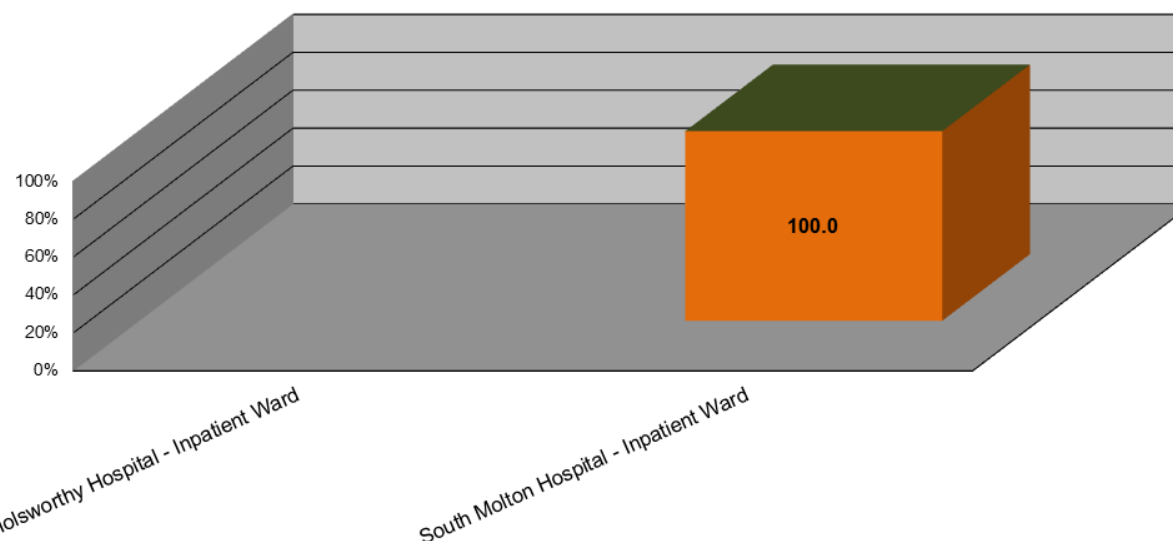


## Friends and Family Test – Community Hospitals – November 2018

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	9	0	0	0	0	0	9	100.0	0.0	0.0	22.5
	<b>Total</b>	9	0	0	0	0	0	9	100.0	0.0	0.0	22.5
	<b>Percentage</b>	<b>100.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>0.0</b>	<b>100.0</b>				

\*\*\* Inpatient ward temporarily closed

### Qualitative feedback – Nov-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, food lovely.	N/A.	Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Thank you. Wonderful staff, nurses, doctor, admin, cleaners. OTs you are amazing. Sorry if I have forgotten anyone.	We need to keep these community hospitals open.	Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff helpful & kind.	None.	Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Marvellous care and consideration given to me at all times.	N/A.	Female	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Main reason kindness, immediate response - almost anyway. God bless these nurses. [Name withheld].					
6	South Molton Hospital - Inpatient Ward	Extremely Likely	They look after me so well. So friendly and make me feel comfortable.	No, none at all.	Female	Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Extremely Likely	Lovely care, lovely staff, excellent care & consideration given.	Cannot.	Female	Over 65	White British	

8	South Molton Hospital - Inpatient Ward	Extremely Likely	Nice, small hospital where you get to know the staff, making stay more friendly.		Male	Over 65	White British	
9	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff very good. Food very nice. Happy with stay.		Female	Over 65	White British	
10	South Molton Hospital - Inpatient Ward	Not entered	Nice and airy bay.	Food good but no sandwiches. Would prefer another choice. Lights go out too late at night. Noisy at night.	Female	Over 65	White British	