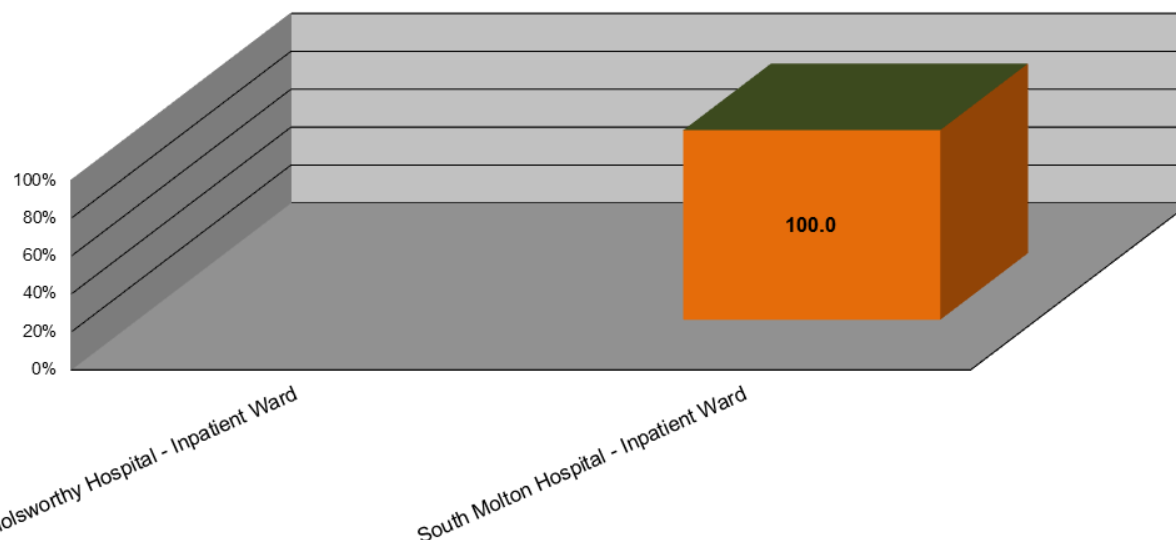


## Friends and Family Test – Community Hospitals – March 2019

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	10	0	0	0	0	0	10	100.0	0.0	0.0	27.0
	<b>Total</b>	10	0	0	0	0	0	10	100.0	0.0	0.0	27.0
	<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 – Mar-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	So kind & understanding, even doctors are good!	None.	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Very caring & friendly, nothing is too much trouble for the staff.	Food.	
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Staff helpful.		
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Everyone very nice.	None.	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	Like a holiday camp, everything brilliant!		
6	South Molton Hospital - Inpatient Ward	Extremely Likely	I was very pleased with the staff for looking after me.		
7	South Molton Hospital - Inpatient Ward	Extremely Likely	I received wonderful care and staff so polite.	The food menu is the same for the whole week. Would be nice for some more choice.	
8	South Molton Hospital - Inpatient Ward	Extremely Likely	Extremely good care.	No.	
9	South Molton Hospital - Inpatient Ward	Extremely Likely			

10	South Molton Hospital - Inpatient Ward	Extremely Likely	Everybody was so good, kind & efficient.		
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