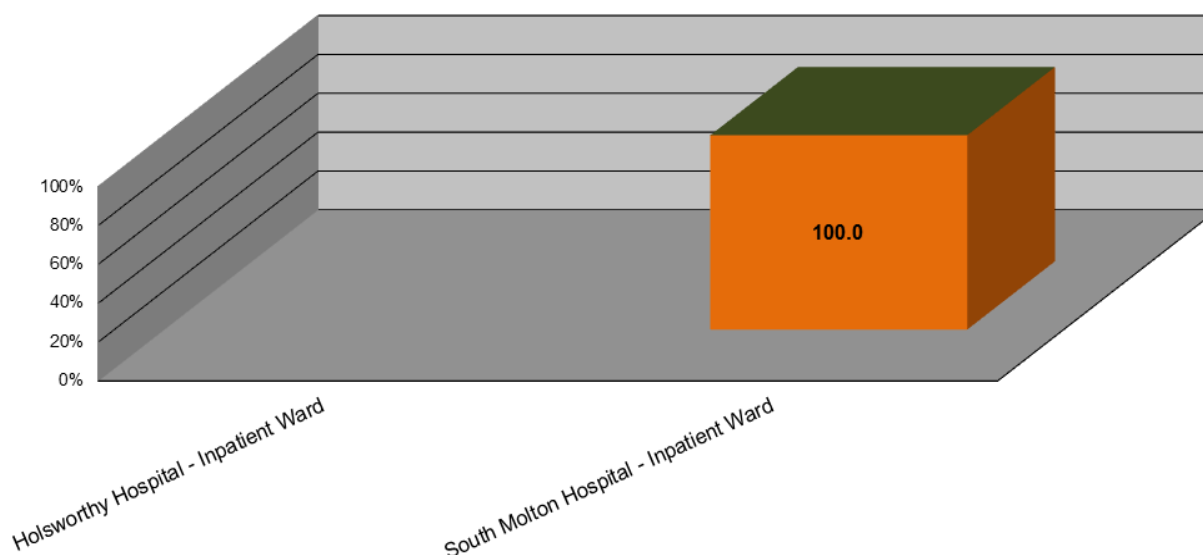


Friends and Family Test – Community Hospitals – June 2018

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	4	3	0	0	0	0	7	100.0	0.0	0.0	28.0
	Total	4	3	0	0	0	0	7	100.0	0.0	0.0	28.0
	Percentage	57.1	42.9	0.0	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – Jun-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	Care given in a friendly manner. All concerns have been talked through and help given where necessary. All staff are thanked.		Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Kindness from everyone & all willing to help when needed.		Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Well looked after by all staff.		Male	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff extremely helpful and always cheerful. My stay was as comfortable as a hospital stay could be.		Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Likely	Happy with stay here.	Can't think of any improvements.	Female	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	Likely	Happy with treatment. Well fed.	All works well.	Male	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Likely	Everything fine.		Male	Over 65		