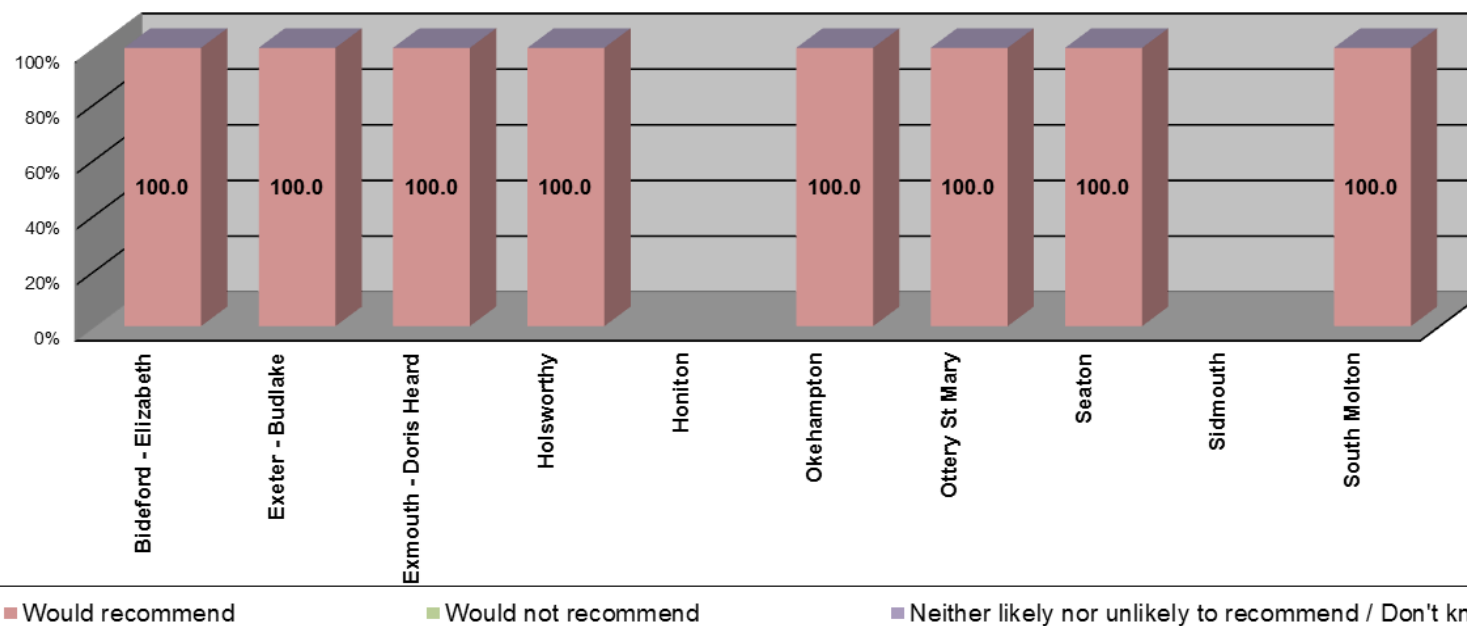


Friends and Family Test – Community Hospitals – September 2016

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



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	1	0	0	0	0	0	1	100.0	0.0	0.0	12.5
2	Exeter - Budlake	1	1	0	0	0	0	2	100.0	0.0	0.0	14.3
3	Exmouth - Doris Heard	2	0	0	0	0	0	2	100.0	0.0	0.0	12.5
4	Holsworthy	1	0	0	0	0	0	1	100.0	0.0	0.0	6.3
5	Honiton	0	0	0	0	0	0	0				0.0
6	Okehampton	8	0	0	0	0	0	8	100.0	0.0	0.0	44.4
7	Ottery St Mary	10	0	0	0	0	0	10	100.0	0.0	0.0	76.9
8	Seaton	1	2	0	0	0	0	3	100.0	0.0	0.0	13.6
9	Sidmouth	0	0	0	0	0	0	0				0.0
10	South Molton	2	2	0	0	0	0	4	100.0	0.0	0.0	26.7
	Total	26	5	0	0	0	0	31	100.0	0.0	0.0	20.4
	Percentage	83.9	16.1	0.0	0.0	0.0	0.0	100.0				

Friends and Family Test – Community Hospitals – Sep-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 - Elizabeth	Extremely likely			Male	over 65	White British	
2	Exeter - Budlake	Extremely likely	All staff extremely caring and kind and helpful. (But underpaid).			over 65		
3	Exeter - Budlake	Likely	You have looked after me so well.		Female	over 65	White British	
4	Exmouth - Doris Heard	Extremely likely			Female	over 65	White British	
5	Exmouth - Doris Heard	Extremely likely	Because I've been so well cared for. Thank you.		Female	over 65	White British	
6	Exmouth - Doris Heard	Not entered	Response on behalf of my mother. Unable to really get any idea of my mother's experience in the ward. The staff are helpful & close at hand and I am sure have been very kind to her. However she is aged 99 and very confused.	My mother's stay has been very short - 48 hours - so can't really comment.	Female	over 65	White British	
7	Exmouth - Doris Heard	Not entered	Lovely care from lovely people. Could not be better.	Improvements not needed - maybe more nurses.	Female	over 65	White British	
8	Holsworthy	Extremely likely	Very friendly + helpful staff, very clean, food not too bad, bit of company.	No.	Female	over 65	White British	
9	Holsworthy	Not entered	My varying gut feelings stop me from giving any definite response.	No.	Male	over 65	White British	
10	Okehampton	Extremely likely	Kind, friendly staff, very	N/A.	Female	16-25	White British	

			caring.				
11	Okehampton	Extremely likely	Dartmoor ward was very clean and well run in every way. I was very well cared for. The staff were very kind and caring.		Female	over 65	White British
12	Okehampton	Extremely likely			Female	over 65	White British I DO NOT wish my anonymised comments to be made public
13	Okehampton	Extremely likely	A good team of friendly and helpful people.		Male	over 65	White British
14	Okehampton	Extremely likely	Excellent service.		Female	over 65	
15	Okehampton	Extremely likely	Everything is very good.	Lack of choice of food as lactose free. Proper food please.	Female	over 65	White British
16	Okehampton	Extremely likely			Female	over 65	White British I DO NOT wish my anonymised comments to be made public
17	Okehampton	Extremely likely	The staff are extremely good and always go out of their way to help.		Male	over 65	White British
18	Ottery St Mary	Extremely likely	Excellent care & nursing from all staff. Friendly & caring. Brilliant team from matron to cleaners. Physio & exercise programme brilliant. Grateful to be back on my feet. Occupational therapy superb to get me geared up to support myself at home. Food & hygiene above reproach. Team work & friendliness helped my recovery.		Female	over 65	
19	Ottery St Mary	Extremely likely	Well looked after by all the		Male	over 65	

			staff. Extremely well looked after. All therapy very good, especially the seated exercise group. Food ok. Put on weight! Stroke unit very clean and tidy.				
20	Ottery St Mary	Extremely likely	If there is a good place to be following a stroke then this is the place to be because wonderful care. Physiotherapy helpful. Enjoyed the soup offered. Found the stroke unit clean and tidy at all times.		Female	over 65	
21	Ottery St Mary	Extremely likely	You couldn't get any better care and help @ this stroke unit. Food is good and hot - wide choice. Enjoyed attending seated [illegible]. Have noticed a difference afterwards - it helps. The hotel services team do a brilliant job - work hard keeping the place clean and tidy. Feel I've been cared for. Can feel the care all round. Visitors made to feel welcome.		Female	over 65	
22	Ottery St Mary	Extremely likely	I have been very well looked after during my stay here.		Female	over 65	
23	Ottery St Mary	Extremely likely	Excellent staff - good laugh. The nursing care has been more than I expected. The therapy input has been excellent. Enjoyed a good laugh during therapy. When in for a longer stay		Male	over 65	

			need more of a variety of menu. On the whole good. Found the stroke unit very clean and tidy. Special mention for the all the hotel services staff who are friendly, chatty.				
24	Ottery St Mary	Extremely likely	Impossible to fault the staff. Everyone (staff) has been friendly, kind. Food exceptional. Rooms are kept very clean. Beds changed often. Attend 'seated exercise group' very helpful. Find very sociable. Physio input very helpful i.e. walking practice, balance practice.		Male	over 65	
25	Ottery St Mary	Extremely likely	All staff very kind, caring helpful and supportive. All therapy input very helpful. All the meals quite edible. Enjoyed the desserts! Pleasantly surprised how very clean and tidy the stroke unit is kept. No hesitation to tell other people that they would be very well cared for here at the stroke unit. I'm very sorry to leave here as I've made many friends.		Female	over 65	
26	Ottery St Mary	Extremely likely	Good nursing care throughout my stay. Very good physiotherapy input - very helpful. Most of the time I've enjoyed the 'seated exercise group'. Reasonable food. The		Female	over 65	

			stroke unit is very clean and tidy.					
27	Ottery St Mary	Extremely likely	Staff very caring, food extremely good, cleaning people very polite everything is spick & span. Because I had no-one to do my washing night staff washed them for me.		Female	over 65		
28	Seaton	Extremely likely	All staff are extremely helpful and courteous from nursing staff to hotel services.	None.	Male	over 65	White British	
29	Seaton	Likely	For the care and help.	More staff.	Male	over 65	White British	
30	Seaton	Likely	Good. Looked after me - good meals on time.		Female	over 65	White British	
31	South Molton	Extremely likely	Everyone kind & helpful. Lovely hospital.		Female	over 65	White British	
32	South Molton	Extremely likely	Very good - everything.		Female	over 65	White British	
33	South Molton	Likely	Good staff, always helped and lots of bantering which I enjoy.	More activities during the day would be great to help pass the time away.	Male	over 65	White British	
34	South Molton	Likely	Everyone has been really nice.	Fill plate too full for me meal times.	Female	over 65	White British	