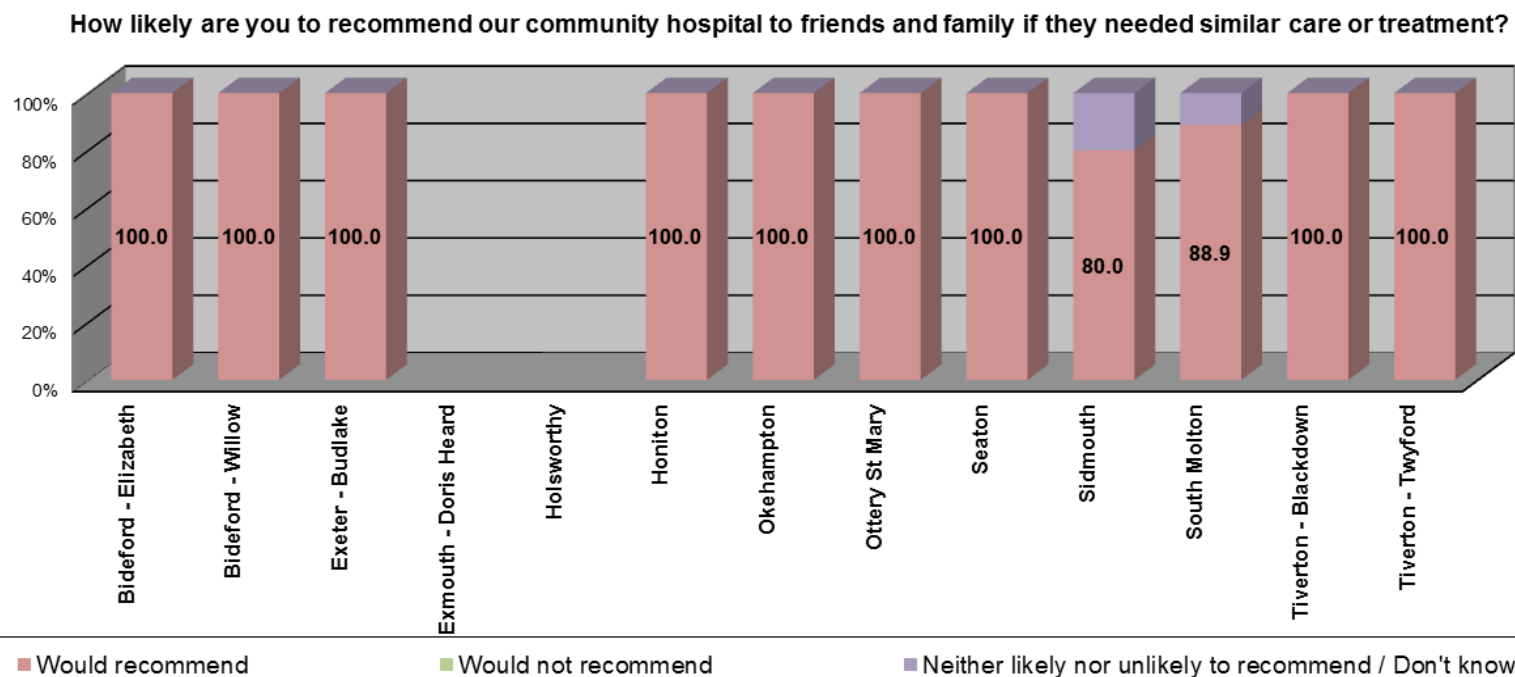


Friends and Family Test – Community Hospitals – October 2015



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	3	0	0	0	0	0	3	100.0	0.0	0.0	42.9
2	Bideford - Willow	12	3	0	0	0	0	15	100.0	0.0	0.0	71.4
3	Exeter - Budlake	4	1	0	0	0	0	5	100.0	0.0	0.0	41.7
4	Exmouth - Doris Heard	0	0	0	0	0	0	0				0.0
5	Holsworthy	0	0	0	0	0	0	0				0.0
6	Honiton	8	2	0	0	0	0	10	100.0	0.0	0.0	71.4
7	Okehampton	1	1	0	0	0	0	2	100.0	0.0	0.0	11.1
8	Ottery St Mary	2	2	0	0	0	0	4	100.0	0.0	0.0	66.7
9	Seaton	1	1	0	0	0	0	2	100.0	0.0	0.0	25.0
10	Sidmouth	4	0	1	0	0	0	5	80.0	0.0	20.0	33.3
11	South Molton	6	2	1	0	0	0	9	88.9	0.0	11.1	47.4
12	Tiverton - Blackdown	4	0	0	0	0	0	4	100.0	0.0	0.0	26.7
13	Tiverton - Twyford	4	2	0	0	0	0	6	100.0	0.0	0.0	40.0
	Total	49	14	2	0	0	0	65	96.9	0.0	3.1	34.9
	Percentage	75.4	21.5	3.1	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Oct-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			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
2	Bideford - Elizabeth	Extremely likely	Very professional, caring, helpful, kind and thoughtful. A faultless service provided which is very much appreciated by my mum and her son. Thank you.		Female	over 65	White British	No tick
3	Bideford - Elizabeth	Extremely likely	Elizabeth Ward is just fantastic, the support and help is superb. We are so very lucky to have this facility, my gratitude to the whole team.	All I can say is thank you for the NHS - we are very lucky.	Female	56-65	White British	No tick
4	Bideford - Willow	Extremely likely	Good care all throughout.	No.	Male	over 65	White British	No tick
5	Bideford - Willow	Extremely likely	Very happy with the care.		Female	over 65	White British	No tick
6	Bideford - Willow	Extremely likely	Had good care.		Male	over 65	White British	No tick
7	Bideford - Willow	Extremely likely	This is my second time here and I find the staff very friendly + helpful. Staff shortage a bit of a problem. Food good.		Female	over 65	White British	No tick
8	Bideford - Willow	Extremely likely	Staff friendly and welcoming, everything		Female	56-65	White British	No tick

			done with a smile.					
9	Bideford - Willow	Extremely likely	The staff were very helpful towards my father while staying on Willow Ward.	If it wasn't for the small community hospitals father would have found it very difficult with his dementia in a big hospital. Save Bideford Hospital.	Male	over 65		No tick
10	Bideford - Willow	Extremely likely	Staff very good and very helpful. O.T. and physio helped me get back on my feet.	Keep community hospitals open.	Female	over 65	White British	No tick
11	Bideford - Willow	Extremely likely	Great care, great staff, nothing too much trouble.	Keep Bideford open!!	Female	over 65	White British	No tick
12	Bideford - Willow	Extremely likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
13	Bideford - Willow	Extremely likely		Patient would like to see more staff on ward; especially those who can collect things the nurses require to help with care.	Female	over 65	White British	No tick
14	Bideford - Willow	Extremely likely	I could never explain my appreciation & care I have received in this hospital - Everyone was so helpful & kind. Thank you all.		Male	over 65	White British	No tick
15	Bideford - Willow	Extremely likely	Having been admitted to Bideford Hospital (79 years ago) as a child my mother, father, sister, passing away in here and relations, & friends, I find it hard to accept that Bideford hospital will not be any more as it was with all the staff from cleaners, dinner ladies, clerks, doctors - all	Leave the hospitals as they were in the 'good old days'.	Male	over 65	White British	No tick

			fantastic in my opinion.					
16	Bideford - Willow	Likely			Male	over 65	White British	No tick
17	Bideford - Willow	Likely	Having been moved from hospital to hospital I finished up here! I didn't have any choice!		Male	over 65	White British	No tick
18	Bideford - Willow	Likely	The staff are friendly and helpful. It is a shame to lose such a hospital in an area so widespread. Such a waste of a pleasant building built for a widespread area. It does seem to be an unpopular move to reduce its usefulness and not in the taxpayers favour! And a bad winter forecast!!!		Female	over 65	White British	No tick
19	Exeter - Budlake	Extremely likely						No tick
20	Exeter - Budlake	Extremely likely			Female	56-65	White British	No tick
21	Exeter - Budlake	Extremely likely	Care and attention has been excellent.		Female	over 65	White British	No tick
22	Exeter - Budlake	Extremely likely			Male	over 65	White British	No tick
23	Exeter - Budlake	Likely						No tick
24	Honiton	Extremely likely	Staff excellent - they are friendly and Honiton Hospital as the whole from wards to reception very good, very clean.		Female	56-65	White British	No tick
25	Honiton	Extremely likely	Everyone that works here are so caring & mannerly. Nothing is too much trouble which makes asking for help so EASY. The physiotherapists are brilliant & their enthusiasm gives you the encouragement to do	NO! Just give the staff more money!	Female	over 65	White British	No tick

			more!!					
26	Honiton	Extremely likely	Very friendly.	Lower beds.	Female	over 65	White British	No tick
27	Honiton	Extremely likely	Staff very helpful.		Female	46-55	White British	No tick
28	Honiton	Extremely likely	Excellent service all around, thank you.		Male	over 65	White British	No tick
29	Honiton	Extremely likely	Doctors & staff excellent.		Male	over 65	White British	No tick
30	Honiton	Extremely likely	Everyone is so nice & friendly.		Female	over 65	White British	No tick
31	Honiton	Extremely likely	Everybody from cleaners to M. is friendly helpful and caring.	Not really! I've no complaints!	Male	over 65	White British	No tick
32	Honiton	Likely	Friendly + helpful nurses. All been very caring during my 6 week stay.		Male	over 65	White British	No tick
33	Honiton	Likely	Very friendly, caring staff.	More staff to stay & encourage people to drink / eat.	Female	46-55	White British	No tick
34	Okehampton	Extremely likely	I have been looked after really well. Always someone around to help me. I have been very happy here.		Male	over 65		No tick
35	Okehampton	Likely			Female	over 65	White British	No tick
36	Ottery St Mary	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
37	Ottery St Mary	Extremely likely				over 65	White British	No tick
38	Ottery St Mary	Likely			Female	over 65	White British	No tick
39	Ottery St Mary	Likely			Male	over 65	White British	I DO NOT wish my anonymised comments to be made public
40	Seaton	Extremely likely			Female	over 65	White British	No tick
41	Seaton	Likely			Male	over 65	White British	No tick
42	Sidmouth	Extremely likely	The staff are caring and very helpful at all times.					No tick

43	Sidmouth	Extremely likely			Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
44	Sidmouth	Extremely likely	Because I have been very happy here.		Female	over 65	White British	No tick
45	Sidmouth	Extremely likely						No tick
46	Sidmouth	Neither likely nor unlikely	It's alright but nothing to write home about. The staff are very good and caring.		Female	over 65	White British	No tick
47	South Molton	Extremely likely	Everyone is helpful and friendly. A very calm atmosphere, a pleasure to be here. All staff work very hard and it can't be easy at times. A big thank you all.		Male	over 65	White British	No tick
48	South Molton	Extremely likely	The nurses are kind and anything, anytime - happy in the information, all are ready to help.	Answering the call bells quicker.	Male	over 65	White British	No tick
49	South Molton	Extremely likely	Excellent nursing throughout with most effective support (e.g. physio) services.	None! Don't touch a thing!	Male	over 65	White British	No tick
50	South Molton	Extremely likely	Good care - very caring staff.		Male	over 65	White British	No tick
51	South Molton	Extremely likely	Lovely hospital. Everything alright.	Happy with everything.	Female	over 65	White British	No tick
52	South Molton	Extremely likely	Because of the dedication and hard work all staff have put into making my journey to recovery a very pleasant one.	Only that the bathroom door in room is difficult to move when using crutches. Maybe a handle midway through door would help in this case?	Female	56-65	White British	No tick
53	South Molton	Likely	When it's a wash that needs improving - every area 2 towels.	Night time, renew pad time to long and soreness.	Female	over 65	White British	No tick

54	South Molton	Likely	South Molton Community Hospital staff were very pleasant. Biggest problem was when they were short staffed. Community hospitals are very important for the area & for rehab.		Female	over 65	White British	No tick
55	South Molton	Neither likely nor unlikely	Care was adequate.	More attention but overall quite good.	Female		White British	No tick
56	Tiverton - Blackdown	Extremely likely	I feel Blackdown gave me the best care.		Female	26-35	Mixed / Multiple ethnic groups	No tick
57	Tiverton - Blackdown	Extremely likely	Attentive staff. Caring. Cleanliness. Good support for home visit from occupational health.	No.	Female	over 65	White British	No tick
58	Tiverton - Blackdown	Extremely likely	I have been treated immensely kindly by all staff, male and female. All I asked for I have been given and I doubt very much if I can go to another hospital that can improve what I have been through.	I am not sure I can improve what you already provide, which to my mind is 100% perfect.	Male	over 65	Mixed / Multiple ethnic groups	No tick
59	Tiverton - Blackdown	Extremely likely	Pleased to receive the care I needed and given to me with care and kindness. Thank you.					No tick
60	Tiverton - Twyford	Extremely likely	Excellent care in every way.		Male	over 65	White British	No tick
61	Tiverton - Twyford	Extremely likely	I have been well looked after.	Cannot think of anything - call bells too loud.	Male	over 65	White British	No tick
62	Tiverton - Twyford	Extremely likely	Nurses were so friendly and made me feel worthwhile. Real sympathy made my pain more bearable and continued	Maybe some v. simple chair exercises for those who are capable - with a cheerful and 'naughty' theme to cheer up those in	Female	over 65	White British	No tick

			encouragement, praise helped enormously. Big thanks to all their thoughtfulness and concern!	bad spirits.				
63	Tiverton - Twyford	Extremely likely	All staff knowledgeable, helpful & approachable.	Reverse lunch & dinner menus i.e. larger meal later in the day.	Male	56-65	White British	No tick
64	Tiverton - Twyford	Likely	Because you have taken great care of me while I have been here. Thanks to all staff & male & female nurses.		Female	over 65	White British	No tick
65	Tiverton - Twyford	Likely				over 65	White British	I DO NOT wish my anonymised comments to be made public