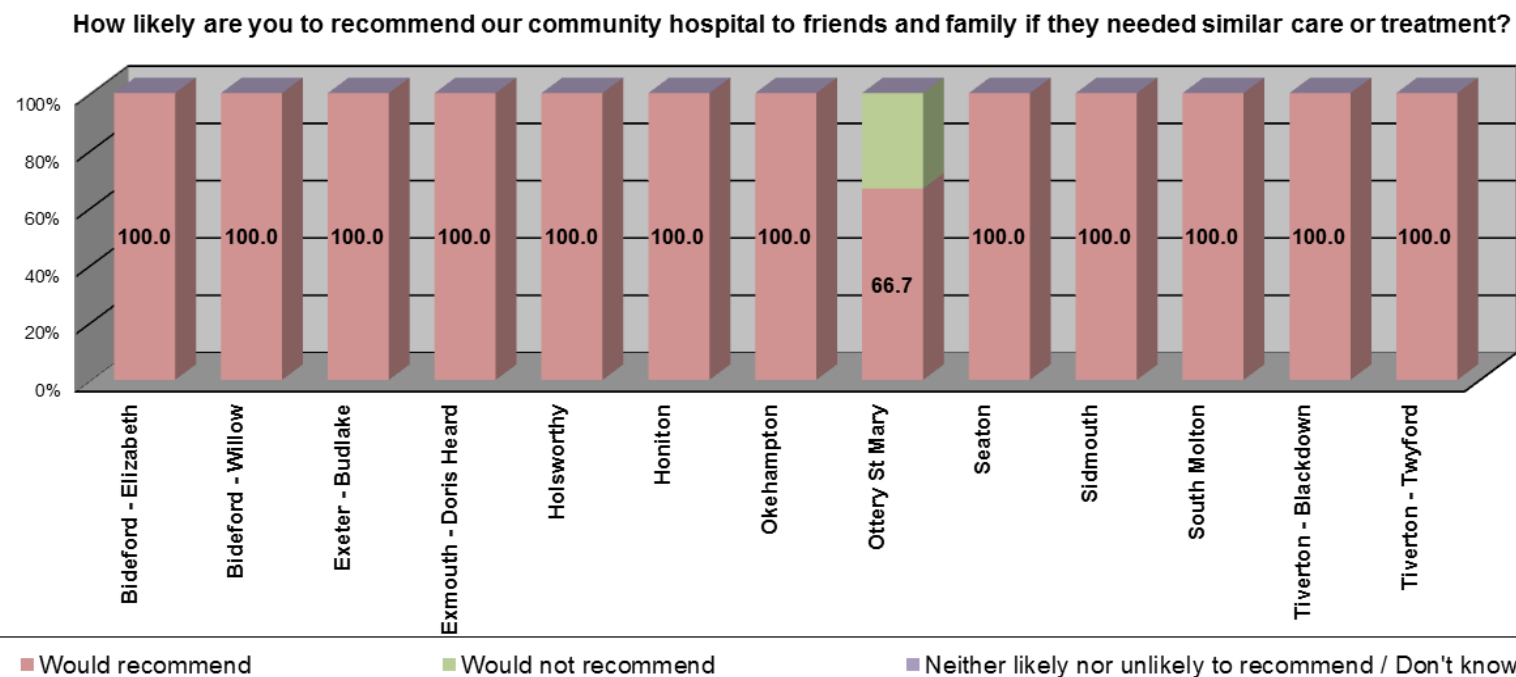


Friends and Family Test – Community Hospitals – November 2015



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	2	0	0	0	0	0	2	100.0	0.0	0.0	22.2
2	Bideford - Willow	2	1	0	0	0	0	3	100.0	0.0	0.0	33.3
3	Exeter - Budlake	2	1	0	0	0	0	3	100.0	0.0	0.0	21.4
4	Exmouth - Doris Heard	9	4	0	0	0	0	13	100.0	0.0	0.0	100.0
5	Holsworthy	3	0	0	0	0	0	3	100.0	0.0	0.0	21.4
6	Honiton	2	0	0	0	0	0	2	100.0	0.0	0.0	13.3
7	Okehampton	8	1	0	0	0	0	9	100.0	0.0	0.0	60.0
8	Ottery St Mary	4	0	0	1	1	0	6	66.7	33.3	0.0	54.5
9	Seaton	4	0	0	0	0	0	4	100.0	0.0	0.0	22.2
10	Sidmouth	8	1	0	0	0	0	9	100.0	0.0	0.0	47.4
11	South Molton	5	1	0	0	0	0	6	100.0	0.0	0.0	28.6
12	Tiverton - Blackdown	1	0	0	0	0	0	1	100.0	0.0	0.0	12.5
13	Tiverton - Twyford	4	2	0	0	0	0	6	100.0	0.0	0.0	85.7
	Total	54	11	0	1	1	0	67	97.0	3.0	0.0	38.7
	Percentage	80.6	16.4	0.0	1.5	1.5	0.0	100.0				

Friends and Family Test – Community Hospitals – Nov-15 – 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	No particular reason, happy all round.		Female	over 65	White British	No tick
2	Bideford - Elizabeth	Extremely likely	Because it's so good. Cannot fault it.		Female	over 65	White British	No tick
3	Bideford - Willow	Extremely likely	A very good stay. Very friendly staff, couldn't have been better.		Female	over 65	White British	No tick
4	Bideford - Willow	Extremely likely	Wonderful staff.		Female	over 65	White British	No tick
5	Bideford - Willow	Likely	Some of the staff are very likeable. But there are a few who think they know it all and do not want to talk about your problem.		Male	over 65	White British	No tick
6	Exeter - Budlake	Extremely likely	Very friendly, like a family.		Female	over 65	White British	No tick
7	Exeter - Budlake	Extremely likely	The staff are very kind and helpful at all times. The wards are very warm and clean. Nothing is too much trouble.		Female	over 65	White British	No tick
8	Exeter - Budlake	Likely	I feel sometimes that some night staff resent being called to attend to me - sorry. Long waits during day too.	Less waiting when buzzed for - short staffed?	Female	over 65	White British	No tick
9	Exmouth - Doris Heard	Extremely likely			Male	56-65		No tick
10	Exmouth - Doris Heard	Extremely likely	Always very friendly and flexible when I have to visit early as I have to travel a long distance home. Thank		Female	56-65		No tick

			you. All nurses take good care of my mother and are very cheerful & patient.					
11	Exmouth - Doris Heard	Extremely likely	All staff friendly & caring. Meals always served by pleasant staff - making sure you are happy with your meal.	Please make visiting times more clear. No change all is well.	Female	over 65	White British	No tick
12	Exmouth - Doris Heard	Extremely likely	All staff are very helpful & caring. A huge thank you. xx		Male	over 65	White British	No tick
13	Exmouth - Doris Heard	Extremely likely	Friendly, helpful staff and good standard of care.		Female	56-65		No tick
14	Exmouth - Doris Heard	Extremely likely			Male	56-65		No tick
15	Exmouth - Doris Heard	Extremely likely	Brilliant team!		Female	over 65		No tick
16	Exmouth - Doris Heard	Extremely likely	Staff helpful and friendly.		Female	over 65		No tick
17	Exmouth - Doris Heard	Extremely likely	Friendly staff.		Male	56-65	White British	No tick
18	Exmouth - Doris Heard	Likely	Good friendly environment & all staff, although busy, have quality time for patients.	Earlier visiting times at weekends - 2pm.		56-65	White British	No tick
19	Exmouth - Doris Heard	Likely	Thanks to all staff my mother had a pleasant stay, she doesn't want to go because of everybody's kindness.		Male	46-55		No tick
20	Exmouth - Doris Heard	Likely	We arrived on time but staff not able to keep to appointment time. Once treatment started everything that can be done is carried out cheerfully and promptly.		Female	over 65		No tick
21	Exmouth - Doris Heard	Likely	It was difficult for us to be here on time but we did it. Unfortunately, the staff weren't ready for us which makes a long treatment		Male	over 65		No tick

			longer and more timing. Once started, treatment was efficient and cheerfully carried out.					
22	Holsworthy	Extremely likely	Everybody is so warm and friendly. Bells are answered swiftly.		Female	56-65	White British	No tick
23	Holsworthy	Extremely likely	A great place to relax after an operation and to recover. Generally quiet but has its moments.	Easy to say but more staff perhaps.	Male	56-65	White British	No tick
24	Holsworthy	Extremely likely	Friendly staff which is essential for a stay in hospital. Helpfulness from all members.		Female	over 65	White British	No tick
25	Honiton	Extremely likely	On the whole, very good care given.		Female	over 65	White British	No tick
26	Honiton	Extremely likely	Very friendly, helpful, efficient and attentive staff.	The service was excellent.	Male	56-65	White British	
27	Okehampton	Extremely likely	The staff are all very good.	None.	Female	over 65	White British	No tick
28	Okehampton	Extremely likely	Looked after me very well, good staff who are very caring, ward very clean.	Maybe the food could be better.	Female	over 65	White British	No tick
29	Okehampton	Extremely likely	Very clean. Staff wonderful. Always helpful.		Male	over 65	White British	No tick
30	Okehampton	Extremely likely		Says he has felt lonely.	Male	over 65	White British	No tick
31	Okehampton	Extremely likely	The nurses are lovely.	No.	Male	over 65		No tick
32	Okehampton	Extremely likely	Excellent!		Female	over 65	White British	No tick
33	Okehampton	Extremely likely	I have had a very good service to my troubles and hope to continue to progress to full fitness.		Male	over 65	White British	No tick
34	Okehampton	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
35	Okehampton	Likely	Everyone is so nice, very					No tick

			clean, good meals.					
36	Ottery St Mary	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
37	Ottery St Mary	Extremely likely			Male	over 65	Asian / Asian British	I DO NOT wish my anonymised comments to be made public
38	Ottery St Mary	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
39	Ottery St Mary	Extremely likely	The staff are all [illegible] to getting you better with good exercise and help. Found experience very good.		Male	over 65	White British	No tick
40	Ottery St Mary	Unlikely			Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
41	Ottery St Mary	Extremely unlikely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
42	Seaton	Extremely likely			Female	over 65		No tick
43	Seaton	Extremely likely	Always someone to help if needed. Got to know everybody and like everybody and will miss you all.	No - all ok.	Female	over 65	White British	No tick
44	Seaton	Extremely likely	All staff very good.		Male	46-55	White British	No tick
45	Seaton	Extremely likely	We are fortunate to have good care in a local hospital.	More time for patient as nurses are burdened with so much paperwork!		over 65	White British	No tick
46	Sidmouth	Extremely likely	All the staff & nurses are excellent, cannot fault	No.	Female	over 65	White British	No tick

			them.					
47	Sidmouth	Extremely likely			Female	36-45	White British	I DO NOT wish my anonymised comments to be made public
48	Sidmouth	Extremely likely	The staff are friendly & helpful.		Female	over 65	White British	No tick
49	Sidmouth	Extremely likely	Because it is a nice, clean hospital and hospitable. Staff are very kind & friendly.	More staff!				No tick
50	Sidmouth	Extremely likely	The staff have been most helpful and considerate at all times.	Already of a high standard.	Male	over 65	White British	No tick
51	Sidmouth	Extremely likely	The staff have been most attentive and considerate, thank you.	Not really.	Female	over 65		No tick
52	Sidmouth	Extremely likely	Because of the friendliness of the caring staff.	It's very good as it is.			White British	No tick
53	Sidmouth	Extremely likely	I survived all treatments & thank you all.		Female	over 65	White British	No tick
54	Sidmouth	Likely	Clean, friendly & helpful.		Female	over 65	White British	No tick
55	South Molton	Extremely likely	Marvellous, couldn't wish for anything better. Everyone lovely. Thanks to EVERYONE.	No.	Male	over 65	White British	No tick
56	South Molton	Extremely likely	One needs to cure occasional boredom! My family cannot visit me often but I do have neighbours and friends who can come here so I am lucky.	Sometimes one does not know the name of some of the foreign nurses.	Female	over 65	White British	No tick
57	South Molton	Extremely likely	Kindness & understanding.	A better overhead bed lamp to read by. Headphones for radio / not to distract others.	Female	over 65	White British	No tick
58	South Molton	Extremely likely	Because I have been so					No tick

			well looked after.					
59	South Molton	Extremely likely	I was more than pleased with the care I received. Everyone was caring and did all they could to make my stay good. I would like to thank doctors, nurses and all the staff for their kindness to me. I would recommend S.M. hospital to anyone for care. Thank you.		Female	over 65	White British	No tick
60	South Molton	Likely	Very happy here, everyone very sociable. Looked after me well - no complaints at all.		Female	over 65	White British	No tick
61	Tiverton - Blackdown	Extremely likely	Friendly nurses, happy.					No tick
62	Tiverton - Twyford	Extremely likely	Most of the nurses were very kind even in small things. They explained to me what such treatment was for. Also, they kept your dignity by curtains being drawn or knock at the toilet door. As I am local I hope the hospital stays a working hospital - it really is needed.	Can't think of anything.	Female	over 65	White British	No tick
63	Tiverton - Twyford	Extremely likely	For the wonderful care which I received from staff at all levels.	None.	Female	over 65	White British	No tick
64	Tiverton - Twyford	Extremely likely	Excellent care - no concerns.		Male	56-65	White British	No tick
65	Tiverton - Twyford	Extremely likely	Just experience.		Male	over 65	White British	No tick
66	Tiverton - Twyford	Likely	Rather come to this hospital because I live in Thorverton and my family and friends were able to	Quieter night, more reading lights at night.	Male	over 65	White British	No tick

			visit. Exeter was too big and I felt frightened because my family couldn't get to visit me. Nursing staff are very friendly and always offered help. I thoroughly enjoyed Tiverton Hospital.					
67	Tiverton - Twyford	Likely	Patient feels he generally has had a good experience during his stay on Twyford Ward.		Male	over 65	White British	No tick