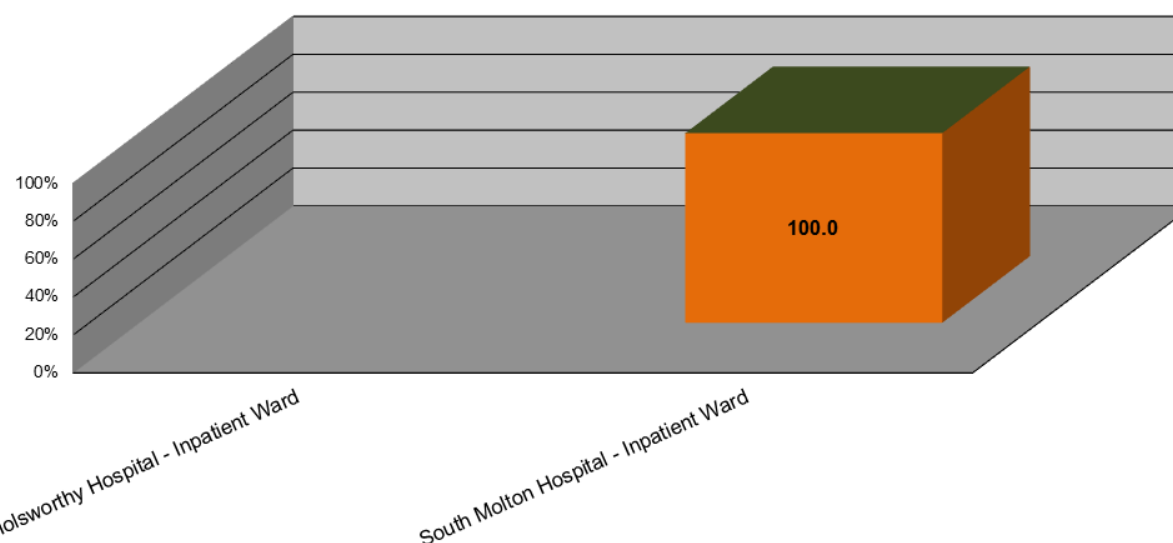


Friends and Family Test – Community Hospitals – February 2019

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	28.0
	Total	6	1	0	0	0	0	7	100.0	0.0	0.0	28.0
	Percentage	85.7	14.3	0.0	0.0	0.0	0.0	100.0				

*** Inpatient ward temporarily closed

Qualitative feedback – Feb-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	Wonderful care, staff and food good too.	Where would I have gone or done without this lovely hospital?	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Very patient, friendly & sympathetic - always a smile in spite of the task! I am most grateful to everybody & I will be writing to your CEO as soon as I can to thank & complement you & Barnstaple Hospital for your dedication.	As a non-lover of sandwiches, I miss the 'hot choice' of supper as Barnstaple Hospital has but I appreciate we get anything! (& without charge).	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Have enjoyed myself tremendously - excellent care.	All good.	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Good all round.		
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Fantastic care, nothing too much bother. Lovely surroundings and food good too.	Support this hospital.	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	I have nothing to complain about.	None - all good.	
7	South Molton Hospital - Inpatient Ward	Likely			Do not publish
8	South Molton Hospital - Inpatient Ward	Not entered	Friendly staff, always very helpful & polite.	Feel so much better.	