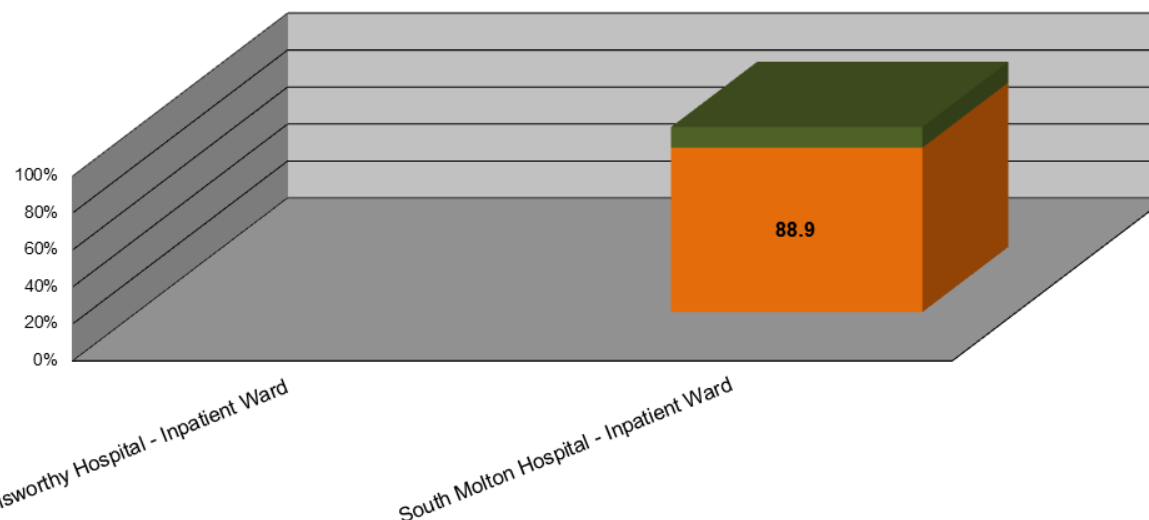


## Friends and Family Test – Community Hospitals – July 2018

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	5	3	1	0	0	0	9	88.9	0.0	0.0	45.0
	<b>Total</b>	5	3	1	0	0	0	9	88.9	0.0	0.0	45.0
	<b>Percentage</b>	55.6	33.3	11.1	0.0	0.0	0.0	100.0				

\*\*\* Inpatient ward temporarily closed

### Qualitative feedback – Jul-18

	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	Patient request for anonymised comments not to be made public.
1	South Molton Hospital - Inpatient Ward	Extremely Likely		All wonderful!	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Everything was perfect.	No. Everything perfect.	Male	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Friendly, competent staff with a sense of humour.	Bacon on menu.	Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	The staff are kind, thoughtful and understanding. 100% great.		Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Excellent care, staff are so helpful. Food is nice and given plenty of drinks.	I cannot think of anything as all. My care was of a wonderful standard.	Male	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	Likely			Female	Over 65	White British	Do not publish
7	South Molton Hospital - Inpatient Ward	Likely			Male	Over 65	White British	Do not publish
8	South Molton Hospital - Inpatient Ward	Likely	Staff all very caring & supportive. Open visiting times.	Too many lights on at night!	Male	Over 65	White British	

9	South Molton Hospital - Inpatient Ward	Neither Likely nor Unlikely	Different choices provided on menu.	More choices for food e.g. finger foods.	Female	Over 65	White British	
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