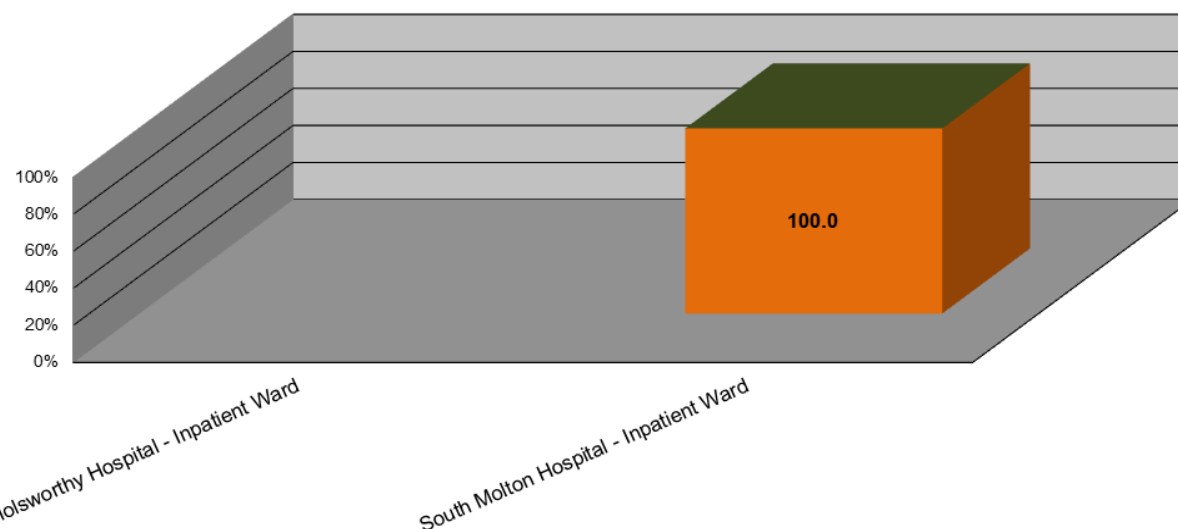


Friends and Family Test – Community Hospitals – December 2017

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	Holsworthy Hospital - Inpatient Ward ***											
2	South Molton Hospital - Inpatient Ward	2	1	0	0	0	0	3	100.0	0.0	0.0	9.7
	Total	2	1	0	0	0	0	3	100.0	0.0	0.0	9.7
	Percentage	66.6	33.3	0.0	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Friends and Family Test – Community Hospitals – Dec-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	This hospital, in my opinion, is so kind to its patients. It's the best hospital around & the only one I would like to be in.	None, it's lovely.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff excellent. Nothing too much trouble. Thank you all.	No.	Male	56-65	White British	
3	South Molton Hospital - Inpatient Ward	Likely	The staff are very pleasant but maybe there are insufficient for the job as it takes quite a long while for a call to be answered.		Female	Over 65	White British	