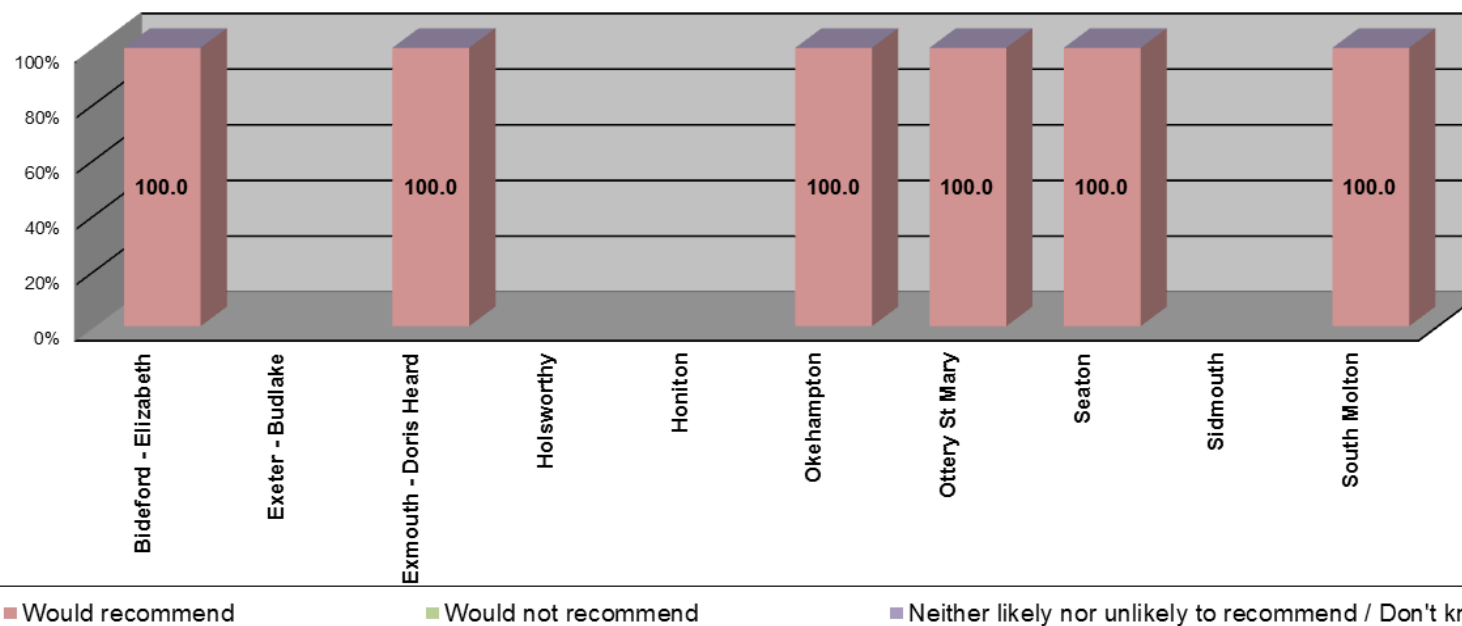


Friends and Family Test – Community Hospitals – May 2016

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	0	1	0	0	0	0	1	100.0	0.0	0.0	16.7
2	Exeter - Budlake	0	0	0	0	0	0	0				0.0
3	Exmouth - Doris Heard	5	4	0	0	0	0	9	100.0	0.0	0.0	52.9
4	Holsworthy	0	0	0	0	0	0	0				0.0
5	Honiton	0	0	0	0	0	0	0				0.0
6	Okehampton	6	1	0	0	0	0	7	100.0	0.0	0.0	41.2
7	Ottery St Mary	6	1	0	0	0	0	7	100.0	0.0	0.0	63.6
8	Seaton	2	1	0	0	0	0	3	100.0	0.0	0.0	23.1
9	Sidmouth	0	0	0	0	0	0	0				0.0
10	South Molton	5	0	0	0	0	0	5	100.0	0.0	0.0	41.7
	Total	24	8	0	0	0	0	32	100.0	0.0	0.0	23.4
	Percentage											

Friends and Family Test – Community Hospitals – May-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	Likely	The staff are friendly and helpful.	Everything seems to run smoothly as it is.	Female	56-65	White British	No tick
2	Exmouth - Doris Heard	Extremely likely	Very good, friendly service. Nursing extremely good.		Female	over 65	White British	No tick
3	Exmouth - Doris Heard	Extremely likely	Wonderful care by everyone. So very kind and considerate.	Keep up the good work.	Female	over 65	White British	No tick
4	Exmouth - Doris Heard	Extremely likely	Friendly, approachable staff. Easy and interesting to talk [illegible]. It is a very busy ward with lots going on. I am sure the staff really cared. I was very poorly but I'm on my way home now.		Female	over 65	White British	No tick
5	Exmouth - Doris Heard	Extremely likely	Kindness, readiness to help.	Perhaps a little more updating on the progress of recovery.	Male	over 65	White British	No tick
6	Exmouth - Doris Heard	Extremely likely	Everyone very caring, nothing too much trouble. Good, hospitable atmosphere. Very thorough.		Female	over 65	White British	No tick
7	Exmouth - Doris Heard	Likely	Has been very good to me. Put in a care home not a hospital.		Male	over 65	White British	No tick
8	Exmouth - Doris Heard	Likely	Felt I was treated properly & doing all they can for me.	Can't do anymore they can.	Female	over 65	White British	No tick

9	Exmouth - Doris Heard	Likely	Staff are very friendly and helpful. Didn't like the food. Very clean hospital.	No, not really. Very good service all around.	Male	over 65	White British	No tick
10	Exmouth - Doris Heard	Likely	Nice food. Nice nurses.	Lots!	Female	over 65	White British	No tick
11	Okehampton	Extremely likely				over 65	White British	No tick
12	Okehampton	Extremely likely	The staff are very helpful. Although mostly understaffed they cope very well. They have done things for me I've found difficult to get my medical centre to do - also to get the chemist to do. The food is very good - plenty of choices. They run several different clubs when feeling better i.e. [illegible] breakfast clubs & a lot more which helps you get better and meet people - good hospital. They are not to close this hospital. A lot of people will be furious and we need it - not more houses here which do need it. Wonford is getting too full and it's hard to get too.	Get the NHS to get more staff. We are letting in too many other people - just for the housing and benefits etc. The genuine ones are great - I don't like the ones who train here and then leave for jobs abroad. They should be made to work here for at least a few years.	Female	over 65	White British	No tick
13	Okehampton	Extremely likely	The help and care given by all staff is brilliant, very good team work. The matron J. is the best matron I've ever come across [illegible].	Nice if windows opened a bit more - gets to hot.	Male	56-65	White British	No tick
14	Okehampton	Extremely likely	Lovely, kind nurses.	Cook food fresh on premises.	Male	over 65	White British	No tick
15	Okehampton	Extremely likely	Staff excellent. Nothing too much trouble. Kindness & care always.		Female	over 65	White British	No tick

16	Okehampton	Extremely likely	The staff are lovely, really look after you, you feel safe and know when in pain they will help. Can't say enough good things about it here. Many thanks for looking after me.	Not much. Be nice to see a curry on menu, lol, and maybe the water could be cooler as it's warm.	Male	56-65	White British	No tick
17	Okehampton	Likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
18	Ottery St Mary	Extremely likely	Very friendly, very helpful staff. All therapy input - physio, O.T. [illegible] ALL very helpful to me. More variety for modified diet especially when in hospital for a number of weeks. Very boring! Hospital very clean and tidy. Very high standard of hygiene observed. Enjoyed the exercise group despite my limitation. Very sociable. Helped to make [illegible] core bird feeder.		Male	over 65		No tick
19	Ottery St Mary	Extremely likely	All staff very friendly, helpful, nothing too much trouble. As compared to RD&E (few staff very good). Food - choice good. Salads very good. Baked potatoes very good compared to RD&E's. Room and communal areas all very clean and tidy. THANK YOU.		Female	over 65		No tick
20	Ottery St Mary	Extremely likely	I think you have been wonderful. You have all		Female	over 65		No tick

			been kind. Very generally. Food - very, very good. The Drs have been smashing. All the nurses have been kind. All HCAs wonderful. Spotless - rooms. Enjoyed the exercise groups and painting a Corgi for the Queen's birthday. Hotel services staff very, very good. Having been a carer myself I found all the staff excellent!				
21	Ottery St Mary	Extremely likely	All staff very helpful, felt looked after. Food good. Hospital and bay very clean and tidy. Found exercise groups good and helpful. Enjoyed the art activity group a good part of my stay. If I could I would take all you lovely staff home with me.		Female	over 65	No tick
22	Ottery St Mary	Extremely likely	I have been looked after to a high standard. Enjoyed all the food offered. Room cleaned to a high standard. Enjoyed attending the exercise (seated) group. Enjoyed the painting activities I shall be taking my artwork home with me. All staff - nurses, HCAs, therapists RSW's, hotel services have made my stay very good.		Female	over 65	No tick
23	Ottery St Mary	Extremely likely	In my opinion, it could not have been better. Every need attended to in a		Male	over 65	No tick

			happy fashion. Food was palatable. Ward and hospital clean and tidy. Enjoyed the exercise group and the socialising too. Enjoyed the arts and crafts offered which was fun! All staff friendly. TOP MARKS OVERALL.					
24	Ottery St Mary	Likely	Felt looked after. Food not great. Hospital room and communal areas clean and tidy. Staff friendly and helpful.		Female	over 65		No tick
25	Seaton	Extremely likely	Nothing too much bothers for the staff.			over 65	White British	No tick
26	Seaton	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
27	Seaton	Likely		More manpower at peak hours.	Male	over 65	White British	No tick
28	Seaton	Not entered	I would like to be in here very friendly staff, near home & for visiting. It's very nice hospital. Also lovely food.	Could do with more staff.	Female	56-65	White British	No tick
29	South Molton	Extremely likely	Very happy with all care received.	All ok - no reason to change it.				No tick
30	South Molton	Extremely likely	Superb care, well looked after. Lovely location.		Female	over 65	White British	No tick
31	South Molton	Extremely likely	Great care, friendly staff nice food.	N/A.	Male	over 65	White British	No tick
32	South Molton	Extremely likely	Excellent care.		Female	over 65	White British	No tick
33	South Molton	Extremely likely			Male	over 65	White British	No tick