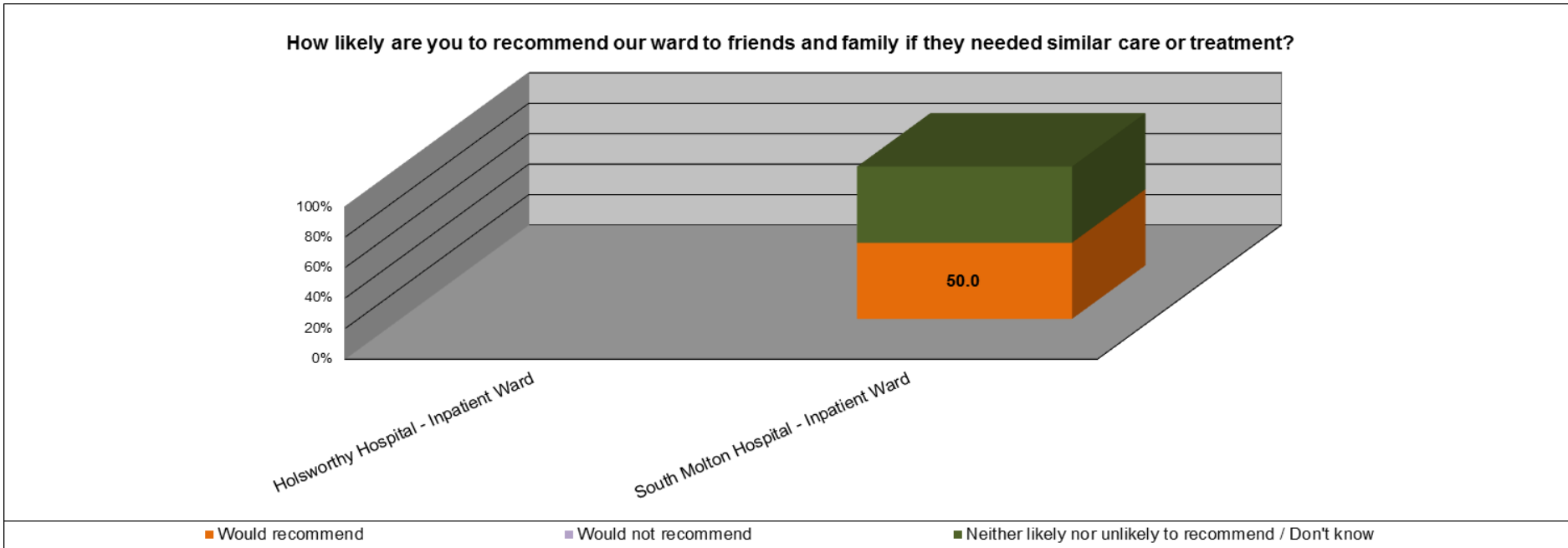


Friends and Family Test – Community Hospitals – August 2018



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	Holsworthy Hospital - Inpatient Ward ***											
2	South Molton Hospital - Inpatient Ward	1	1	1	0	0	1	4	50.0	0.0	50.0	13.3
	Total	1	1	1	0	0	1	4	50.0	0.0	50.0	13.3
	Percentage	25.0	25.0	25.0	0.0	0.0	25.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – Aug-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	Friendly staff and helpful.	Food could be improved - more variety.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Likely	Staying in this hospital made me feel like a real person again. Friendly people who always seem pleased to help make life seem worthwhile again. Thank you.	Just keep on smiling.	Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Neither Likely nor Unlikely	Patient feels they could recommend SMCH if our staffing levels improved. Patient at times left by nurse assisting with eating to answer telephone. Patient would like more social interaction i.e. staff to take a moment to chat.	Please see front page.	Female	Over 65		
4	South Molton Hospital - Inpatient Ward	Don't Know	I don't know why.	No.	Female	Over 65	White British	