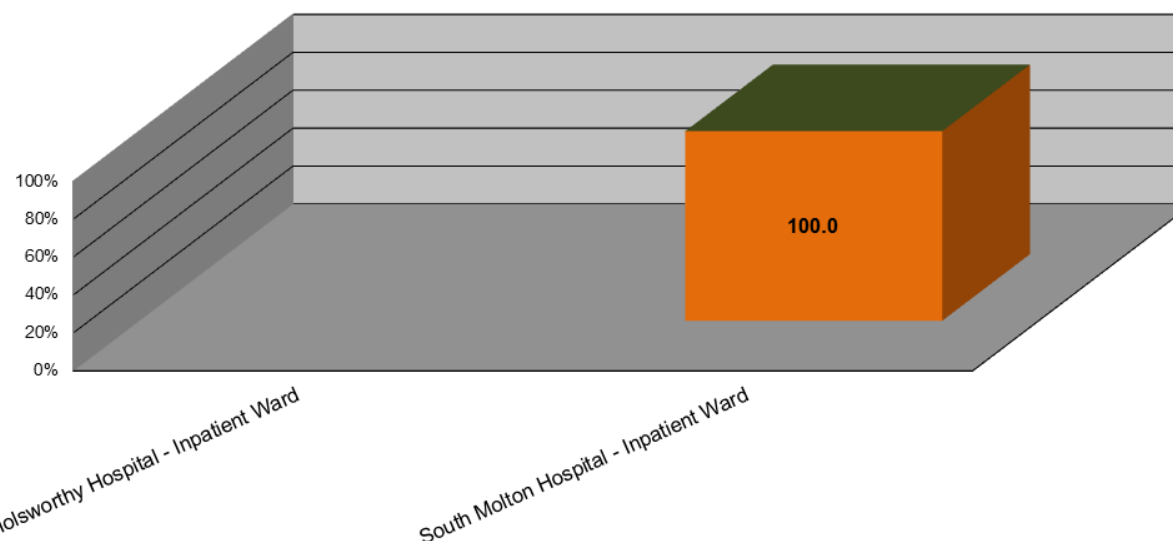


## Friends and Family Test – Community Hospitals – May 2019

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	3	0	0	0	0	13	100.0	0.0	0.0	0.0
	<b>Total</b>	10	3	0	0	0	0	13	100.0	0.0	0.0	0.0
	<b>Percentage</b>	<b>76.9</b>	<b>23.1</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 – May-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	My father [name withheld] was a patient for 2/3 weeks. He was full of praise for staff / food. When I visited I was always made to feel welcome. My father sadly passed away at home recently but we are all so grateful for the care he received. [Name withheld]	Coffee machine 5/10. Remainder 10/10.	
2	South Molton Hospital - Inpatient Ward	Extremely Likely	Really good.		
3	South Molton Hospital - Inpatient Ward	Extremely Likely	Everyone was extremely helpful and the food was good.	No.	
4	South Molton Hospital - Inpatient Ward	Extremely Likely	Care great - warm enough - fed well.	Happy with stay at SMCH.	
5	South Molton Hospital - Inpatient Ward	Extremely Likely	The care I have received whilst here has been first class. Staff very helpful and made me feel at ease. Food, although tasty, could have more of a option as same food on menu every day for a week.	Impossible to improve the ward but food choice could be improved.	
6	South Molton Hospital - Inpatient Ward	Extremely Likely	Very good experience indeed, excellent.	Very good.	
7	South Molton Hospital -	Extremely Likely	Such lovely care and very efficient nursing staff. All staff	Food - rather poor choice but tastes quite nice.	

	Inpatient Ward		so helpful.		
8	South Molton Hospital - Inpatient Ward	Extremely Likely	Everybody has been extremely nice & professional. Nothing has been too much trouble, day or night.	The only thing I can say is they need more staff to relieve the pressure their under.	
9	South Molton Hospital - Inpatient Ward	Extremely Likely	You won't get any better care anywhere else.		
10	South Molton Hospital - Inpatient Ward	Extremely Likely	Very well looked after.	Can get very busy - it's frustrating.	
11	South Molton Hospital - Inpatient Ward	Likely	Feel that I had good care. Slept very well.	Felt the cold - would like to be warmer. Meals could have been more tempting when very poorly.	
12	South Molton Hospital - Inpatient Ward	Likely	Each person has done something good, don't have to go to bed early if I don't want to.		
13	South Molton Hospital - Inpatient Ward	Likely	Because I had no visitors because too far to travel. Staff good.	Felt that I could do with more physio.	