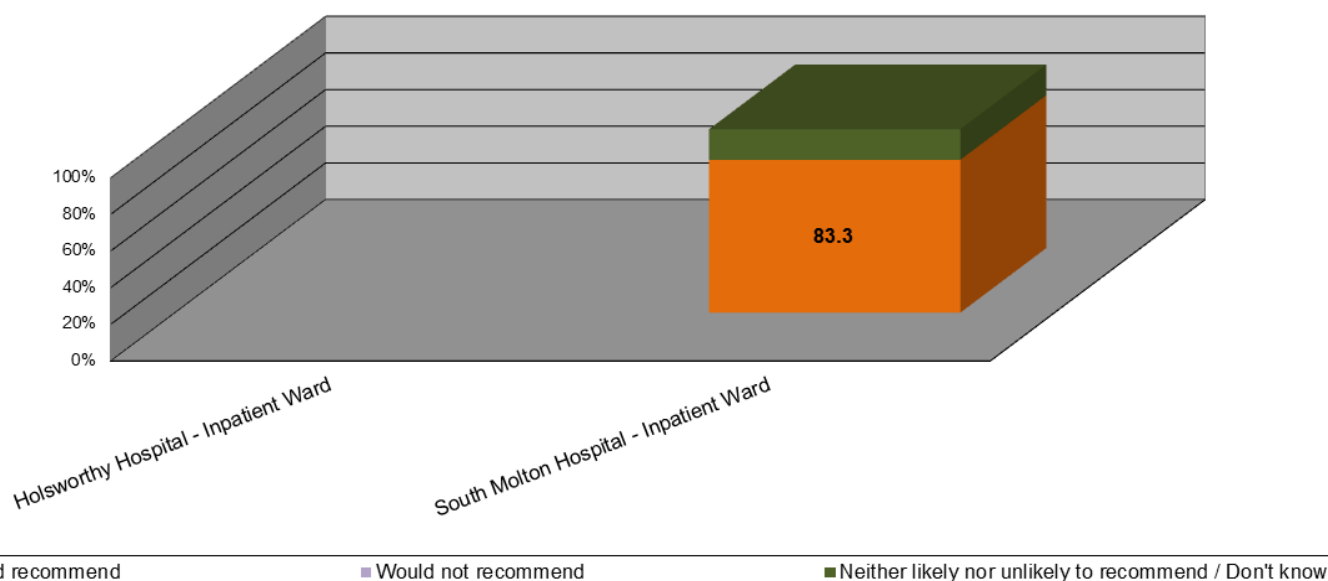


Friends and Family Test – Community Hospitals – October 2018

How likely are you to recommend our ward to friends and family if they needed similar care or treatment?



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	1	1	0	0	0	6	83.3	0.0	16.7	24.0
	Total	4	1	1	0	0	0	6	83.3	0.0	16.7	24.0
	Percentage	66.7	16.7	16.7	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – Oct-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	Everything has been lovely.		Female	Over 65	White British	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	A pleasant & helpful staff. Good service & food. Thoroughly recommend.		Female	Over 65	White British	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Lovely hospital. Excellent care and staff. Food not bad as well.	N/A.	Female	Over 65	White British	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Nothing too much trouble, lovely staff.		Male	Over 65	White British	
5	South Molton Hospital - Inpatient Ward	Likely		Happy with care. No improvements.	Male	Over 65		
6	South Molton Hospital - Inpatient Ward	Neither Likely nor Unlikely				Over 65	White British	
7	South Molton Hospital - Inpatient Ward	Not entered	1st class food, staff, cleanliness.		Female	Over 65		