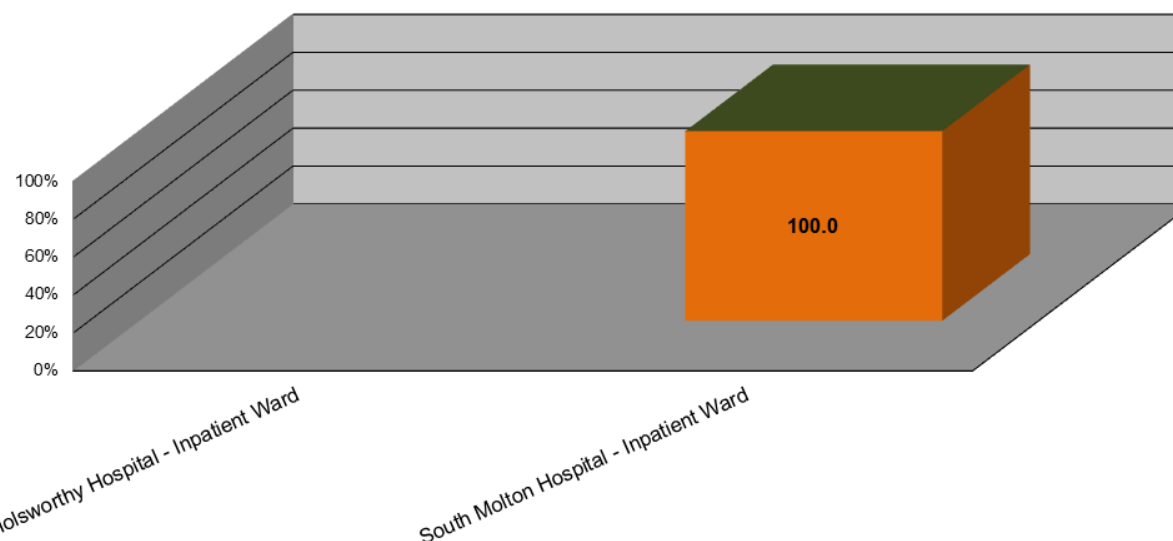


Friends and Family Test – Community Hospitals – April 2019

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	6	1	0	0	0	0	7	100.0	0.0	0.0	19.4
	Total	6	1	0	0	0	0	7	100.0	0.0	0.0	19.4
	Percentage	85.7	14.3	0.0	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – Apr-19

	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?	Patient request for anonymised comments not to be made public.
1	South Molton Hospital - Inpatient Ward	Extremely Likely	Courtesy & treatment. Staff polite & take job seriously.	None whatsoever.	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	I have my confidence back. Thank you Hugh Squier staff.	Cannot.	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Feel so much better due to excellent care. Nurses, cleaners, ladies in pink so polite.	Keep this lovely ward open.	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Wonderful care and food. Would be nice for a bit more variety of food, as not much choice, same things listed each day. Staff so polite and respectful.	More choice on menu as do not want to keep eating same things each day.	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Amazing and professional care given at all times.	Choice of food each week boring and does not make me want to eat it. The same food is not good for patients.	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	I have been very happy with it here, when I stay [name withheld].		
7	South Molton Hospital - Inpatient Ward	Likely	Food very good.	Would like to be given more info.	