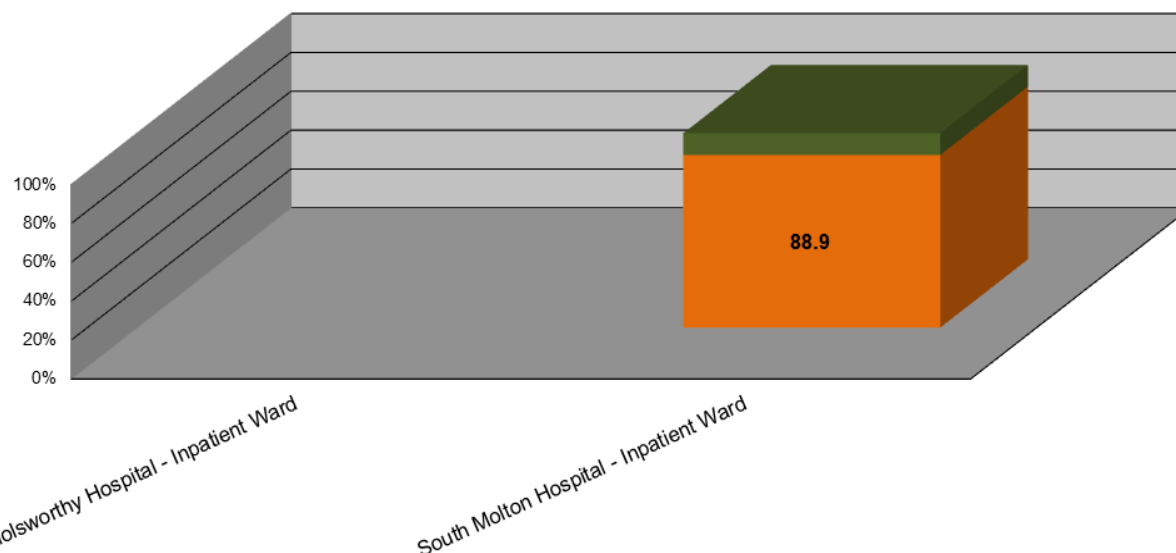


Friends and Family Test – Community Hospitals – February 2018

How likely are you to recommend our ward 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 | 6 | 2 | 1 | 0 | 0 | 0 | 9 | 0.0 | 0.0 | 0.0 | 0.0 |
| | Total | 6 | 2 | 1 | 0 | 0 | 0 | 9 | 88.9 | 0.0 | 11.1 | 33.3 |
| | Percentage | 66.7 | 22.2 | 11.1 | 0.0 | 0.0 | 0.0 | 100.0 | | | | |

*** Inpatient ward temporarily closed

Friends and Family Test – Community Hospitals – Feb-18 – qualitative feedback

| | 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 | The staff are all so caring & helpful, nothing is too much trouble. The housekeepers also do a wonderful job & lighten the day with their banter. And the physios, great job. Thanks all. | | Male | Over 65 | White British | |
| 2 | South Molton Hospital - Inpatient Ward | Extremely Likely | Kindness and consideration given at all times by staff. | | Female | Over 65 | White British | |
| 3 | South Molton Hospital - Inpatient Ward | Extremely Likely | Very friendly. | Everything ok. | Female | Over 65 | White British | |
| 4 | South Molton Hospital - Inpatient Ward | Extremely Likely | Excellent, thorough care. Staff very helpful, food nice. | Where would people like myself go if you close another community hospital? | Female | Over 65 | White British | |
| 5 | South Molton Hospital - | Extremely Likely | | Happy with everything. | Male | Over 65 | | |

| | | | | | | | | |
|---|--|-----------------------------|---|--|--------|---------|---------------|--|
| | Inpatient Ward | | | | | | | |
| 6 | South Molton Hospital - Inpatient Ward | Extremely Likely | Caring and kind. | | | Over 65 | White British | |
| 7 | South Molton Hospital - Inpatient Ward | Likely | Nice hospital. | Food ok. Staff work hard. Very difficult for staff as very busy & not enough people. | Female | Over 65 | White British | |
| 8 | South Molton Hospital - Inpatient Ward | Likely | | Food occasionally could have been hotter. Otherwise, happy. | | Over 65 | | |
| 9 | South Molton Hospital - Inpatient Ward | Neither Likely nor Unlikely | Due to boredom. Patient has eyesight and hearing impairment. Felt he would have benefited from a volunteer who could have chatted with you. | | Male | Over 65 | | |