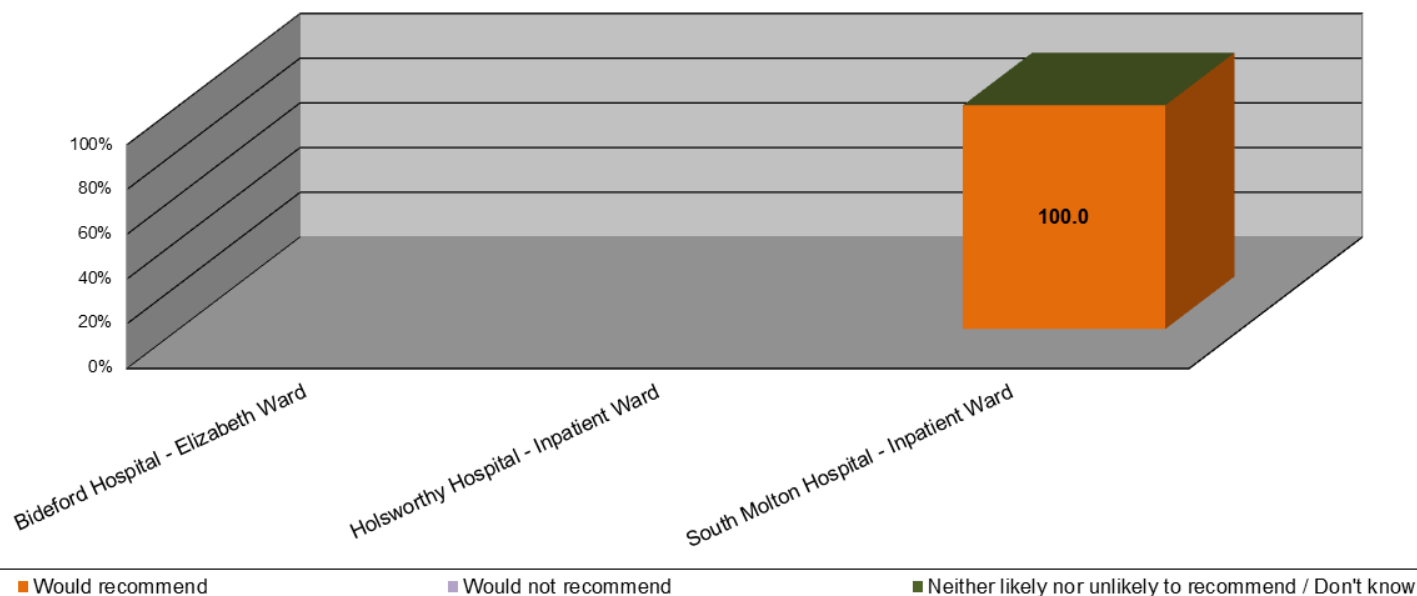


## Friends and Family Test – Community Hospitals – May 2017

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 the NHS England guidance)

	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	Holsworthy Hospital - Inpatient Ward	0	0	0	0	0	0	0				0.0
3	South Molton Hospital - Inpatient Ward	4	1	0	0	0	0	5	100.0	0.0	0.0	25.0
	<b>Total</b>	<b>4</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>5</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>13.9</b>
	<b>Percentage</b>	<b>80.0</b>	<b>20.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>				

### Friends and Family Test – Community Hospitals – May-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	The staff are 'mercy of angels'. They are wonderful.	Sometimes have to wait for call bell but I understand it's because there's not many nurses.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	The staff is so kind, do all that they can to help you out. I will be recommending to my family and friends.		Male			
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Very well looked after. Could have done with some more physio/rehab.	Could you provide more staff to help with exercise?	Male	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Well looked after. Lovely food.	Lovely as it is.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Likely	Happy with all care.		Female	Over 65	White British	