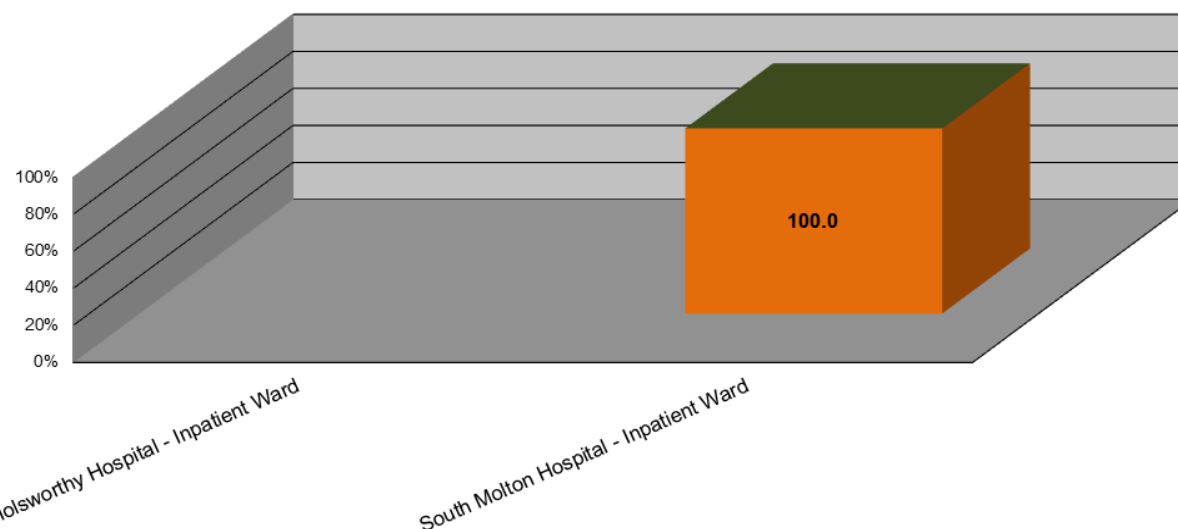


Friends and Family Test – Community Hospitals – November 2017

How likely are you to recommend our service 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 'Would recommend' score is 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 the NHS England guidance)

	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	Holworthy Hospital - Inpatient Ward ***											
2	South Molton Hospital - Inpatient Ward	9	0	0	0	0	0	9	100.0	0.0	0.0	30.0
	Total	9	0	0	0	0	0	9	100.0	0.0	0.0	30.0
	Percentage	100.0	0.0	0.0	0.0	0.0	0.0	100.0				

*** Inpatient Ward temporarily closed

Friends and Family Test – Community Hospitals – Nov-17 – 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	South Molton Hospital - Inpatient Ward	Extremely Likely	During my stay I have had no complaints. Everyone has been caring and friendly. The ward was always kept clean.	None that I can think of.	Male	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Everyone's lovely.	No.	Female	26-35	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Very nice nurses help you in every way they can.		Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Because the treatment and kindness we have been shown is amazing, second to none.	No, they are angels, all of them.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Wonderful, helpful staff, 1st class nursing care. Feel so well. Thank you.		Male	Over 65	White British	

6	South Molton Hospital - Inpatient Ward	Extremely Likely	Lovely staff, very caring, first class care.	No, thank you.	Male	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Extremely Likely	Excellent care. Felt awful when came in - so much better now.	No.	Female	Over 65	White British	
8	South Molton Hospital - Inpatient Ward	Extremely Likely	Pleased to be going home but have been looked after very well.		Female	Over 65	White British	
9	South Molton Hospital - Inpatient Ward	Extremely Likely	This has been like a stay in a holiday camp - in a positive way!	Friendly faces.	Male	Over 65	White British	