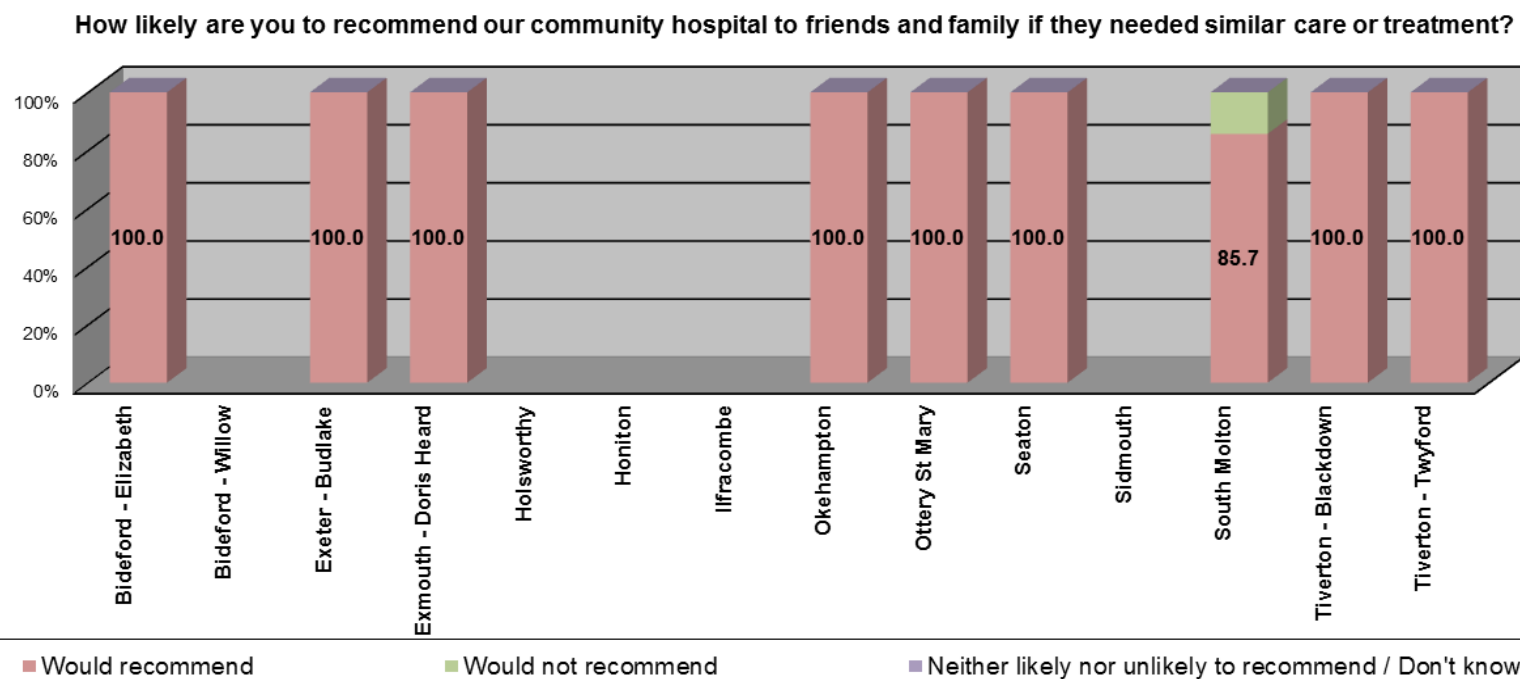


Friends and Family Test – Community Hospitals – September 2015



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 |
|----|--|------------------|--------|-----------------------------|----------|--------------------|------------|-------|-----------------|---------------------|---|---------------|
| | *** Inpatient beds temporarily closed | | | | | | | | % | % | % | % |
| 1 | Bideford - Elizabeth | 7 | 2 | 0 | 0 | 0 | 0 | 9 | 100.0 | 0.0 | 0.0 | 90.0 |
| 2 | Bideford - Willow | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0.0 |
| 3 | Exeter - Budlake | 4 | 2 | 0 | 0 | 0 | 0 | 6 | 100.0 | 0.0 | 0.0 | 37.5 |
| 4 | Exmouth - Doris Heard | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.0 | 0.0 | 0.0 | 7.1 |
| 5 | Holsworthy | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0.0 |
| 6 | Honiton | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0.0 |
| 7 | Ilfracombe*** | | | | | | | | | | | |
| 8 | Okehampton | 7 | 1 | 0 | 0 | 0 | 0 | 8 | 100.0 | 0.0 | 0.0 | 50.0 |
| 9 | Ottery St Mary | 3 | 2 | 0 | 0 | 0 | 0 | 5 | 100.0 | 0.0 | 0.0 | 45.5 |
| 10 | Seaton | 5 | 3 | 0 | 0 | 0 | 0 | 8 | 100.0 | 0.0 | 0.0 | 42.1 |
| 11 | Sidmouth | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | | 0.0 |
| 12 | South Molton | 6 | 0 | 0 | 0 | 1 | 0 | 7 | 85.7 | 14.3 | 0.0 | 31.8 |
| 13 | Tiverton - Blackdown | 1 | 0 | 0 | 0 | 0 | 0 | 1 | 100.0 | 0.0 | 0.0 | 14.3 |
| 14 | Tiverton - Twyford | 2 | 2 | 0 | 0 | 0 | 0 | 4 | 100.0 | 0.0 | 0.0 | 28.6 |
| | Total | 36 | 12 | 0 | 0 | 1 | 0 | 49 | 98.0 | 2.0 | 0.0 | 24.5 |
| | Percentage | 73.5 | 24.5 | 0.0 | 0.0 | 2.0 | 0.0 | 100.0 | | | | |

Friends and Family Test – Community Hospitals – Sep-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 | Concentrated effort on rehab. Seeing results. | Nothing. | Male | over 65 | White British | No tick |
| 2 | Bideford - Elizabeth | Extremely likely | Nice, friendly staff, very helpful and comforting. Looked after my husband very well. Couldn't have wished for a better place for my husband to be in. Thank you all very much. | Everything good! | Female | 56-65 | White British | No tick |
| 3 | Bideford - Elizabeth | Extremely likely | | | Female | over 65 | White British | No tick |
| 4 | Bideford - Elizabeth | Extremely likely | The care and attention my husband has received has been excellent. The staff are friendly, obliging and informative and caring. I think the goal meetings are an excellent idea and kept us informed of my husband's progress. | Yes. Give them more funding! | Male | over 65 | White British | No tick |
| 5 | Bideford - Elizabeth | Extremely likely | The staff are great, nothing is too much trouble. | | Male | 56-65 | White British | No tick |
| 6 | Bideford - Elizabeth | Extremely likely | Everything is very nice. | No. | Female | over 65 | White British | No tick |
| 7 | Bideford - Elizabeth | Extremely likely | Nurses excellent. | | | over 65 | White British | No tick |
| 8 | Bideford - Elizabeth | Likely | Friendly, helpful staff. | | Female | 46-55 | White British | No tick |
| 9 | Bideford - Elizabeth | Likely | Nurses are friendly. | | | 16-25 | White British | No tick |
| 10 | Exeter - Budlake | Extremely likely | All the staff were kind and efficient and looked after me very well, with nothing | Not really. I think the service provided is extremely good. Again, my | Male | over 65 | White British | No tick |

| | | | | | | | | |
|----|-----------------------|------------------|--|---------------------------------------|--------|---------|---------------|---------|
| | | | too much trouble, even unpleasant jobs like cleaning me up after loose bowel movements. I would like to thank them all very much. | thanks to all!! | | | | |
| 11 | Exeter - Budlake | Extremely likely | I have excellent care. I have been in hospital and I am on my way home now. Thank you to the doctors & nurses. | | Female | over 65 | White British | No tick |
| 12 | Exeter - Budlake | Extremely likely | Care was very good. Staff work hard to see everybody was happy. Sister M. simply the best. | More staff. Better food at tea-times. | | over 65 | | No tick |
| 13 | Exeter - Budlake | Extremely likely | Staff have been caring and reassuring when needed. At times long waits have been frustrating, but that's my impatience - sorry! | | Female | over 65 | White British | No tick |
| 14 | Exeter - Budlake | Likely | | | Male | over 65 | White British | No tick |
| 15 | Exeter - Budlake | Likely | Staff appeared well-trained & not over-pressurised | | Male | over 65 | White British | No tick |
| 16 | Exmouth - Doris Heard | Extremely likely | Everything seems very friendly. Nice views from windows and very caring. Flowers on the window sill also look good. | | Male | over 65 | White British | No tick |
| 17 | Okehampton | Extremely likely | Care in general. Would like hotel services to be able to have a pot of thickener so does not have to wait for the nurses to come. Tea gets cold. | | Male | over 65 | White British | No tick |
| 18 | Okehampton | Extremely likely | Kind, always willing to help. Nothing too much trouble. Very kind in more ways than one. I would like to | | Female | over 65 | White British | No tick |

| | | | | | | | | |
|----|----------------|------------------|--|--|--------|---------|---------------|------------------|
| | | | thank everybody for all their help and kindness. | | | | | |
| 19 | Okehampton | Extremely likely | Very kind people. Food is very good. Have been very happy here and well cared for. | | Female | over 65 | White British | No tick |
| 20 | Okehampton | Extremely likely | Friendly staff and good help. | Don't change things. | Female | 56-65 | White British | No tick |
| 21 | Okehampton | Extremely likely | Everybody is very friendly and everyone does their best. Very clean and warm. | | Female | over 65 | White British | No tick |
| 22 | Okehampton | Extremely likely | Clean & tidy. Tea & biscuits. Staff are alright. | | Male | 56-65 | White British | No tick |
| 23 | Okehampton | Extremely likely | I was referred to this hospital from RD&E Exeter and was in rather a bad way. I have received good treatment and great kindness and am full of admiration of the patience and care shown by all the staff to people who could sometimes be very difficult. I am very grateful for my time here and would like to emphasise how much this facility is needed. | Please keep the cottage hospitals open, they are badly needed to get people back on their feet, before they return home. | Female | over 65 | White British | No tick |
| 24 | Okehampton | Likely | I have been well cared for despite being quite ill. The staff have been attentive and kind. | | Male | over 65 | White British | No tick |
| 25 | Ottery St Mary | Extremely likely | Because it is clean, tidy and all the staff have been very helpful. | | Male | over 65 | White British | No tick |
| 26 | Ottery St Mary | Extremely likely | | | Male | over 65 | White British | No tick |
| 27 | Ottery St Mary | Extremely likely | | | Female | over 65 | White British | No tick |
| 28 | Ottery St Mary | Likely | | | Male | over 65 | White British | I DO NOT wish my |

| | | | | | | | | |
|----|----------------|------------------|--|--|--------|---------|---------------|--|
| | | | | | | | | anonymised comments to be made public |
| 29 | Ottery St Mary | Likely | | | Male | over 65 | | I DO NOT wish my anonymised comments to be made public |
| 30 | Seaton | Extremely likely | | | | | | No tick |
| 31 | Seaton | Extremely likely | All staff efficient, caring & friendly. | | Female | over 65 | White British | No tick |
| 32 | Seaton | Extremely likely | Very grateful for all my care. If anybody needs to come into hospital this is where they need to be. Caring, helpful staff who have done me proud. Lovely feel to the smaller hospitals. | | Male | over 65 | White British | No tick |
| 33 | Seaton | Extremely likely | Good help & treatment. | | Male | over 65 | White British | No tick |
| 34 | Seaton | Extremely likely | Support and kindness shown by all members of staff is excellent. | | Female | over 65 | White British | No tick |
| 35 | Seaton | Likely | It would depend on the needs of the person concerned. This place is very good for the elderly but not for a younger patient needing some stimulation. | | Female | over 65 | White British | No tick |
| 36 | Seaton | Likely | | | Female | over 65 | White British | No tick |
| 37 | Seaton | Likely | Nurses are marvellous but bathroom would benefit from some shelves above the sink. | Shelves in bathroom. Food not always hot but is nicely cooked. | Female | over 65 | White British | No tick |
| 38 | South Molton | Extremely likely | | | Male | over 65 | | No tick |
| 39 | South Molton | Extremely likely | I was made to feel at home! | | Female | over 65 | White British | No tick |
| 40 | South Molton | Extremely likely | Very friendly. | | Female | over 65 | White British | No tick |

| | | | | | | | | |
|----|----------------------|--------------------|--|---|--------|---------|---------------|---------|
| 41 | South Molton | Extremely likely | Lovely hospital, care. Came in feeling awful, going home feeling like a new woman. Thank you. | Impossible to improve. | Female | over 65 | White British | No tick |
| 42 | South Molton | Extremely likely | Excellent care and helpful, supportive staff. | Don't close the beds. | Male | 56-65 | White British | No tick |
| 43 | South Molton | Extremely likely | The nursing staff do a good job. Good treatment & care & friendly. Well looked after & the food is excellent. | | | 56-65 | White British | No tick |
| 44 | South Molton | Extremely unlikely | Food same all week - so boring, no help to recover. Nurses very kind & caring. | Catering. | Female | over 65 | White British | No tick |
| 45 | Tiverton - Blackdown | Extremely likely | Wonderful hospital - could not find any faults. | | Female | over 65 | White British | No tick |
| 46 | Tiverton - Twyford | Extremely likely | We are all lovely and I will miss you all. | | Male | over 65 | White British | No tick |
| 47 | Tiverton - Twyford | Extremely likely | I am well pleased. Lovely nurse with me. Looked after me well. Thank you. | | Female | over 65 | | No tick |
| 48 | Tiverton - Twyford | Likely | The nurse who attended to the zoledronate infusion was very professional, kind, understanding and friendly, making the whole process run smoothly. | | Male | over 65 | White British | No tick |
| 49 | Tiverton - Twyford | Likely | | I received 3 discharge letters in the post (all exactly the same!) Postage 39p per letter. Was this necessary?! | Female | over 65 | White British | No tick |