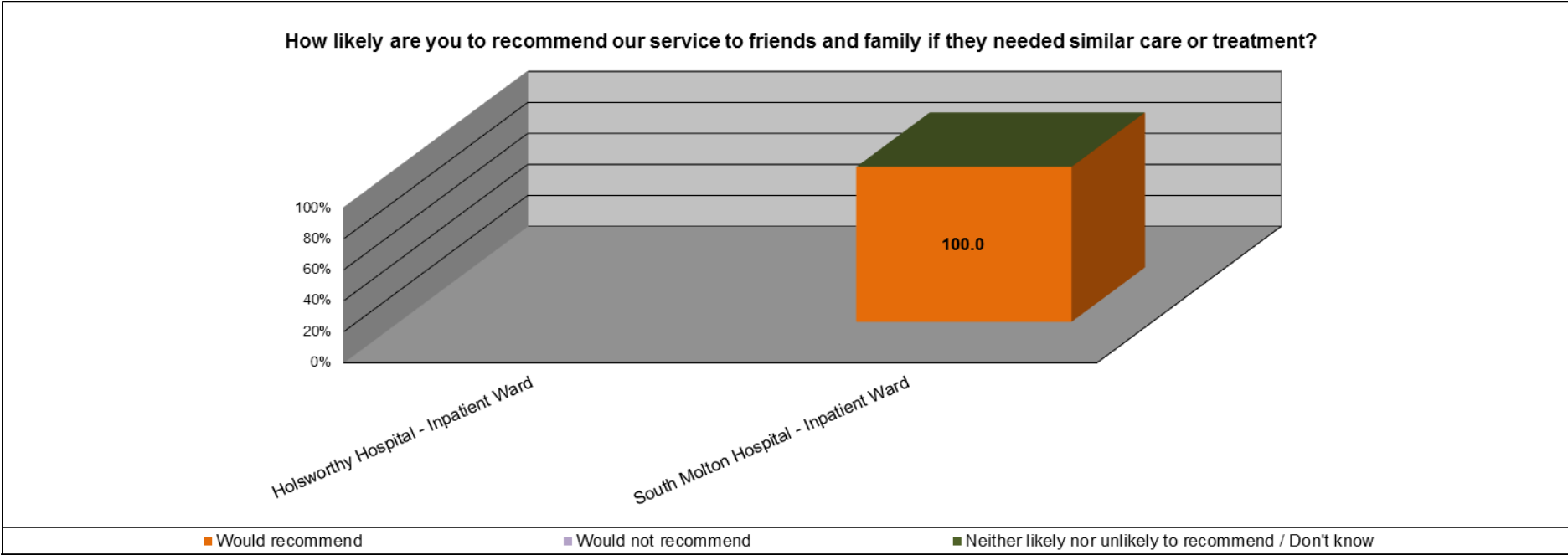


Friends and Family Test – Community Hospitals – January 2018



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	12	0	0	0	0	0	12	100.0	0.0	0.0	36.4
	Total	12	0	0	0	0	0	12	100.0	0.0	0.0	36.4
	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 – Jan-18 – 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	Very good care and contended.	None. Very good service already.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Excellent.		Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Exceptional care. Feel so much better after great care.	Keep this hospital's beds open. You need it.	Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	What an amazing hospital. Very efficiently run by amazing staff.	You would be daft to close this NHS hospital.	Male	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	All staff help in any way from domestics to nurses.	More regular trolley visits.	Female	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Please don't close the ward at South Molton. My grampy was discharged from NDDH too soon in favour of community care. He fell over again the next day at home.	South Molton rehab is fantastic. For some patients rehab care is fine in the community. But for others it is not adequate. Keep South Molton open. Fantastic	Female	36-45	White British	

			Admitted to South Molton for rehab - great after.	care at South Molton. They care! Please don't close cottage hospitals. They are needed.				
7	South Molton Hospital - Inpatient Ward	Extremely Likely	Looked after me very well.		Female	Over 65		
8	South Molton Hospital - Inpatient Ward	Extremely Likely	Helpful staff. Nothing is too much bother. I never thought I would enjoy a hospital stay but I have got my confidence back after great care.	Fantastic hospital and facilities.	Female	Over 65	White British	
9	South Molton Hospital - Inpatient Ward	Extremely Likely	Lovely care. Nothing too much bother. Very relaxed atmosphere to recover in.	Perfect as it is!!	Female	Over 65	White British	
10	South Molton Hospital - Inpatient Ward	Extremely Likely	Where would I have gone without this hospital? All wards at Barnstaple Hospital heaving with people needing a bed!! Wonderful care and exceptional staff - so hardworking.	Keep this hospital ward open. If you keep closing community hospitals where will you turn to? Flu comes in all hospitals every year.	Female	Over 65	White British	
11	South Molton Hospital - Inpatient Ward	Extremely Likely	Best hospital and grateful for the kindness during my stay.	Sometimes takes a while to have call bell answered - short-staffed?	Male	Over 65		
12	South Molton Hospital - Inpatient Ward	Extremely Likely	The staff are all very kind & helpful. Rooms are very warm and the food is very good - just like homemade.		Female	Over 65		