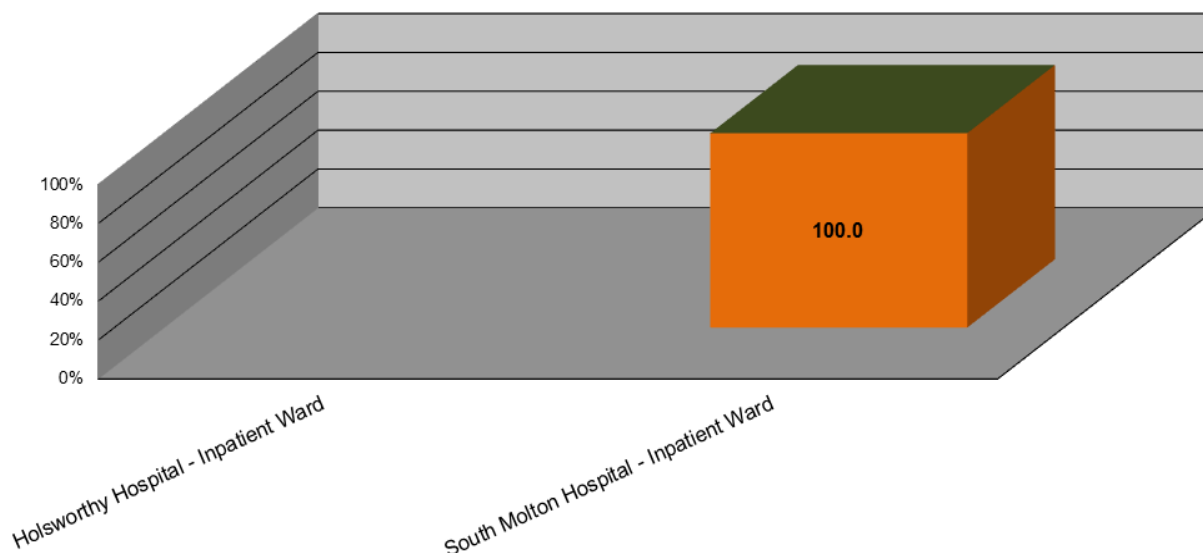


Friends and Family Test – Community Hospitals – May 2018

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	Holworthy Hospital - Inpatient Ward ***											
2	South Molton Hospital - Inpatient Ward	7	1	0	0	0	0	8	100.0	0.0	0.0	23.5
	Total	7	1	0	0	0	0	8	100.0	0.0	0.0	23.5
	Percentage	87.5	12.5	0.0	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – May-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	Wonderful care, lovely clean ward.	No need.	Male	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Thank you for making me feel so much better and fitter.	Where would I be now with a community hospital?	Male	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Helpful staff, good food. Nothing is too much trouble.	Keep the main hospital beds free, so need community hospitals.	Male	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Thank you all for my care and treating me so well.	Perfect hospital.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Very good, excellent care. Nothing was too much trouble. Food reasonable. Cleaning good.		Female	Over 65	White British	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Care, friendliness, top class. Cannot find fault with anything. Food very good, good selection & choice.	Don't think you could improve.	Female	Over 65	White British	

7	South Molton Hospital - Inpatient Ward	Extremely Likely	Happy with everything.		Female	Over 65	White British	
8	South Molton Hospital - Inpatient Ward	Likely	Relief at finding such care and attention.	Your doing your best.	Male	Over 65	White British	