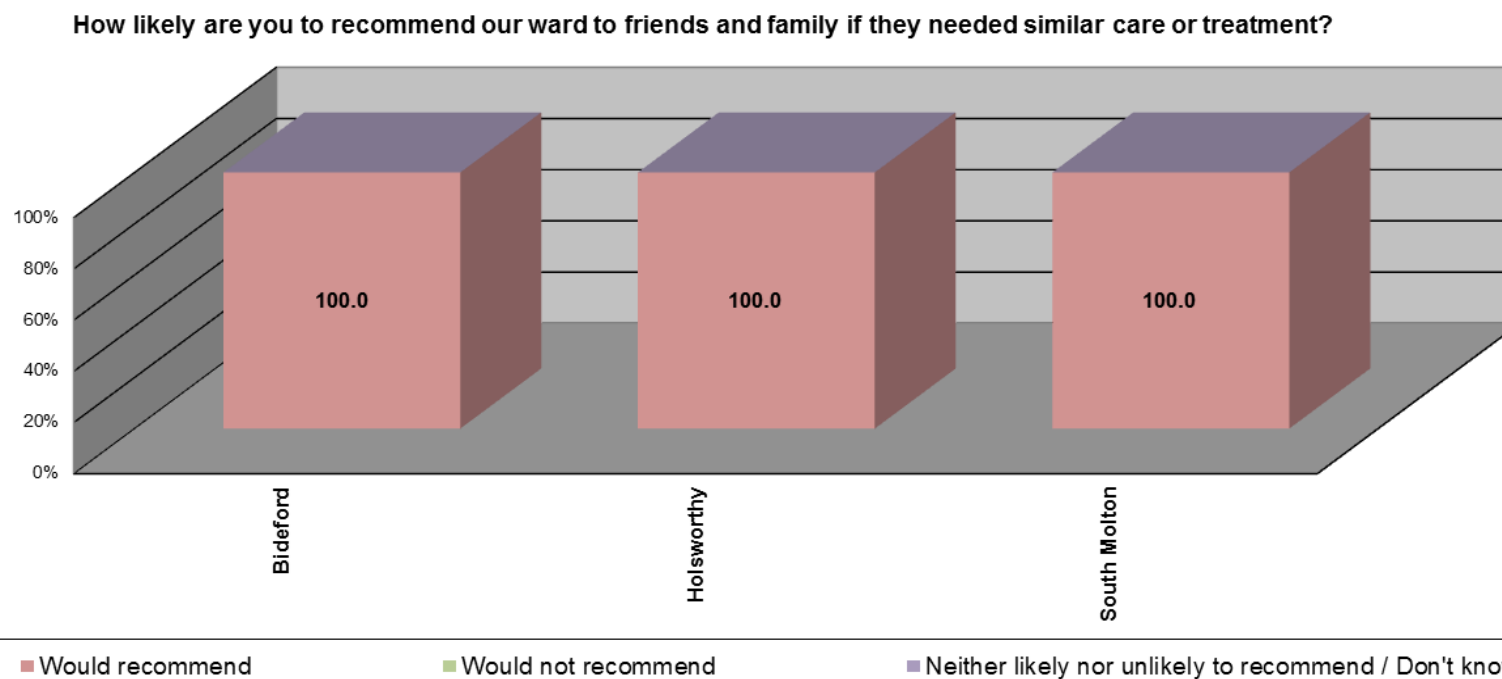


## Friends and Family Test – Community Hospitals – October 2016



**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	16.7
2	Holsworthy	2	0	0	0	0	0	2	100.0	0.0	0.0	7.7
3	South Molton	3	1	0	0	0	0	4	100.0	0.0	0.0	28.6
	<b>Total</b>	<b>6</b>	<b>1</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>7</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>15.2</b>
	<b>Percentage</b>	<b>85.7</b>	<b>14.3</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 – Oct-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	All the staff were very kind and patient and nothing was too much trouble.	Fight to keep the ward open!!	Female	Over 65	White British	
2	Holsworthy Hospital - Inpatient Ward	Extremely Likely	Staff are caring & concerned, no task is too much. Atmosphere is calm & relaxed. Food is excellent. Meals on time. Generally home atmosphere here!	TV is sometimes intrusive. Too small [illegible] between beds might give better choice and less noise.	Female	Over 65	White British	
3	Holsworthy Hospital - Inpatient Ward	Extremely Likely	Happy with the help I received from all staff involved in my care. The consistent treatment of	TV. It would be better to have smaller televisions between two beds for more choice of programmes.	Female	Over 65	White British	

			patients is admiral. I enjoyed my stay. The food is superb. I have really enjoyed my meals. The best for a long time.					
4	Holsworthy Hospital - Inpatient Ward	<b>Not entered</b>		Larger TV needed for four patients - size of room absorbs sound.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely			Female	Over 65	White British	Do not publish
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Can't fault care in any way, all staff extremely helpful.		Female	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Extremely Likely	Pleasant, kind, helpful staff.		Male	Over 65	White British	
8	South Molton Hospital - Inpatient Ward	Likely	Friendly, clean, safe.		Female	26-35	White British	