

## Acute Inpatient Wards - North Devon District Hospital - 'Friends and Family Test' Patient Feedback - Apr-17

*We would like you to think about your experience in the ward where you spent the most time during this stay. How likely are you to recommend our ward to friends and family if they needed similar care or treatment? Response options: Extremely likely, Likely, Neither likely nor unlikely, Unlikely, Extremely unlikely, Don't know.*

Children and young person's FFT card question: *Would you tell your friends that this is a good hospital ward to come to?*

### Quantitative Results

The Friends and Family Test (FFT) score is calculated as outlined in the NHS England guidance. The calculation is as follows:

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely (Yes)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely (No)}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know (Yes + Maybe + No + Don't know)}} \times 100$$

The Trust's target score is 75%. The Friends and Family Test scores by individual ward can be viewed by clicking on the following link: [Acute Wards](#)

Note: The children and young person's Friends and Family Test card wording is highlighted below

	Ward / Unit	'Friends and Family Test' Response	Children and young person's FFT card completed by:  Patient  Parent / guardian / carer	Please can you tell us the main reason for the response you have given?  Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received?  What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public.  Please tick this box if you DO NOT wish your answers ever to be made public.
1	Acute Stroke Unit	Extremely Likely		All the staff are so friendly. Treated as a person, not just a patient.		At the moment I cannot think of anything, thank you.	Male	over 65	White British	
2	Acute Stroke Unit	Extremely Likely		Very well looked after, food good, great care.		Not really. More than happy, thank you.	Male	over 65	White British	
3	Acute Stroke Unit	Extremely Likely		The level of attention is amazing, always someone there when you need them.		Medically tip top. My only issue has been arriving at the hospital early evening and then having to wait until the following morning for my medication but all sorted now.	Male	36-45	White British	
4	Acute Stroke Unit	Extremely Likely		The quality of care shown to my mother has been excellent. Nothing is too much trouble for them, and that includes us as the family.		No, I as the daughter, would just like to thank you all.	Female	over 65	White British	

5	Acute Stroke Unit	Extremely Likely		Excellent quality medical care. Spotlessly clean.		Fabulous care. My only ask would be for the nurses at the station to speak a little quieter at night.	Female	over 65	White British	
6	Acute Stroke Unit	Extremely Likely		Extremely caring staff.			Female	Over 65	White British	
7	Acute Stroke Unit	Extremely Likely		Lovely staff.			Male	Over 65	White British	
8	Acute Stroke Unit	Extremely Likely		Caring.			Female	56-65	White British	
9	Acute Stroke Unit	Extremely Likely		Lovely staff. Caring.			Female	56-65	White British	
10	Acute Stroke Unit	Likely		The medical care is brilliant. I am just not a patient person, expect everything to happen yesterday and appreciate that will not happen.		A lot of turnover in staff. Nice to see nursing staff that do enjoy their job. It makes such a difference.	Male	over 65	White British	
11	Capener Ward	Extremely Likely		I applaud these people. They are truly superb, showing kindness and care at all times.		Actually I am very impressed by the cleanliness of the ward. The food is acceptable. The quality of care is way over and above.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		The general care is amazing. Treated as an individual, not just someone who is faceless.		No. To be honest I cannot. The food is okay, so clean, plus very professional staff. My first time in this hospital and I am very impressed.	Female	56-65	White British	
13	Capener Ward	Extremely Likely		Perfect, absolutely perfect, with a plus.		My only concern is the pressure these nurses work under. They never stop, long shifts, decisions they have to make, they are a credit to themselves and the NHS. An extremely professional team.	Male	56-65	White British	

14	Capener Ward	Extremely Likely		People like staff nurse J. set the bar high and the staff respond accordingly. I arrived on the ward a mess, and all made comfortable. Basically, it is the quality of the staff - excellent.		Nothing really. I am more than happy with my care. The bay is clean and tidy. The food is more than acceptable.	Male	36-45	White British	
15	Capener Ward	Extremely Likely		The staff are wonderful - cannot do enough for you.		Excellent as it is. The food is very good.	Female	over 65	White British	
16	Capener Ward	Extremely Likely		Everything good - the food is very good.		Satisfied as it is.	Female	over 65	White British	
17	Capener Ward	Extremely Likely		Staff are excellent. They cannot do enough for you.		First class service - cannot be faulted.	Female	over 65	White British	
18	Capener Ward	Extremely Likely		The staff are so good - very busy but always available.		Being diabetic, the food choice is somewhat complicated and confusing.	Female	56-65	White British	
19	Capener Ward	Extremely Likely		Nothing is too much trouble.		Some of the food is very bland.	Female	16-25	White British	
20	Capener Ward	Extremely Likely		The staff are very good.		More nurses but I appreciate the problems.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		Very friendly. A clean ward. The staff are very courteous.			Male	over 65	White British	
22	Capener Ward	Extremely Likely		The whole experience - very efficient and well-managed.		Food portions are too small.	Male	46-55	White British	
23	Capener Ward	Extremely Likely		Everyone so helpful and nice. Clean ward.		Happy as it is.	Male	over 65	White British	
24	Capener Ward	Extremely Likely		The staff are brilliant.		Make an alternative route for patients from A&E to wards.	Male	46-55	White British	

25	Capener Ward	Extremely Likely		Feel safe in a friendly ward.			Female	over 65	White British	
26	Capener Ward	Extremely Likely		Well looked after by all staff.		More nursing staff.	Female	over 65	White British	
27	Capener Ward	Extremely Likely					Female	over 65	White British	
28	Capener Ward	Extremely Likely		I have been well looked after.			Female	over 65	White British	
29	Capener Ward	Extremely Likely					Female	over 65	White British	
30	Capener Ward	Extremely Likely		Excellent. Very friendly staff.			Female	over 65	White British	
31	Capener Ward	Extremely Likely		All staff are kind and friendly.			Female	16-25	White British	
32	Capener Ward	Extremely Likely		I'd be glad for Capener Ward or Tarka Ward to care for any friends or family member. My care has been exemplary. It's been my first experience of NHS medical attention and I've been staggered by the lengths all the staff have gone to, to make patients comfortable at a vulnerable time.		My experience was beyond improvement.	Male	Over 65	White British	
33	Capener Ward	Extremely Likely		Staff & care given excellent.		Make sure you keep all facilities here.	Male	Over 65	White British	
34	Capener Ward	Extremely Likely		Everyone from the most senior down to the domestics were so friendly and helpful. Made my		None.	Female	Over 65	White British	

				stay a pleasure even though I didn't plan a stay in hospital as part of my holiday!						
35	Capener Ward	Extremely Likely		An extraordinary level of care and friendliness. The staff are amazing. My gratitude to them all.		Bigger portions of food.	Male	46-55	White British	
36	Capener Ward	Extremely Likely		The staff have been extremely pleasant. Even though they've worked long hours they always have a smile and time to talk. It's made my stay here a lot easier and less stressful than I thought.		More staff to make it easier on the staff that work long hours.	Male	56-65	White British	
37	Capener Ward	Extremely Likely		Staff are great, especially staff nurse D. - top man.		Give all staff a pay rise.	Male	46-55	White British	
38	Capener Ward	Likely		Looked after very well but a bit noisy.		Satisfied as it is.	Female	over 65	White British	
39	Capener Ward	Likely		Helpful staff. Excellent service.			Male	Over 65	White British	
40	Caroline Thorpe Ward	Extremely Likely		Well, basically, it is the respect, the kindness and care shown by every member of the staff - not only looking after our daughter, but making sure, me, as her mother was also made comfortable for the night. Very		On the ward, no. Everything is fine, all the staff from Sodexo to Doctors are wonderful. The only reason I said 'To some extent' regarding privacy, was in A&E where there were some rude patients shouting out/using abusive language is very bad. I do feel sorry for the staff having to work in those conditions. It would be	Female	Under 16	White British	

				impressive care shown at all times.		good if they could be separated from the children in there But as for Caroline Thorpe Ward, 10 out of 10.				
41	Caroline Thorpe Ward	Extremely Likely		As a visitor to Devon, our son having had an accident while surfing, we came to the hospital and my word, this is what the NHS is about - such wonderful care and kindness shown to us all. Our son has been so well cared for at all times. A special mention to J. in theatre, J. in recovery, C. on Caroline Thorpe plus Sister A. on Caroline Thorpe. Such professional people, all doing a first class job, a credit to yourselves, your hospital and the NHS.		As from my previous comments, nothing at all really. Being picky, better wifi.	Male	Under 16	White British	
42	Caroline Thorpe Ward	Extremely Likely		Made to feel very comfortable and welcome. My wife also made comfortable overnight. I, as the father, have been very pleased with our daughter's progress up to date.		No problems whatsoever. Thank you all for your kindness.	Female	Under 16	Black / African / Caribbean / Black British	

43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were great.	Very helpful staff.	Nothing.	Male	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Patient	Because the ward is a nice environment to be in. The nurses help a lot and the playroom is really good.	The attention the nurses gave me.		Female	12-15	White British	
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff and friendly, helpful, caring super staff / ward.			Female	6-8	White British	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Care & attention towards my 5 month old baby. Made to feel welcome and nothing was too much trouble. Doctor explained everything and nothing was left unanswered, very friendly.	Nurses very friendly (especially S). R had everything needed for feeds. Doctor was brilliant.		Male	Under 6	White British	
47	Caroline Thorpe Ward	Yes		All the staff are caring and have a brilliant amount of knowledge and skill. Efficient and really put M and us as parents at ease.	Kindness.	Nothing!	Male	9-11	White British	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because my daughter has received excellent care from admission to discharge. She is severely disabled and I can say hand on	Hoists for disabled. Clean facilities / accessible. Kept informed every step of my daughters stay	Nothing but there is always room for improvement in all aspects of life.	Female	16-18	White British	



				heart she could not have been in better hands. Also the hoists are an extra added bonus when you are in this environment.	has to her ongoing treatment. Friendly and hard working professionals / domestics cleaning staff.					
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are friendly and understanding. They're fantastic at recognising what's worrying and offering reassurance.	The manner in which the staff went about their jobs. Huge credit to the ward.	I don't feel there was anyway our stay could have improved. The staff are excellent.	Female	Under 6	White British	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Every member of staff was amazing, from the nurses to the doctors. We couldn't thank you enough for the treatment and care my son received and myself (mum!)		Nothing!	Male	6-8	White British	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were kind & caring. It's a clean & welcoming ward.			Male	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Patient	Very helpful and caring.		Nothing.	Female	16-18		
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were very warm and welcoming. Also explained things very well.	The staff were lovely.	Maybe kept the hallway a bit quieter at night.		12-15	White British	
54	Caroline Thorpe	Yes	Parent/Guardian/Carer	Very thorough and good explanation of	Good explanation of care.	Some difficulty in finding our way from A&E to the		Under 6	White British	

	Ward			care and next steps throughout - our only difficulty was navigating our way to the children's ward from out of hours surgery as Dr was unsure where it was based.		children's ward after hours.				
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care and treatment.	Care & kindness.		Male	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male		White British	Do not publish
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent ward, very friendly. Big thank you to J who was a star with me and my daughter at this very scary time.	Everything!	Nothing, please don't ever change!!	Female	9-11	White British	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and friendly staff very clean lovely food. A says very funny staff.	The staff being friendly and putting us first and being helpful.	Some signs from main entrance would of helped us find the ward better.	Female	6-8	White British	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are very caring, understanding and always so polite.						
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been really kind and efficient. The ward is clean and tidy. And very thorough and reassuring. Thank you everyone.	Everything nice for parents to be offered a drink, everything explained well.	Nothing.	Male	Under 6	White British	
61	Caroline Thorpe	Yes	Parent/Guardian/Carer	Nice friendly people.	I had somewhere to sleep to stay	Nothing.	Male	Under 6	White British	

	Ward				with my son.					
62	Caroline Thorpe Ward	Yes		The care we were given was thorough. We felt like all possible avenues were explored.			Male	Under 6	White British	
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff, great facilities & made welcome.	Well looked after, made to feel at home & settled at a difficult time.	Not seen by a doctor from Fri - Mon - worried he wasn't checked.	Male	9-11	White British	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, quick, helpful.	As previous comment.	Nothing.	Female	6-8	White British	
65	Caroline Thorpe Ward	Yes	Patient	The nurses make the best toast ever.	Toast.	More toast.	Male	6-8	White British	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were very helpful and friendly.	My son was looked after very well, staff very cheerful & welcoming.		Male	Under 6	White British	
67	Caroline Thorpe Ward	Yes	N/A	Care fantastic, great communication and A. is in total control. Thank you for looking after us so well.	Always knew what was happening.		Male	12-15	White British	
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good info. and care from all staff, well looked after and ward is always clean.						
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly - had room to self! Quiet, organised.	Very informative and efficient.	Nothing.	Male	16-18	White British	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful. Accommodating. Fab x.		Food.		Under 6	White British	

71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were very helpful and caring - nothing was too much trouble.	Helpful/caring staff. Everything explained well.	N/A.	Male	9-11	White British	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Explained everything well.			Male	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff so polite, helpful and great with children, wonderful stay, wonderful people.	The staff were fantastic.	Nothing.	Female	16-18	White British	
74	Caroline Thorpe Ward	Yes		It's an awesome place with awesome people.	Doctors, school (when it's on), nurses.	The TVs can be temperamental so can the locks on the toilet doors.	Male	12-15	White British	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thoroughly looked at my boy and got correct diagnosis.	The nurses and how they looked after and took the time for R. especially the paediatric doctor.		Male	Under 6	White British	
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	Do not publish
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Quickly seen & friendly staff with clear answers & questions. Nice & clean as well.	Lovely & clean.	N/A.	Male	Under 6	White British	
78	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very accommodating, great play room!!	Nurses, fold out bed.	N/A.	Male	Under 6	Mixed / Multiple ethnic groups	
79	Caroline Thorpe Ward	Yes	Patient	Because the staff are helpful and nice.			Female	12-15	White British	

80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were kind, friendly, reassuring and informative. The food was hot and varied and my room was clean and tidy.	I felt at ease and safe as soon as I was on the ward. The staff here are wonderful and nothing was too much trouble.		Male	Under 6	White British	
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful, friendly, kept in the loop about what was being done. Thank you.				Under 6	White British	
82	Caroline Thorpe Ward	Yes		All docs, nurses & staff have been amazing for my son, who has broken his arm. The care, love & attention has been brilliant. We did have a long wait at first but understand the reasons why.	Everybody was really nice.	Put scrambled eggs on my toast!!	Male	6-8	White British	
83	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff friendly made us feel at ease when discussing about what was going to happen, had a few laughs with the staff which was nice.	Calm, quiet, always asked if we needed anything.	Nothing.	Female	12-15	White British	
84	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was so very professional, reassuring & friendly. Thank you so very much!	The staff.					
85	Caroline Thorpe Ward	Yes	Patient	They were ever so not scary.	Robot bed.	Food because there were hardly any vegetarian options.	Female	12-15	White British	

86	Caroline Thorpe Ward	Yes		All the staff were very kind.	The food was nice. The people were fantastic!	Nothing. Thank you very much for looking after me!	Female	6-8	White British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, caring staff. Good facilities.			Female	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, good care.	Great playroom with good age range of toys.	Free wifi maybe.	Female	6-8	White British	
89	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nurses have been so lovely, kind & caring - thank you. All staff wonderful. Great kitchen area too for parents. Thank you.	Staff.	Nothing.	Female	Under 6	White British	
90	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent, patient staff. Very reassuring & encouraging couldn't do more for me & my little baby.	Examination & tests carried out very quickly. Results come back & given by doctor quickly. Staff very reassuring.	Nothing. Excellent level of care.	Male	Under 6	White British	
91	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nurses and doctors have been lovely in their manner and my son felt completely happy in the ward. Thank you.	Games room, videos, colouring, air hockey etc. Wifi connectivity. Helpful staff.	Nothing, you were great.	Male	6-8	White British	
92	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff on this ward are brilliant and go out of their way to make sure everyone's okay.	The friendly staff.	Nothing.	Female	6-8	White British	
93	Caroline Thorpe	Yes	Patient	Because the staff are really nice &	The nurses.		Female	12-15	Black / African /	

	Ward			communicative.					Caribbean / Black British	
94	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The nursing staff & doctors were very caring & helpful.	The flexibility of letting family members stay.	N/A.	Female	Under 6	White British	
95	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, friendly staff. Explained everything to me before [illegible] tests etc.	I felt my son was in the best possible hands.	Nothing.	Male	Under 6	White British	
96	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing ward - amazing staff!	Treated fairly - well looked after - happy faces.			12-15	White British	
97	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, supportive, caring treatment. Due consideration given to our concerns. Staff were thorough and entirely lovely despite it being the middle of the night.	The staff treated us (mother and son) thoughtfully and considerately throughout our time here.	Nothing. All staff were amazing. Facilities perfect. Thank you!	Male	6-8	White British	
98	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind & helpful staff.	Lots of tea! Kept me informed! A. was very kind!	Nothing on the day - more information prior to visit e.g. what food to bring.	Female	Under 6	White British	
99	Caroline Thorpe Ward	Yes	Patient	My issue was dealt with efficiently, the staff are amazing.	The comfort and care surrounding my procedure.		Male	16-18	White British	
100	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Much kindness and even contracted staff reporting happy to work here and felt included in the team.	Excellent support and kindness.	A little cooler but know hospitals are.	Female	Under 6	White British	
101	Fortescue Ward	Extremely Likely		A very nice ward, everywhere is immaculate. The staff are wonderful.		The ward is good.	Male	over 65	White British	

102	Fortescue Ward	Extremely Likely		Everyone has been wonderful to me. Lovely.		No, everything is okay. I do get a bit confused with my words sometimes but I am okay.	Male	over 65	White British	
103	Fortescue Ward	Extremely Likely		To be honest, everything seems very good - the staff, the cleaning, the food.		A very difficult question. I cannot think of anything. I am hoping to go home today.	Female	over 65	White British	
104	Fortescue Ward	Extremely Likely		As the son, I have witnessed every kindness and care that has been shown to her. Very good staff.		It is difficult because our mother has been moved around a lot, from here to Bideford and back again. Different wards and bays but I have to say all seems very good to me.	Female	over 65	White British	
105	Fortescue Ward	Extremely Likely		Well looked after by all staff.			Male	over 65	White British	
106	Fortescue Ward	Extremely Likely								
107	Fortescue Ward	Extremely Likely		Very good care at all times. My mum was treated with kindness & dignity.		As I visited every day for nine weeks I would have appreciated the chance of a cup of tea.	Female	Over 65	White British	
108	Fortescue Ward	Extremely Likely		Aunty was well looked after (!! ) by L. and the team. Big thank you!			Female	56-65	White British	
109	Glossop Ward	Extremely Likely		Everyone is so helpful.		I am satisfied as it is.	Female	over 65	White British	
110	Glossop Ward	Extremely Likely		All the staff are so kind and helpful.		Very good as it is.	Female	over 65	White British	
111	Glossop Ward	Extremely Likely		Ever so kind.			Female	56-65	White British	
112	Glossop Ward	Extremely Likely		The staff have all been helpful.		The food is very good apart from the vegetables being soggy.	Female	56-65	White British	



113	Glossop Ward	Extremely Likely		First class. No problems at all. So helpful.		First hospital experience. So much better than anticipated. Very satisfied.	Male	over 65	White British	
114	Glossop Ward	Extremely Likely		The service is excellent. The ward is faultless. I always feel safe in their hands.		I would need more time to prepare an answer - not qualified to speak on healthcare.	Male	over 65	White British	
115	Glossop Ward	Extremely Likely					Male	over 65	White British	
116	Glossop Ward	Extremely Likely		Left to get on with it. Not too much interference. The bed is comfortable.		Satisfied as it is.	Female	over 65	White British	
117	Glossop Ward	Extremely Likely		Everything is very good - staff, food and cleanliness.		Excellent as it is.	Male	over 65	White British	
118	Glossop Ward	Extremely Likely		Nursing, medical and non-medical staff are excellent.		More medical staff.	Female	over 65	White British	
119	Glossop Ward	Extremely Likely		Excellent service from all the staff.			Male	over 65	White British	
120	Glossop Ward	Extremely Likely		A quiet and pleasant ward. The staff are good			Male	46-55	White British	
121	Glossop Ward	Extremely Likely		The staff are brilliant and understanding.			Male	46-55	White British	
122	Glossop Ward	Extremely Likely		Everyone is nice and friendly.			Male	over 65	White British	
123	Glossop Ward	Extremely Likely		A very busy ward			Male	over 65	White British	
124	Glossop Ward	Extremely Likely		The nursing has been first class and they are very busy.			Male	over 65	White British	
125	Glossop Ward	Extremely Likely		Well looked after by everyone. Friendly staff.			Female	over 65	White British	

126	Glossop Ward	Extremely Likely		Because I've been treated and looked after well.			Female	over 65	White British	
127	Glossop Ward	Extremely Likely		Staff and healthcare workers have been excellent.			Female	56-65	White British	
128	Glossop Ward	Extremely Likely		Very happy the way my mum got treatment.			Female	Over 65	White British	
129	Glossop Ward	Extremely Likely		As soon as I came in A&E you attended to me in ten min. You made me comfortable & started straightaway investigation. The staff made me comfortable for four day. I cannot fault anyone from cleaners to doctors, very kind & professional. You got to the root of my problem & I cannot thank you enough for all our help. The food was lovely & I have gained weight which is all good. Thank you everyone.		Just a lick of paint & new curtains in the wards. Maybe internet connection would be good.	Female	46-55	White British	
130	Glossop Ward	Extremely Likely		First class service. Friendly medical and cleaning staff, couldn't do more all patients.			Female	Over 65	White British	
131	Glossop Ward	Extremely Likely		I found everybody helpful and really			Male	Over 65	White British	

				nice.						
132	Intensive Care Unit	Extremely Likely		Kind and attentive staff.		Always had good service in this hospital. Cannot praise them enough.	Female	over 65	White British	
133	Intensive Care Unit	Extremely Likely		Personal attention. Excellent. Everyone friendly.		Night service staff did not communicate with me.	Male	over 65	White British	
134	King George V Ward	Extremely Likely		Everyone so helpful and friendly.			Male	46-55	White British	
135	King George V Ward	Extremely Likely		Been well looked after by all staff.			Female	26-35	White British	
136	King George V Ward	Extremely Likely		Excellent service from staff.			Female	over 65	White British	
137	King George V Ward	Extremely Likely		Staff friendly - makes you feel at ease.			Female	36-45	White British	
138	King George V Ward	Extremely Likely		People attitude is good.			Male	over 65	White British	
139	King George V Ward	Extremely Likely		The people are very good.			Male	46-55	White British	
140	King George V Ward	Extremely Likely		Very friendly staff.			Male	over 65	White British	
141	King George V Ward	Extremely Likely		The level and attention to detail and passion has been excellent.		More medical staff.	Male	56-65	White British	
142	King George V Ward	Extremely Likely		A nice and friendly ward.			Male	26-35	White British	
143	King	Extremely		Very friendly staff.			Male	over 65	White	

	George V Ward	Likely							British	
144	King George V Ward	Extremely Likely		The staff are very friendly.			Female	over 65	White British	
145	King George V Ward	Extremely Likely		A clean and tidy ward. Good staff.			Male	over 65	White British	
146	King George V Ward	Extremely Likely		A very well-run ward.			Female	over 65	White British	
147	King George V Ward	Extremely Likely		All staff are good and friendly.			Male	over 65	White British	
148	King George V Ward	Extremely Likely		Been well looked after by all.		Need more medical staff - a very busy ward.	Male	46-55	White British	
149	King George V Ward	Extremely Likely		Well looked after by extremely good staff.			Male	over 65	White British	
150	King George V Ward	Extremely Likely		Medical treatment received has been so good.			Female	56-65	White British	
151	King George V Ward	Extremely Likely		Well looked after by everyone			Female	over 65	White British	
152	King George V Ward	Extremely Likely		Staff have been excellent - can't find fault.			Male	over 65	White British	
153	King George V Ward	Extremely Likely		Always there when required.		On my transfer from Glossop to KGV , the ward staff packed all my belongings and failed to include my Braun rechargeable razor which has been mislaid and cannot be found. I have notified Glossop, and KGV staff.	Male	over 65	White British	

154	King George V Ward	Extremely Likely		Because staff are very good and concerned.			Male	over 65	White British	
155	King George V Ward	Extremely Likely		Staff have been wonderful and friendly.			Female	36-45	White British	
156	King George V Ward	Extremely Likely		Extremely happy with all aspects. Thanks to all ward staff.		None.	Male	46-55	White British	
157	King George V Ward	Extremely Likely					Female	46-55	White British	
158	King George V Ward	Extremely Likely					Female	36-45	White British	
159	King George V Ward	Extremely Likely		All staff were smiley and helpful at all times. Nothing too much trouble.		For me, no!	Female	Over 65	White British	
160	King George V Ward	Extremely Likely		I was cared for extremely well by one & all. No complaints at all.			Female	Over 65	White British	
161	King George V Ward	Extremely Likely		Professional staff and support - take great care!!		Keep perusing for funds to keep this great service going x.	Female	56-65	White British	
162	King George V Ward	Extremely Likely		Kind staff, help with getting out of bed.			Female	Over 65	White British	
163	King George V Ward	Likely		Most staff been lovely though at one point I felt I was being a burden. But mostly all good.		Listen to each individual and don't be too quick to judge.	Female	36-45	White British	
164	Lundy Ward	Extremely Likely		A good sense of professionalism			Male	over 65	White British	

				shown by all staff.						
165	Lundy Ward	Extremely Likely		I have been very well looked after by the staff.			Male	over 65	White British	
166	Lundy Ward	Extremely Likely		Everything has been good.			Male	over 65	White British	
167	Lundy Ward	Extremely Likely		The staff are good and friendly.			Male	over 65	White British	
168	Lundy Ward	Extremely Likely		I have been looked after very well indeed by the wonderful nurses.		Not really. All is fine. The food is okay but I cannot think of anything.	Male	over 65	White British	
169	Lundy Ward	Extremely Likely		The kindness and welcome shown by the staff on this ward has been incredible. Lovely people.		I have not been in hospital for a long, long time and, to be honest, I am extremely impressed.	Female	over 65	White British	
170	Lundy Ward	Extremely Likely		Everything is clean and tidy, the staff are always so kind and friendly, nice people.		I would just like to remind the doctors to talk to their patients and not about them to their team. The nursing staff have been excellent with their communication skills. I am sorry to say that I do not rate the food. I found the lunch menu acceptable but to serve up a fresh apple and a " bowl of custard.	Female	16-25	White British	
171	Lundy Ward	Extremely Likely		I can only speak as a patient in a side room but the quality of care has been excellent at all times.		The main thing is the medical care and that is professional and above reproach. I am sorry to say I think the food needs looking at. The meat is inedible etc. Cleanliness, again, is excellent.	Female	over 65	White British	
172	Lundy Ward	Extremely Likely		All very good. Caring staff.		After all you hear and read in the newspapers, I am truly	Male	over 65	White British	

						amazed at the genuine kindness and care shown. I can only say a huge thank you for everything.				
173	Lundy Ward	Extremely Likely		Very good, very pleasant, excellent staff.		No. All has been very smooth, all explained to me, just awaiting my temperature to drop before my chemotherapy resumes. The staff are truly amazing. Thank you.	Female	56-65	White British	
174	Lundy Ward	Extremely Likely		Everyone is so chilled but, in saying that, these very skilled and professional people get on with their work.		Generally speaking I would say top class. One suggestion is that the doctors pass on more information and not expect the nursing staff to pass your care information on second-hand so to speak. The worst complaint is that the ward had no toast for breakfast.	Female	46-55	White British	
175	Lundy Ward	Extremely Likely		No issues at all with care and treatment.		Nothing that I can think of.	Female	16-25	White British	
176	Lundy Ward	Extremely Likely		The staff make sure you have everything you want and need. Absolutely nothing is too much trouble for any of them.		Nothing that I can think of. I am delighted with my care to be honest. So clean and the food is more than acceptable. What more can people ask for?	Female	36-45	White British	
177	Lundy Ward	Extremely Likely		Every member of staff is so kind, considerate and genuinely helpful in every possible way.		Apart from parking (which is getting worse) everything has been fine. I thank all of the staff for their care.	Female	over 65	White British	
178	Lundy Ward	Extremely Likely		All staff on the ward during my stay were friendly, courteous			Male	Over 65	White British	

				and helpful at all times.						
179	Lundy Ward	Extremely Likely		Everyone is really nice and pleasant to be around. It's cheerful. They all do a wonderful job to make you feel good.		No.	Female	Over 65	White British	
180	Lundy Ward	Extremely Likely					Male	46-55	White British	
181	Lundy Ward	Extremely Likely		All staff very kind & helpful.			Female	56-65	White British	
182	Lundy Ward	Extremely Likely		Everybody, and I mean everybody, nurses, doctors, assistants, cleaners, porters, have a wonderful way with people they care for. Nothing is too much trouble, any time of the day. The care they offer to you is excellent.			Male	Over 65	White British	
183	Lundy Ward	Extremely Likely		Everyone at North Devon healthcare has treated me with great care and really looked after me.			Male	Over 65		
184	Lundy Ward	Extremely Likely		Nurses/doctors very helpful. Very caring, would recommend it. Thought it was a private hospital.			Female	Over 65	White British	
185	Lundy Ward	Extremely Likely		Well looked after by extremely efficient staff. Felt more like a			Male	Over 65	White British	



				guest than a patient.						
186	Lundy Ward	Extremely Likely		Staff, staff, staff! Excellent atmosphere & knowledge of nursing staff.		As ever, more communication - particularly faced with multiple causes illness.	Male	Over 65	White British	
187	Lundy Ward	Extremely Likely		Everyone was really kind and very professional. The room was very comfortable.		The service I received could not be improved.	Female	56-65	White British	
188	Lundy Ward	Extremely Likely		The kindness and friendly and [illegible] has been absolute marvellous. Really cannot find the words to show the appreciation I have for all concerned.		No.	Male	Over 65	White British	
189	Lundy Ward	Extremely Likely		The staff & everybody could not have been more helpful. Thanks to everyone.			Female	Over 65	White British	
190	Lundy Ward	Extremely Likely								
191	Lundy Ward	Extremely Likely		Extremely happy with the nursing care. Everyone from the Sodexo girls, HCAs, nurses & doctors have all treated me with kindness and a smile. Their professionalism is a credit to the hospital.		Wifi throughout the ward would be nice.	Male	56-65	White British	

192	Lundy Ward	Extremely Likely		Staff very friendly & caring.		I came here with 3 tubes attached & did not know there was a phone & TV - could the staff set it up in reach!	Male	Over 65	White British	
193	Lundy Ward	Extremely Likely		Well looked after.		No.	Female	Over 65	White British	
194	Lundy Ward	Extremely Likely		Absolutely excellent staff, very helpful and professional couldn't of asked for more. Thank you (in particularly T. & A.)		None - doing a fabulous job.	Female	36-45	White British	
195	Lundy Ward	Extremely Likely					Female	56-65	White British	Do not publish
196	Lundy Ward	Extremely Likely		I have been treated with respect & dignity. The ward staff were kind & cheerful. I almost (but not quite) don't want to go home! Thank you.			Male	Over 65	White British	
197	Lundy Ward	Extremely Likely		Well looked after. Nothing too much bother.			Male	Over 65	White British	
198	Lundy Ward	Extremely Likely		Super, helpful staff, very attentive. Felt very cared for. Many thanks. J. & HCA A. were especially lovely.			Female	16-25	White British	
199	Lundy Ward	Extremely Likely		Good level of care. Helpful staff.		Better food.	Female	16-25	White British	
200	Lundy Ward	Extremely Likely		Great care, all staff very kind and caring. Thank you!!			Female	46-55	White British	

201	Lundy Ward	Extremely Likely		The staff are caring, polite and put you at ease. They are very well-informed and go above and beyond their duty of care. The ward is kept clean and tidy and has a good vibe about it.			Female	36-45	White British	
202	Lundy Ward	Extremely Likely		The staff looking after me were so helpful, friendly and dedicated at all times. Amazing people!		I couldn't have asked or paid for better care. Thank you.	Male	56-65	White British	
203	Lundy Ward	Extremely Likely		After an 11-day stay I am so impressed by the standard of care here. So professional, so kind, so helpful. All the different areas, be it catering staff, HCAs, stoma nurses, or physio, surgeons, nurses, consultants (have I missed anyone? - sorry if so) are so well covered & everyone was so encouraging. I am amazed at the rate of my recovery. Hours of surgery on 11th April, going home after only 10 more			Female	56-65	White British	

				days! The speedy recovery is, I am sure, due to the v. high standard of care. Heartfelt deepest thanks to everyone. I am happy for you to use my name if you want.						
204	Lundy Ward	Extremely Likely		Excellent care.			Female	Over 65	White British	
205	Lundy Ward	Extremely Likely		All good, everyone cares.		No.	Male	Over 65	White British	
206	Lundy Ward	Extremely Likely		Each and every person treated me with care and dignity. All questions were answered and help freely and willingly given. Nothing but excellence to report.			Female	Over 65	White British	
207	Lundy Ward	Extremely Likely		The work that these nurses do.			Male	Over 65	White British	
208	Lundy Ward	Extremely Likely		Because everyone has been brilliant.			Male	56-65	White British	
209	Lundy Ward	Extremely Likely		Constant attention to detail with all necessary choices being carried out. Caring, professional concern throughout.			Male	Over 65	White British	
210	Lundy Ward	Extremely Likely		I am very impressed (& touched) by the high standard of nursing & compassionate care. Right through from		The only thing I could personally have benefited from is less light at night after transfer from HDU, but most nights it was ok.	Female	56-65	White British	

				ICU, surgery, HDU & then Lundy, absolutely everyone has been professional, kind, extremely helpful & encouraging. The range of specialist care is so broad & even the surgeons & consultation make time to explain & to answer my questions Thanks so much to everyone. Also food is good!						
211	Lundy Ward	Extremely Likely		Can't thank the team enough.			Male	Over 65		
212	Lundy Ward	Extremely Likely		Good care.		No.	Male	56-65	White British	
213	Lundy Ward	Extremely Likely					Male	Over 65		
214	Lundy Ward	Extremely Likely		All the team have been very pleasant, calm and informal. The ward is very clean, organised and calm. Keep up the hard work.		By not running out of bread for toast!?	Female	46-55	White British	
215	Lundy Ward	Extremely Likely		Care was efficient and professional whilst being friendly and helpful. I spent 3 days in the new HDU - Tuesday - Thurs. Lundy was Thursday afternoon to Friday			Female	56-65	White British	

				morning. I would like to give feedback on HDU.						
216	Lundy Ward	Likely		Although the staff are good and friendly, it is noisy at night.			Female	over 65	White British	
217	Lundy Ward	Likely		Well looked after by all.		More nurses needed. A very busy ward which appears to be understaffed.	Female	over 65	White British	
218	Lundy Ward	Likely		Very well looked after.				36-45	White British	
219	Lundy Ward	Likely		Treated with dignity and respect at all times.			Male	Over 65	White British	
220	Lundy Ward	Likely		Because I needed to have a serious operation for one week. Thank you.		Clean toilet out more often, night & day.	Female	Over 65	White British	
221	Lundy Ward	Likely		Food is good.			Female		White British	
222	Lundy Ward	Likely		I would have said 'Extremely likely' but the only thing that I found let the ward down a bit was the communication between the different teams of doctors and their communication with me. Also, the time taken to make referrals to the dietician phych teams etc. The nursing staff &			Female	26-35	White British	

				doctors have done a fantastic job apart from those two things.						
223	Lundy Ward	Likely		I cannot actually recommend people come to this ward but I would be happy if I hear that one of the above were in this ward.			Male	Over 65	White British	
224	Lundy Ward	Likely					Male	Over 65	White British	
225	Lundy Ward	<b>Not entered</b>		I spent two nights in a very noisy ward. Because I am a light sleeper it meant that I hardly slept and became very depressed and distressed! So bowel tightened/eating almost stopped and so finally in hospital for perhaps two extra days! When I tried to ask if I could be moved... no [illegible] ans.		Sep. rooms diff. but it is not too diff. to ask/assess who needs/wants sep. rooms.	Male	Over 65	White British	
226	Lundy Ward	<b>Not entered</b>		1. Nurses very good. 2. Cannot see out of window from chair. It is too low.		Raise chairs.				
227	Staples Ward	Extremely Likely		The staff are all wonderful. My only gripe is the blandness of the food.		Only the food. I just have different food likes and tastes - my fault.	Male	over 65	White British	

				Spotlessly clean. The cleaning staff are also very nice.						
228	Staples Ward	Extremely Likely		I cannot fault these amazing staff. Truly unique people.		Not really. I don't think so anyway. One thing - not much room in the toilet to get my wheelchair in and then to get off and use the toilet. But everything else is fine.	Female	56-65	White British	
229	Staples Ward	Extremely Likely		The staff work very hard, doing their best at all times, doing whatever they can to help.		The ward is fine. I just wish the trucks used outside for laundry/whatever would not be used at night. It is virtually impossible to get any sleep.	Male	over 65	White British	
230	Staples Ward	Extremely Likely		The nurses are very pleasant, so kind and friendly.		None that I can think of as I have been treated very well indeed. At my age I am grateful of any care that I can get.	Female	over 65	White British	
231	Staples Ward	Extremely Likely		The nurses are very pleasant good, kind and helpful.		No, I don't think so.	Male	over 65	White British	
232	Staples Ward	Extremely Likely		All staff have been professional, personable, polite & helpful. The ward is a little tired decoration-wise but I believe it's to be renovated. Can't really think of any other reasons as the staff are fantastic.		Hard to think of any. The only thing I can think of is if the pts. were welcomed by name instead of being left until someone come along to do something.	Female	46-55	White British	
233	Staples Ward	Extremely Likely		Staff very pleasant.			Male	Over 65	White British	
234	Staples Ward	Extremely Likely		I think that the nursing staff and		Nothing comes to mind.	Female	56-65	White British	



				doctors on this ward have been extremely caring. My mother has been looked after very well. She has also been treated as a person, not just a patient.						
235	Staples Ward	Extremely Likely								
236	Staples Ward	Extremely Likely		Exceptionally caring, staff lovely.						
237	Staples Ward	Extremely Likely		To encourage the staff.		Maybe a trip to the hospital restaurant for a meal to help break up the day.	Male	Over 65	White British	
238	Staples Ward	Likely					Female	Over 65	White British	
239	Staples Ward	Likely		All been friendly & helpful.		Less noisy in evening.	Female	Over 65	White British	
240	Staples Ward	Likely		The care is always first class and highly recommended. Yes - certainly recommend friends.			Female	Over 65	White British	
241	Staples Ward	Neither Likely nor Unlikely		Care from all the staff was wonderful under so much stress. They gave impeccable attention to their patients - dedicated and caring wonderfully. But it's an old ward. It's depressing, beds so close together, no privacy, no room to work for the nurses,		Modernise the ward, make it more cheerful. Wifi would be a great help and phone signals, a cash point in the hospital.	Female	Over 65	White British	

				diabolical conditions every morning for everyone - not the right environment to get people ready for home.						
242	Staples Ward	Don't Know						Over 65	White British	Do not publish
243	Staples Ward	<b>Not entered</b>		Too much to tell which is good. Can't fault anything.		No. Everything all right.	Female	Over 65	White British	
244	Tarka Ward	Extremely Likely		Cannot be faulted. The nurses are very good. Very clean ward. The standard of care is excellent.		Should be more doctors over the weekend.	Male	56-65	White British	
245	Tarka Ward	Extremely Likely		Everyone is very kind and friendly and the staff are very professional.		Satisfied as it is.	Female	over 65	White British	
246	Tarka Ward	Extremely Likely		Friendly. Nothing is too much trouble.		Happy as it is.	Female	over 65	White British	
247	Tarka Ward	Extremely Likely		The staff are good - very responsive.		Satisfied as it is.	Female	over 65	White British	
248	Tarka Ward	Extremely Likely		The staff are all very nice.		Satisfied the way it is.	Male	over 65	White British	
249	Tarka Ward	Extremely Likely		The staff are attentive - always there when you want them.		Very good as it is.	Male	56-65	White British	
250	Tarka Ward	Extremely Likely		Very efficient.		Satisfied the way it is. Very grateful to have the health service.	Male	over 65	White British	
251	Tarka Ward	Extremely Likely		Very friendly and helpful staff.		Very positive so far but last night was my first experience of hospital.	Male	46-55	White British	

252	Tarka Ward	Extremely Likely		Nothing is too much trouble.		Satisfied as it is.	Male	over 65	White British	
253	Tarka Ward	Extremely Likely		Very friendly and efficient.			Male	over 65	White British	
254	Tarka Ward	Extremely Likely		A very excellent experience.			Male	over 65	White British	
255	Tarka Ward	Extremely Likely		The care. The staff who I have come in contact have been good.			Male	over 65	White British	
256	Tarka Ward	Extremely Likely		Good experience from friendly staff.			Female	over 65	White British	
257	Tarka Ward	Extremely Likely		The treatment received has been good.			Female	over 65	White British	
258	Tarka Ward	Extremely Likely		Very good staff.			Female	46-55	White British	
259	Tarka Ward	Extremely Likely		The ward is very spacious and clean but it is the nurses that make it so good.		My care has been first class. My only issue is I feel the lack of communication between doctor and patient. All my feedback has had to be obtained from the nursing staff. I was also told before my surgery that the hospital did not do hip operations using epidural. Then, on my operation day, that is how it was done. This really bothered me as I was not up for a general anaesthetic.	Female	over 65	White British	
260	Tarka Ward	Extremely Likely		Absolutely thrilled with my care, thank you. 100% quality care.		The only comment I have is I am so glad I chose to come here and have my surgery. Absolutely wonderful care. A huge credit to the NHS.	Female	over 65	Asian / Asian British	

261	Tarka Ward	Extremely Likely		Absolute angels all of them - doctors, nurses, Sodexo. Absolutely top professional care and treatment - way over and above in all departments.		All very good, thank you.	Female	over 65	White British	
262	Tarka Ward	Extremely Likely		Is perfect a word I can use as, believe me, these people strive for perfection? Such care and kindness at all times.		Not at all. Personally, I am perfectly happy. All the staff are so busy yet always have time for us, treating us with such respect.	Female	over 65	White British	
263	Tarka Ward	Extremely Likely		Wonderful staff, all the way from cleaning staff, catering, nurses and doctors.		My only thought is the staff are so busy. It would be good for more staff. I, as the patient's daughter, would like to add my thanks to the nurses and physiotherapy team. They were wonderful, putting my mind at ease. A great help.	Female	over 65	White British	
264	Tarka Ward	Extremely Likely		The staff are excellent and the care they give remarkable. I had a wonderful stay and I was happy to be there.			Female	Over 65	White British	
265	Tarka Ward	Extremely Likely		Staff very supportive and positive. Always willing to help.		Wheelchairs to X-ray - lack of support for legs. There is some but it is not adequate for knees that won't bend.	Female	56-65	White British	
266	Tarka Ward	Extremely Likely		1. Professionalism 2. Treated with courtesy and dignity.		Perhaps could be quieter at night.	Female	Over 65	White British	

				3. I was made to feel safe. 4. All the staff do not get the recognition they deserve.						
267	Tarka Ward	Extremely Likely		Care is first class from the top down.						
268	Tarka Ward	Extremely Likely		All staff have been very caring and extremely pleasant. Thank you very much.			Male	Over 65	White British	
269	Tarka Ward	Extremely Likely		5-star service, staff culture lovely, clinical work by D.S. & anaesthetics excellent.		None - many thanks.	Male	56-65	White British	
270	Tarka Ward	Extremely Likely		Very friendly and make you feel at ease and comfortable. First ever surgery and it seems to have gone well. Thank you!		None that I can think of.	Female	16-25	White British	
271	Tarka Ward	Extremely Likely		I was well looked after even though staff are very busy.			Female	Over 65		
272	Tarka Ward	Extremely Likely		I came into hospital for a op on my back. The care that I received from the staff was amazing.			Female	46-55	White British	
273	Tarka Ward	Extremely Likely		The staff are very friendly and helpful.				Over 65	White British	
274	Tarka Ward	Extremely Likely		All staff throughout have been absolute angels, can't do		Can't improve perfection.	Female	Over 65	White British	

				enough for you, nothing too much trouble & help through a very difficult time. No praise is high enough!						
275	Tarka Ward	Extremely Likely		Such good care, excellent staff.			Male	Over 65	White British	
276	Tarka Ward	Extremely Likely		Happy & cheerful under stress. Task done cheerfully. Very caring to patients. Always time to talk to us. Thank you!!		Staff were wonderful, but I feel overstretched NHS - more staff please & more money!!!!	Female	Over 65	White British	
277	Tarka Ward	Likely		Attentive staff, kind and courteous. Followed through the process if problems arose.		As a private patient, I had my own area, this was ideal for washing/dressing and sleeping, but periods alone were not ideal.		Over 65	White British	
278	Victoria Ward	Extremely Likely		The nursing staff are excellent.			Male	over 65	White British	
279	Victoria Ward	Extremely Likely		Very attentive and willing to listen. They will speak to you - not at you.			Female	46-55	White British	
280	Victoria Ward	Extremely Likely		The staff are very good and helpful.		There are no plugs in the bathroom sink so to have a wash you have to hope that you have sufficient water already in the sink. There are no shelves for toiletries.	Female	over 65	White British	
281	Victoria Ward	Extremely Likely		A very good ward. The staff and food are excellent.		By not closing any more beds or services.	Female	over 65	White British	
282	Victoria Ward	Extremely Likely		So good - have been well looked after.			Male	56-65	White British	

283	Victoria Ward	Extremely Likely		Treatment has been good. The nurses are very welcoming.			Male	over 65	White British	
284	Victoria Ward	Extremely Likely		A comfortable ward.		More medical staff are needed. Communication on treatment update could be better.	Male	over 65	White British	
285	Victoria Ward	Extremely Likely					Male	over 65	White British	
286	Victoria Ward	Extremely Likely		When staff nurse S. is on duty everything goes well - she is excellent		The consultant did not take time to explain the delays to me. The junior doctor spoke with me today to say what the delay has been and what is happening.	Female	over 65	White British	
287	Victoria Ward	Extremely Likely		Everyone on this ward has been wonderful to me.		Have a free car park for patients, staff and visitors.	Female	over 65	White British	
288	Victoria Ward	Extremely Likely		The ward staff are good and attentive.		The doctors have not given me time to explain my treatment or discuss my worries.	Male	over 65	White British	
289	Victoria Ward	Extremely Likely		The staff are cheerful and efficient.		Cannot think of any.	Female	over 65	White British	
290	Victoria Ward	Extremely Likely		Everyone was so nice & made you feel at ease.			Female		White British	
291	Victoria Ward	Extremely Likely		Staff are amazing, nothing is too much trouble for them. Been looked after very well.						
292	Victoria Ward	Extremely Likely		With a very bad heart problems from an early age, I can recommend this hospital 100%. My		I cannot see how better it can get, it is as second to me, I have spent so much time in here over many years. The staff and their treatment is			White British	

				[illegible] but I can always give thanks to the John Radcliffe for their heart surgery they done and also the Royal Brompton. I would not be here today if I was not the them and more so the North Devon District Hospital.		second to none.				
293	Victoria Ward	Extremely Likely		The staff - extremely friendly and efficient. The levels of care are very high.		Pay the staff a salary that reflects the work they do.	Male	56-65	White British	
294	Victoria Ward	Extremely Likely		Very well treated, looked after by everybody. Thank you!		Not really - seems adequate.	Female	Over 65	White British	
295	Victoria Ward	Extremely Likely		Everyone is so caring and helpful, they deserve all the thanks they get. Well done all. xxxx.				Over 65	White British	
296	Victoria Ward	Extremely Likely		My stay in NDDH was as pleasant as it could possibly be, thanks to the efficiency and kindness of all the staff.		My only concern is the proposed changes - [illegible] sending patients to Exeter. NDDH is doing such a superb job as it is.	Male	Over 65	White British	
297	Victoria Ward	Extremely Likely		All staff were extremely helpful and attentive, nothing too much trouble.		Food hotter.	Female	Over 65	White British	
298	Victoria	Extremely		I have had excellent		No - you are doing a very	Female	Over	White	



	Ward	Likely		service from when the paramedics were called to being discharged. Everyone has been so kind and caring, no complaints at all. Thank you very much for your help.		good job.		65	British	
299	Victoria Ward	Likely		Well looked after			Male	over 65	White British	
300	Victoria Ward	Likely		The staff are nice here. I was on the medical assessment unit previously - that was an excellent unit.		Alarms at night keep me from sleeping - very frustrating.	Female	over 65	White British	
301	Victoria Ward	Likely		Staff good.		Four day Easter break with no consultant to see relevant to my condition.	Male	over 65	White British	
302	Victoria Ward	Likely		Very helpful staff.			Male	56-65	White British	
303	Victoria Ward	Likely		Very well treated. It's been a journey. Meet some nice people. Being in area for 2 months I've never seen any nurses lose their temper with anyone. Thanks everyone.		Too many patients, not enough nurses on each bay.	Male	Over 65	White British	
304	Victoria Ward	<b>Not entered</b>		The pharmacist was extremely helpful in the explanation of [illegible] new drugs. Spoke to Dr D.T. who was extremely empathetic to [illegible] situation.		Better communication when transferring patients from ward to ward regarding patients' needs.	Female		Other ethnic group	

				Great explanation, realistic of discharge and getting blister packs ready. I felt he was giving me honest information as opposed to telling me what I wanted to hear. More doctors could benefit from his entire demeanour of dealing with patient. Great personal skills Dr D.T.						
305	Victoria Ward	<b><i>Not entered</i></b>		Very good the staff in looking after you. Always has a smile. Food very good & spotlessly clean.		To have a lady hairdresser so people can get their hair done.	Female	Over 65	White British	