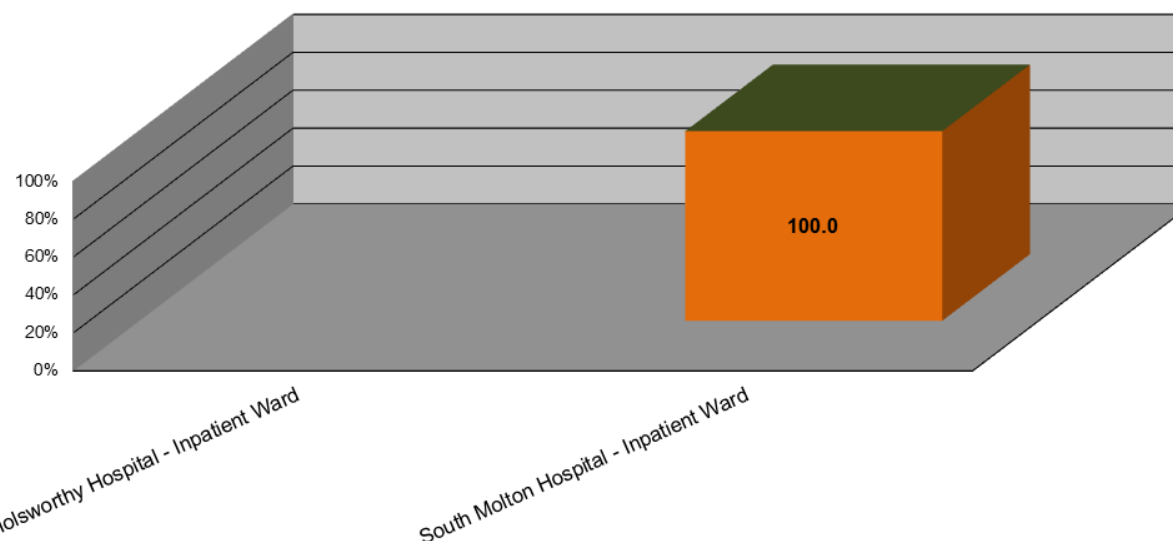


Friends and Family Test – Community Hospitals – September 2018

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	0	0	0	0	0	4	100.0	0.0	0.0	13.8
	Total	4	0	0	0	0	0	4	100.0	0.0	0.0	13.8
	Percentage	100.0	0.0	0.0	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – Sep-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	Excellent care. Good food.	Keep your beds open.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Received all care from all the staff from nurses to cleaners etc.	Keep supporting the hospital, you never know when you may need to use it.	Male	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Lovely, friendly staff, make me laugh. Excellent care.	Food a bit bland.	Male	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Wonderful care. Excellent staff. Very helpful & polite.	Keep supporting!	Male	Over 65	White British	