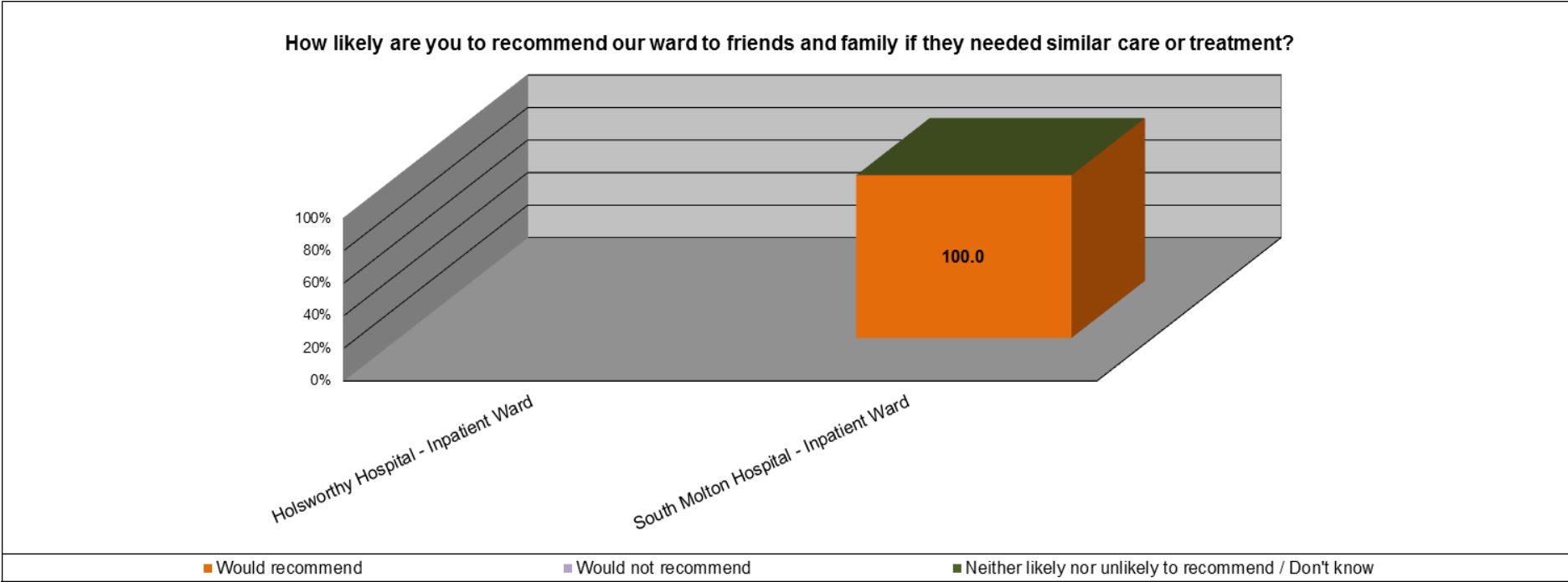


Friends and Family Test – Community Hospitals – April 2018



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 | Holsworthy Hospital - Inpatient Ward *** | | | | | | | | | | | |
| 2 | South Molton Hospital - Inpatient Ward | 6 | 2 | 0 | 0 | 0 | 0 | 8 | 100.0 | 0.0 | 0.0 | 27.6 |
| | Total | 6 | 2 | 0 | 0 | 0 | 0 | 8 | 100.0 | 0.0 | 0.0 | 27.6 |
| | Percentage | 75.0 | 25.0 | 0.0 | 0.0 | 0.0 | 0.0 | 100.0 | | | | |

*** Inpatient ward temporarily closed

Friends and Family Test – Community Hospitals – Apr-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 | I have been well looked after during my stay here. Wonderful staff. | Non-microwaveable food would be more tasty. | Female | Over 65 | White British | |
| 2 | South Molton Hospital - Inpatient Ward | Extremely Likely | Wonderful care, very aware of patients' needs. Nice food as well. | N/A. | Male | Over 65 | White British | |
| 3 | South Molton Hospital - Inpatient Ward | Extremely Likely | Caring, kind staff. | No. | Female | Over 65 | | |
| 4 | South Molton Hospital - Inpatient Ward | Extremely Likely | Very kind, willing to do anything. Food very good. All very good. | No improvements. | | | | |
| 5 | South Molton Hospital - Inpatient Ward | Extremely Likely | Kindness (lovely people). Thank you. | | Female | Over 65 | White British | |
| 6 | South Molton Hospital - Inpatient Ward | Extremely Likely | Nice, friendly staff. Doesn't want to leave us. Happy with everything. | Water leak in window & draft. Window sill missing. | Male | Over 65 | White British | |
| 7 | South Molton Hospital - Inpatient Ward | Likely | Considerate & attentive staff. | Staff shortages lead to long response times for bells. | Male | Over 65 | White British | |
| 8 | South Molton Hospital - Inpatient Ward | Likely | Very well looked after. | The food sometimes. | Female | Over 65 | White British | |