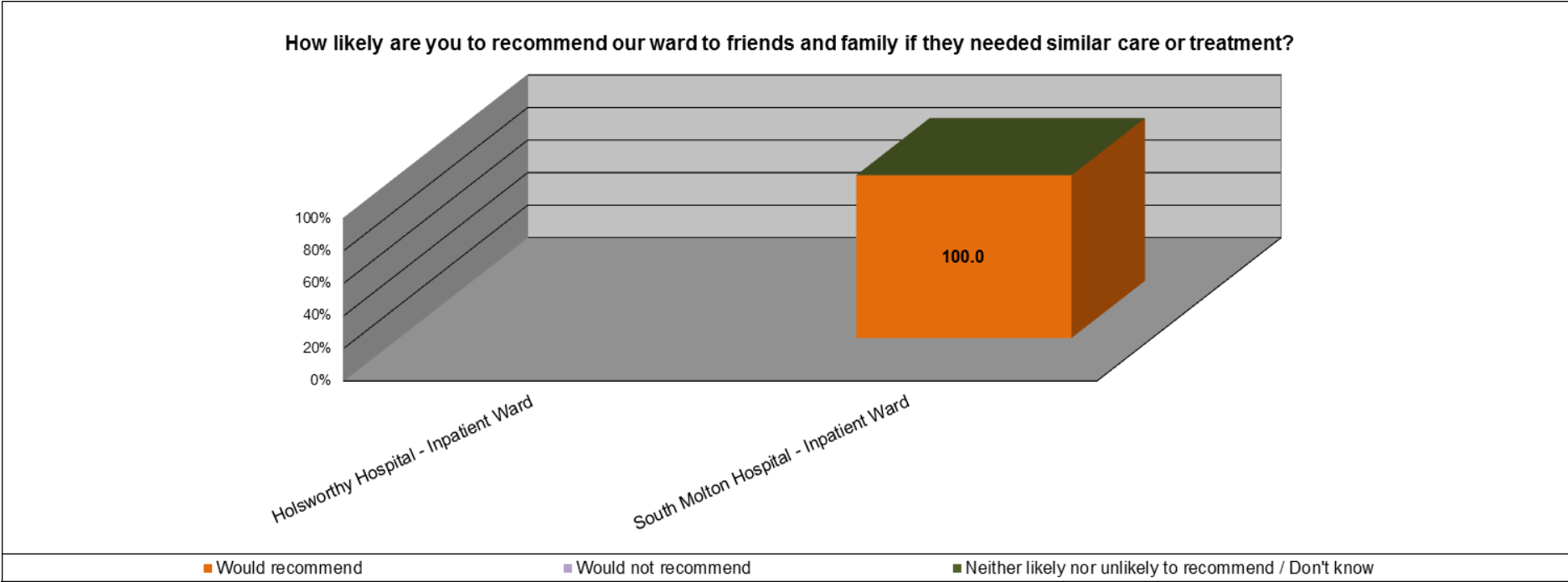


Friends and Family Test – Community Hospitals – March 2018



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	6	0	0	0	0	0	6	0.0	0.0	0.0	0.0
	Total	6	0	0	0	0	0	6	100.0	0.0	0.0	15.4
	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 – Mar-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	Well cared for.		Male	Over 65		
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Fantastic care, staff and facilities. I am like a new woman!	You need to keep this hospital open - where would all these patients go?	Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Treatment for my eyes has been effective. Everyone has been bright & cheerful, even though short-staffed. Cleaners good.	More staff.	Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Good food. Look after me well.		Female	56-65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Very likely. Everyone so kind, helpful, staff are fantastic. Food is super, just enough, very tasteful.	No improvements.	Female	Over 65		
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff were so kind and helpful. Would recommend to anyone. Food is excellent.	No improvements.	Female	Over 65	White British	