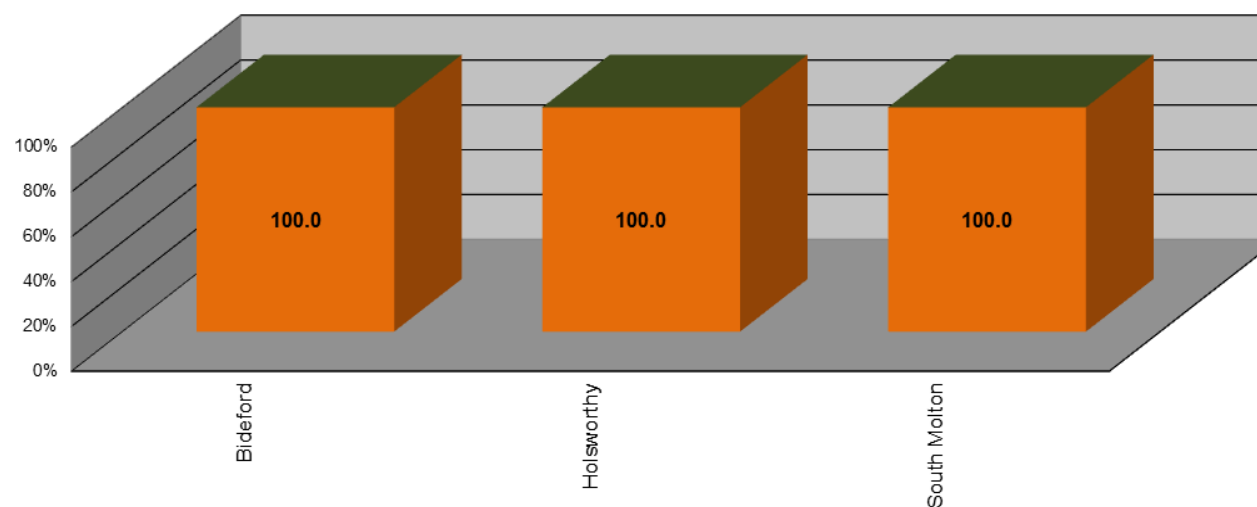


## Friends and Family Test – Community Hospitals – November 2016

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?



■ Would recommend

■ Would not recommend

■ Neither likely nor unlikely to recommend / Don't know

**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	1	0	0	0	0	0	1	100.0	0.0	0.0	7.7
2	Holsworthy	1	0	0	0	0	0	1	100.0	0.0	0.0	5.3
3	South Molton	5	3	0	0	0	0	8	100.0	0.0	0.0	47.1
	<b>Total</b>	<b>7</b>	<b>3</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>10</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>20.4</b>
	<b>Percentage</b>	<b>70.0</b>	<b>30.0</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 – Nov-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 Hospital - Elizabeth Ward	Extremely Likely	W. has been well looked after. All staff have been excellent.	No.	Male	Over 65	White British	
2	Holsworthy Hospital - Inpatient Ward	Extremely Likely	I have been in Holsworthy hospital several times and have always had great care and looked after very well.		Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff have been very good to me. No complaints at all.		Male	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely			Female	Over 65		
5	South Molton Hospital - Inpatient Ward	Extremely Likely	The hospital is close to where we live. All the staff or thoughtful, very kind & very patient.		Female	Over 65	White British	

6	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff - food - both good.	No.	Female	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Extremely Likely	For loving care and attention.			Over 65	White British	
8	South Molton Hospital - Inpatient Ward	Likely	Staff friendly, food was good.	No.	Female	Over 65	White British	
9	South Molton Hospital - Inpatient Ward	Likely	Good experience on the whole but would have been better with more staff.		Female	Over 65	White British	
10	South Molton Hospital - Inpatient Ward	Likely	Friendly, lovely atmosphere combined with efficient care. Good food!	No.	Male	Over 65	White British	
11	South Molton Hospital - Inpatient Ward	Not entered	Everyone has been very caring and helpful to me during my stay here in this ward and my grateful thanks to the nurses, and to the kitchen staff for the meals they have provided. Thank you again for all your kindness and help.			Over 65	White British	