

Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Aug-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.

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, 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? Response options: Yes, Maybe, No, Don't know.*

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](#)

	Ward / Unit	Children and young person's FFT card completed by: Patient or Parent / guardian / carer Easy read FFT card completed by: Patient or Family member / Carer)	Friends and Family Test response	Reason given for the Friends and Family Test response	Children and young person's FFT card What do you think was good about your stay?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	Acute Short Stay Unit (closed)		Extremely Likely	The care & compassion given whilst in the hospital has been brilliant. Very special people doing an outstanding job. A special thank you to nurse [name withheld].		Only wish the job were better paid to come in line with the care given.	Male	36-45	White British	
2	ASU Orthopaedics		Extremely Likely	Very professional, friendly staff who keep patients fully aware of procedure every step of the way. Always take time to answer questions and to assist patients when required.			Female	Over 65	White British	

3	ASU Orthopaedics		Extremely Likely	Everyone from cleaners, care staff and nursing staff were efficient, very kind and thoughtful.			Female	Over 65	White British	
4	ASU Orthopaedics		Extremely Likely	Professional approach. Attentive.		First week of operating on level one so customer signage needs to be improved.	Male	56-65	White British	
5	ASU Orthopaedics		Extremely Likely	I have no doubts v.g. a.1. A good experience thank you.		No - everyone was on the ball!	Female	Over 65	White British	
6	ASU Orthopaedics		Extremely Likely	Wonderful, helpful & kind staff - wish our families were the same.			Female	Over 65	Other ethnic group	
7	ASU Orthopaedics		Extremely Likely	Attentive and very helpful staff, including non-medical.			Female	over 65	White British	
8	ASU Orthopaedics		Extremely Likely	Very well looked after by all the staff.		The staff should be more considerate when patients are trying to sleep during the day. At times, it is a very noisy ward.	Female	46-55	White British	
9	ASU Orthopaedics		Extremely Likely	The staff are very good. I have been well looked after.			Male	over 65	White British	
10	ASU Orthopaedics		Extremely Likely	Well looked after by dedicated staff.			Male	over 65	White British	
11	ASU Orthopaedics		Extremely Likely	I am getting good care and attention.			Male	56-65	White British	
12	ASU Orthopaedics		Extremely Likely	The staff are wonderful, doing their best to help me in every way they can.		To be quite honest, no. The staff all try to help us at all times, so no problems at all.	Male	over 65	White British	
13	ASU Orthopaedics		Extremely Likely	Top Dollar. Made very welcome. Soon settled		I really do not think so. As far as I am concerned,	Male	16-25	White British	

				onto the ward. The staff could not do enough.		everything is fine.				
14	ASU Orthopaedics		Extremely Likely	I was very poorly last night. The staff were wonderful the way they cared for me. I think I kept the other patients awake - I did apologise.		Not at all, I accept things for what they are anyway.	Male	over 65	White British	
15	ASU Orthopaedics		Extremely Likely	Wonderful people, showing dignity at all times to us, make us very welcome on the ward.		I am hopeful to go home today. The hospital have already put my care package in place so we shall see how I progress being alone at home.	Female	over 65	White British	
16	ASU Orthopaedics		Extremely Likely	Marvellous. Everyone is so kind, gentle and caring. I cannot believe the care I have received.		No, I cannot think of anything. I am getting such good care, as I do when home where I have four different carers come in to help me.	Female	over 65	White British	
17	ASU Orthopaedics		Extremely Likely	The staff are just wonderful - all of them. I would think way above what people expect of them.		Being truthful the only thing I can say is, more staff. My word, they just never stop. It must be wearing on them with the long shifts but, apart from that, I find everything else is very good. All very clean plus the food is more than acceptable. A huge thank you to everyone.	Female	over 65	White British	
18	ASU Orthopaedics		Extremely Likely	I highly recommend this ward due to the quality of the way the staff go about their work - so professional		No way. Where do I start? Respectfully treated at all times. First class care from extremely polite, well-dressed, well-spoken staff.	Male	46-55	White British	

				and nothing is any trouble for any of them.		Their communication has been excellent. Everything, and I do mean everything, has been explained to me in detail and, if necessary, has been repeated to me until I have been fully aware of my situation. Never see any paper, rubbish or mess anywhere - spotless. I have also found no problems with the food. So, all good. Thank you.				
19	ASU Orthopaedics		Extremely Likely	Everything and everyone is working way above my expectations.		Not really. The main reason I speak highly of the ward is the staff's ability to treat people as an individual. Their dedication and professional approach is unquestionable.	Male	56-65	White British	
20	Capener Ward (Medical)		Extremely Likely	A good ward. Friendly and helpful but, in my opinion, stressed due to shortage of staff.		I think the ward is being run to the best of the staff's ability. All so clean and the food is acceptable.	Female	56-65	White British	
21	Capener Ward (Medical)		Extremely Likely	As far as I am concerned, the staff are doing a wonderful job. So clean and the food is very good, plus the care. I am just waiting an overdue biopsy - I just hope they hurry up and get on with it. My son is a doctor and he too cannot understand the delay.		Only to get my biopsy done asap. Then I can hopefully take any medication required.	Female	over 65	White British	

22	Capener Ward (Medical)		Extremely Likely	I cannot fault anyone or anything on Capener Ward. The staff are all so hardworking, friendly and kind. Nothing is too much trouble for anyone. Very impressed.		Only to say more nurses might help. The staff never stop - such busy young people. It surely must take its toll on their health but everything else is very good.	Female	over 65	White British	
23	Capener Ward (Medical)		Extremely Likely	Just all doing a fabulous job, Staff always rushing around helping someone.		I cannot think of anything. The staff all seem to know what they are doing.	Female	over 65	White British	
24	Capener Ward (Medical)		Extremely Likely	To be honest I feel we are extremely fortunate to have this wonderful hospital. The staff are just amazing - so professional. A little bit of extra help would not go amiss.		For the life of me I cannot think of anything. The staff from cleaners and domestic staff through to the doctors should be applauded for the work they do here under the constraints put on them.	Male	over 65	White British	
25	Capener Ward (Medical)		Extremely Likely	The staff do everything you ask when you want.		All good.	Male	over 65	White British	
26	Capener Ward (Medical)		Extremely Likely	The staff are kind and keep me going.		All good.	Male	over 65	White British	
27	Capener Ward (Medical)		Extremely Likely	The nurses are very good.		We need more information about how we can manage at home. We are worried about this. [Note: a member of staff had already arrived as the volunteer was leaving specifically to address this issue with the patient].	Female	over 65	White British	
28	Capener Ward (Medical)		Likely	The staff are very good.		Not at the moment.	Male	over 65	White British	

29	Capener Ward (Medical)		Neither Likely nor Unlikely	The trained nurses are good but the support workers are a bit slow.		No suggestions. The nursing staff are very good. The manager is good in sorting out all our problems. She is superb.	Female	over 65	White British	
30	Capener Ward (Medical)		Neither Likely nor Unlikely	Some staff are absolutely lovely and some tell patients to wait a minute and then do not come back to help. The medical assessment unit was marvellous.		My tablets that I brought from home were taken by the pharmacist. She said she would look after them. Last night they were not to be found and I needed them. This made me cross.	Female	over 65	White British	
31	Capener Ward - Trauma (closed)		Extremely Likely	First rate service from everyone. This is a ward to be proud of.		Little more variety from catering.	Male	Over 65	White British	
32	Capener Ward - Trauma (closed)		Extremely Likely	All the staff are very helpful.			Female	over 65	White British	
33	Capener Ward - Trauma (closed)		Extremely Likely	The nurses are very friendly.		Satisfied as it is.	Female	over 65	White British	
34	Capener Ward - Trauma (closed)		Extremely Likely	All the staff work hard and are very helpful.		No. The service is very good as it is.	Female	over 65	White British	
35	Capener Ward - Trauma (closed)		Extremely Likely	The staff are very attentive and hardworking.		Satisfied as it is.	Female	over 65	White British	
36	Capener Ward - Trauma (closed)		Extremely Likely	The nurses are all very pleasant.		No - very good as it is.	Female	over 65	White British	
37	Capener Ward - Trauma (closed)		Extremely Likely	A clean ward. The staff are attentive. Nothing is too much trouble.		Would have liked to have had more detail about the precise nature of the operation.	Male	36-45	White British	
38	Capener Ward - Trauma		Extremely Likely	Very clean ward. The service is excellent.		Very good as it is.	Male	over 65	White British	

	0(closed)									
39	Capener Ward - Trauma (closed)		Extremely Likely	The staff are first class.		Very satisfied as it is.	Male	over 65	White British	
40	Capener Ward - Trauma (closed)		Extremely Likely	All the staff are delightful and so helpful.		Very noisy at night due to patients with dementia.	Male	over 65	White British	
41	Capener Ward - Trauma (closed)		Neither Likely nor Unlikely	The care is wonderful but there is too much noise at night from patients with dementia.		More separation of patients with dementia.	Male	46-55	White British	
42	Capener Ward - Trauma (closed)		Neither Likely nor Unlikely	Patients with dementia are very demanding, causing nurses to be overworked.		More staff are needed.	Male	26-35	White British	
43	Capener Ward - Trauma (closed)		Neither Likely nor Unlikely	Had an issue with one nurse but the situation has been resolved.		Communication needs to be improved. I may have to be moved to hospital in another part of the country but nothing has been confirmed which is very frustrating.	Male	36-45	White British	
44	Caroline Thorpe Ward		Extremely Likely	So far everything is excellent. Nothing seems to be any trouble to any of the staff.		No. So far all has been great, including A&E. Very kind, understanding, helpful - over and above really.	Male	Under 16	White British	
45	Caroline Thorpe Ward		Extremely Likely	The staff are all so dedicated and professional at all times. Absolutely nothing is too much trouble for them, always asking if we need anything.		A very difficult question but nothing that either of us can think of and we have been here nine nights on Caroline Thorpe Ward. The staff are just amazing. May I just suggest one thing, do you think it would be possible to have one or two separate	Female	Under 16	White British	

						sleeping areas/rooms that a parent could use on occasions to escape (if that is the right word) the general run/noise on the ward.				
46	Caroline Thorpe Ward		Extremely Likely	8.5 out of 10 the nurses are super. I have been on the ward over two weeks and the staff always try and help find me something to do.		I suffer from anxiety. May I ask if it would be possible for someone to sit down alongside me at bedtime because I feel anxious when trying to go to sleep. Having someone close by would hopefully calm me. I do try and explain to the night staff how I feel but they do not seem listen to me or to understand how I feel.	Male	Under 16	White British	
47	Caroline Thorpe Ward		Extremely Likely	A good ward. Our son is being looked after very well. After two weeks in traction, everything is still very good. The care given to both our son and us, as parents, is excellent.		After two weeks here one problem we have encountered is the change over time in the evening which coincides with medication time for evening, but hopefully got that sorted. The other thing is that some doctors have said no observations during the night and yet some staff have still been carrying them out. It may well be a good idea to have had a meeting earlier on, where we could have no doubt i.e. that made a plan re: timings etc. This is most definitely not a complaint about any	Male	Under 16	White British	

						of the staff on Caroline Thorpe Ward as they are first class.				
48	Caroline Thorpe Ward		Extremely Likely	The children's ward is brilliant. We have been made so welcome, showing kindness and compassion to us.		Over the weekend we feel that somewhere during the changeovers there must have been a communication breakdown, where the disabled issue of our son was probably not talked about enough, because during the night we both must have nodded off to sleep and when we woke the bedside had not been put back up and our son could have fallen out of bed. We also are very surprised by the side gates on the bed being so open where maybe a child could try and climb over them, badly injuring themselves while doing so. We are not complaining, just making observations as it looks like our son will be on this ward for a couple of weeks at least. We do, however, have every confidence in the staff here to help and do their level best in getting our son well by giving the best care and treatment they can.	Male	Under 16	White British	
49	Caroline Thorpe Ward	Not entered	Yes	Bays are quiet, small and facilities are up-to-date. All the staff we	Facilities and staff.	Nothing at this time.	Female	16-18	White British	

				encountered were very nice, supportive and helpful.						
50	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All staff we encountered were friendly, helpful and clear - medical & non-medical.	The fact that staff were friendly & approachable.		Female	6-8	White British	
51	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly and helpful staff.	Well informed.	Nothing.	Male	Under 6	White British	
52	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very caring, friendly, compassionate, listened. Thorough examinations. Safe hands.	How much time everyone spent making sure right diagnosis was made & that [name withheld] was ok.		Female	9-11	White British	
53	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly staff. Safe environment.		More information from medical team to limit waiting time.	Male	Under 6	White British	
54	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	Do not publish
55	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly, helpful staff.				Under 6	White British	
56	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Because the staff have all been fantastic - nurturing, friendly, kind, caring.	The staff and the parents room was lovely.			6-8	White British	
57	Caroline Thorpe Ward	Not entered	Yes	(1) Friendly staff. (2) Staff kind to patient. (3) Good quality toast, cereal and drink.	Friendliness of staff, attention to patient, time given to explain things.	More children's magazines, books in A&E waiting room.	Female	9-11	White British	
58	Caroline Thorpe Ward	Not entered	Yes	Everyone was thorough & attentive in their care. Time was	Clean ward, friendly staff. It's a calming environment.	Can't think of anything!	Male	Under 6	White British	

				taken. I was pleased the consultant paediatrician was flexible with his assessment.						
59	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff really friendly. Made to feel very welcome.	Ward staff really good with children.	N/A.	Female	Under 6	White British	
60	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	A first class team. This is the calmest, organised and cleanest ward we have ever experienced. There is attention to detail at all times. The staff are calm, friendly and nothing is too much trouble. Communication has been excellent every step of the way. We always knew what was happening next. We didn't need to use our bell once!	Ward sister [name withheld] first class, [name withheld] nurse first class. I was trying to work out why the ward seems so calm, then it dawned on me, people don't need to use their bells (!) because the staff circulate constantly and your every need has been anticipated.	I honestly can't think of one thing! Our welcome, overnight needs, emotional support, explanation of medication, warmth and kindness have all been first class. Thank you so much.	Female		White British	
61	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	From arriving in A&E all staff who we had contact with have been amazingly caring and helpful. Thank you for everything and for taking care of our son! [name withheld] West Midlands.	Very attentive nurses who made sure we had everything we needed.	Absolutely nothing at all.	Male	Under 6	White British	
62	Caroline Thorpe Ward	Patient	Yes	The people are really friendly and funny, I felt cared for.	The people and the support and kindness.	I think the food was mostly nice, but some was less enjoyable.	Female	12-15	White British	

63	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Female	16-18	White British	Do not publish
64	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
65	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Excellent. Very reassuring & helpful.	Professional, helpful, reassuring.	Nothing.	Male	Under 6	White British	
66	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	This is the second time we have needed to come here with our son & everyone from nurse to doctors have been very caring and attentive.	We were taken straight to a bed for [name withheld] & seen quickly. Offered food & drink and made very comfortable.	Nothing.	Male	Under 6	White British	
67	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Male	Under 6	White British	Do not publish
68	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Female	Under 6	White British	Do not publish
69	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Helpful, friendly, professional staff. My son got all the attention and tests needed. I feel confident he had excellent care.	Staff, facilities, attention given, food.	Nothing, except free TV in the room.	Male	12-15	Other ethnic group	
70	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All the staff were amazingly friendly, helpful & lovely - doctors, nurses, HCAs, sonographer - without exception.	[Name withheld] says: the people were very nice, everything is very neat and clean, there is lots of good stuff to do (especially the PS4!) I agree and the	We don't think so!	Male	6-8	White British	

					cups of tea were great.					
71	Caroline Thorpe Ward	Not entered	Yes	I like the nurse [name withheld].	My nurse [names withheld] the ward clerk.	Nothing.		9-11	White British	
72	Caroline Thorpe Ward	Patient	Yes	Very friendly & helpful. Fantastic towards our other little boy.			Male	Under 6	White British	
73	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	We are in Devon on holiday and had to come here. The staff were very helpful and made sure I understood what was happening and that I was okay with the decisions that were made.	Kind, helpful staff.		Female			
74	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff & Dr was very polite & friendly.	Very caring people.		Male	6-8	White British	
75	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	A high level of care from both doctors & nurses. Every avenue was explored as a precaution.						
76	Caroline Thorpe Ward	Patient	Yes	Nice staff, good food comfy beds.	Oramorph! Nice staff.	No, thank you.	Male	9-11	White British	
77	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All of the staff and everyone involved in my sons care have been fantastic. The ward is clean and comfortable and the parent facilities are great. Children's room is good. My son liked	My son is gluten-free - the food was a good choice. All of the staff were lovely.		Female			

				the PS4 and the gluten-free food was tasty.						
78	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	10 out of 10 to all staff on this ward! Can't thank you all enough. Many thanks!!						
79	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff were quick to check thoroughly, diagnosed the problem and treated with the medication required.	All staff were friendly, clear in explaining and looked after patient & relatives well.			Under 6	White British	
80	Caroline Thorpe Ward	Patient	Yes	Everyone is very helpful and friendly.		Everything seemed good.	Female	16-18	White British	
81	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All staff have been so kind, thoughtful, compassionate, knowledgeable and professional during our two stays. Too many names to mention but all staff from cleaners, porters, nurses, doctors have all been fantastic.	Kind, attentive staff, clean room & toilet, bed for adult to stay.		Male	12-15	White British	
82	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very friendly and helpful staff, very caring and considerate towards [name withheld].	Very relaxed atmosphere.	No. Everything was satisfactory.	Female	6-8	White British	
83	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly, reassuring, felt listened to.	Reassuring.		Female	Under 6	White British	
84	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff are attentive and friendly.	We felt relaxed as we were here for a long day. Nothing was too much trouble.	Nothing.	Female	6-8	White British	
85	Caroline	Patient	Yes				Male	12-15	White	Do not publish

	Thorpe Ward								British	
86	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff are lovely. Nothing is too much trouble. Clean, comfortable.			Male	16-18	White British	
87	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The level of care provided was first class as was the feedback about [name withheld]'s condition.	The professionalism of the staff was outstanding who all seemed so caring.	Cannot think of any improvement.	Female	Under 6	White British	
88	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Great staff, very friendly and all do an amazing job!	Staff.	Nothing.	Male	Under 6	White British	
89	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very friendly and helpful. So glad we came here. The staff and doctors know what they are talking about. Thank you!		Nothing. You were great!	Female	Under 6	White British	
90	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Everyone was very attentive and thorough. Very friendly atmosphere and already available to answer any questions we had. Our daughter was in good and caring hands.	Good facilities and activities for kids, attentive staff, approachable staff. Made our daughter feel at ease and comfortable.		Female	9-11	White British	
91	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Everyone is so friendly and nice to everyone and polite to family members.	Friendly environment.	Nothing. Perfect already.	Female	Under 6	White British	
92	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Excellent, welcoming staff. Very patient & understanding of a toddler.			Male	Under 6	White British	

93	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Kind response by all staff and a nice environment.	Was seen very quickly.		Female	Under 6	Mixed / Multiple ethnic groups	
94	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very relaxed, family-oriented staff, friendly & helpful, always somebody close by, great toys to keep children entertained.	Everyone calm & patient.	To be seen for discharge quicker / earlier in the day.	Female	Under 6	White British	
95	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Because they really looked after my grandson well and myself to.	They put us at ease and very friendly staff.	Nothing as they were all excellent.	Male	6-8	White British	
96	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	On holiday here, excellent care received from everyone. Communicated with at all times - made a real difference. Thank you.	The care. Lovely compassionate people.	Nothing!	Female	Under 6	White British	
97	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Everyone is so helpful and knowledgeable. They don't make you feel that you are wasting anyone's time and are more than happy to answer your questions.	The care and attention received.		Male	Under 6	White British	
98	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	[Name withheld] and all the other staff made to feel very welcome. Expected us as we came through the door. Kind, helpful, explained everything. Couldn't ask for more.	[Name withheld] and the lovely doctor.	Better TV (only in for 7hrs and day time TV is awful for a 16yr old with DS).	Male	16-18	White British	
99	Caroline	Patient	Yes	The nursing staff and	The nursing team	There was a slight lack of	Female	16-18	White	

	Thorpe Ward			doctors were all very kind and welcoming. The care given was incredibly competent and fast with almost no waiting times for relevant medication or food to arrive.	were incredible and the speed at which I entered the ward and then received the operation was amazing.	communication on the Saturday of my stay post-op as no-one told me what the plan was for the day - when I could leave or when some more painkillers were coming.			British	
100	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff are very professional, kind, always willing to explain what is happening. Ward [name withheld] has been very supportive over our many visits recently.	Excellent attention to sort out problem. Very thorough to get diagnosis.		Male	12-15	White British	
101	Caroline Thorpe Ward	Patient	Yes	The nurses are very friendly and you get the best possible care.	Always asking how I was. Kindly getting me cold water to drink.	Can't think of anything.	Male	12-15	White British	
102	Caroline Thorpe Ward	Patient	Yes	All the staff have been brilliant and I have just felt relaxed the whole time.	The staff and the food. Also, everything is comfy and clean.		Female	12-15	White British	
103	Caroline Thorpe Ward	Patient	Yes	Staff were fantastic & very helpful.	Made a broken leg a better experience.	Nothing!	Female	Under 6	White British	
104	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All the staff were lovely, very helpful, caring and attentive. Lovely atmosphere and great care helping our little boy get better.	Lovely nurses & doctors.	Not much!	Male	Under 6	White British	
105	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff are so kind, friendly and helpful. They reassure you when needed and	The ward is very clean. The staff are very attentive you are made to feel very	No constructive criticism needed. We were very happy with our stay here. They do a brilliant job.	Female	Under 6	White British	

				make sure everyone is comfortable. My daughter enjoyed playing with the toys and felt very comfortable here.	at ease.					
106	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The nurse on the ward was fab - kind, caring and thoughtful [name withheld] - fab. Children's triage was quick - a member of staff as we come up onto the ward seemed [illegible] we were coming up she had not been informed(!)	Food was really great - fresh salad & tasty ham. Staff kept checking on us and quickly worked out what to do.	No wifi!	Male	Under 6	White British	
107	Caroline Thorpe Ward	Not entered	Yes	Fantastic care was given by every member of staff at all times!	Everything from our admission to A&E to our stay on the ward. Care and kindness was displayed throughout.	Nothing at all! A huge thank you. xxx	Female	12-15	White British	
108	Caroline Thorpe Ward	Patient	Yes	They looked after me really well and made my pain better.	The nurses.	Informing me I could go home before the procedure and telling me later I had to stay.	Male	12-15	White British	
109	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very welcoming and staff were reassuring. Housekeeping staff were very friendly & accommodating. [Name withheld] was excellent!	Food. Staff were kind & reassuring.	Nothing.	Female	Under 6	White British	
110	Caroline Thorpe Ward	Patient	Yes	Very caring and helpful staff.	The bed. The staff.	Nothing.	Female	16-18	White British	
111	Caroline	Patient	Yes	My stay in the hospital	Making friends.	I like the care of nurses and	Female	6-8	White	

	Thorpe Ward			was really nice.		others.			British	
112	Caroline Thorpe Ward	Parent/ Guardian/ Carer		[Name withheld] the senior children's nurse & [name withheld] were absolutely lovely & so professional, as were all of the staff. [Names withheld] really went above & beyond to ensure that we were well looked after & gave fantastic individualised care.	The kindness & compassion from staff. [Names withheld] in particular.		Female	Under 6	White British	
113	Caroline Thorpe Ward	Parent/ Guardian/ Carer			Flexible about loaning computer to continue work. DVDs were fab. Friendly and approachable staff. Clean. Great assortment of toys & books. Parents' room is a brilliant resource and it is wonderful that parents can stay with their child. [Names withheld] were wonderful and took time to get to know patient & make him comfortable. Relaxed about visiting.	Light in shower turns off every few minutes when showering. Pain meds coming on time (one day we waiting 3.5 hours) Inconsistent treatment. Senior staff agreeing 'obs' twice a day only and none at night then staff coming overnight most nights and still doing them. Staff agreeing when bandages will be changed and then never coming. Mixed messages from doctors. Very noisy staff overnight, putting lights on, leaving obs machines low battery alarm going off for an hour, shining torch in sleeping patient eyes, shouting to staff at nurses station from the bay.	Male	Under 6	White British	

114	Caroline Thorpe Ward	Parent/ Guardian/ Carer		It was calm, welcoming. The staff were friendly and kind and patient. The facilities were great with entertainment to distract from the pain. Thank you.		I got the impression of a little disorganisation but it was a Sunday morning and this was pretty negligible compared to all the other great things.	Female	9-11	Mixed / Multiple ethnic groups	
115	Caroline Thorpe Ward	Parent/ Guardian/ Carer					Male	Under 6	White British	Do not publish
116	Fortescue Ward		Extremely Likely				Female	Over 65	White British	Do not publish
117	Fortescue Ward		Extremely Likely	Very, very good care. I don't know what I would have done without you all. Thank you.		No. I think it's very good. You all work very hard. Thank you.	Female	Over 65	White British	
118	Fortescue Ward		Extremely Likely	I have found the staff all very helpful and friendly in every way and would recommend Fortescue Ward to anyone.		You can't do any better.	Male	Over 65	White British	
119	Fortescue Ward		Extremely Likely	Wonderful, caring doctors and nurses. Kind and compassionate staff.		None at all, it's amazing.	Male	46-55	White British	
120	Fortescue Ward		Extremely Likely	The nurses are very friendly and the care is excellent.		None.	Female	Over 65	White British	
121	Fortescue Ward		Extremely Likely				Male	Over 65	White British	Do not publish
122	Fortescue Ward		Extremely Likely	Perfect.			Female	Over 65		
123	Fortescue Ward		Extremely Likely	Very caring & understanding staff.			Female	Over 65	White British	

124	Fortescue Ward		Extremely Likely					Over 65	White British	
125	Fortescue Ward		Extremely Likely				Male	Over 65	White British	
126	Fortescue Ward		Extremely Likely	All the staff have been very kind to me.		Not really. I had a fall in the High Street yesterday, bumped my head and so was brought into the hospital by ambulance. Two nurses from our hospital helped me initially - they were wonderful and so were the ambulance people.	Female	over 65	White British	
127	Fortescue Ward		Extremely Likely	Nurses do as much as they possibly can with the amount of staff. There are some very difficult patients to look after as well.		My care has been excellent, just difficult to get my message across at first to the Doctors, but all seems fine at the present.	Male	over 65	White British	
128	Fortescue Ward		Extremely Likely	All the staff are excellent, always looking after me.		Nothing really, I live in a care home and they also look after me but the nurses here, just ask for anything within reason and they do their best to get it for you.	Male	over 65	White British	
129	Fortescue Ward		Extremely Likely	Been well looked after by friendly staff.			Male	over 65	White British	
130	Fortescue Ward		Extremely Likely	Been treated very well.			Male	over 65	White British	
131	Fortescue Ward		Extremely Likely				Male	over 65	White British	
132	Fortescue Ward		Extremely Likely	Well looked after by excellent staff.			Female	over 65	White British	
133	Fortescue Ward		Extremely Likely	Absolutely marvellous. So kind, caring and always a smile. These young nurses are		I am being looked after so well, thank you. My daughter agrees with me that the ward is so clean	Female	over 65	White British	

				amazing.		and the care standard is very high. Only thing I find is that at times the ward feels over-heated.				
134	Fortescue Ward		Extremely Likely	Couldn't be better. The nurses are super people - such dedication.		Not really. Good care in here all of the time, I also get good help at home from family who live close at hand.	Female	over 65	White British	
135	Fortescue Ward		Likely	Most staff have treated me well. Food has been excellent. Treatment has been good. I have been fully kept up-to-date with my treatments & program.		Don't make the same mistake twice. Not happy with being on a dementia ward as do not have it myself.	Male	Over 65	White British	
136	Fortescue Ward		Likely				Female	Over 65	White British	
137	Fortescue Ward		Unlikely	I didn't like the food and I wanted to go home.			Female	Over 65	White British	
138	Fortescue Ward					None, as the nurses and staff have been excellent. 10 out of 10. Thank you.	Female	Over 65		
139	Glossop Ward		Extremely Likely	Everyone goes the extra mile! The staff - all are efficient & kindly and dedicated to caring. My husband was diagnosed with lung cancer. We were consulted by Dr [name withheld] who was compassionate & explained everything in a superb way.		Not really. All tests were conducted promptly. Results explained gently & with clarity. We are fortunate to have NDDH!	Male	Over 65	White British	

140	Glossop Ward		Extremely Likely	I have been well looked after with them here.		No.	Female	Over 65	White British	
141	Glossop Ward		Extremely Likely	Everybody were good in every way. Also enjoyed the food. Best wishes.			Female	Over 65	White British	
142	Glossop Ward		Extremely Likely	Excellent care from all staff who were so professional, happy and kind. Good food served with a smile.			Female	Over 65	White British	
143	Glossop Ward		Extremely Likely	Nothing is too much trouble.			Female	36-45	White British	
144	Glossop Ward		Extremely Likely	Friendly & helpful nursing staff (also include cleaners, and kitchen staff). Easy access to conversations with doctors. Helpful staying over with patient when he was critical.		We found the side room invaluable to recovery (with better sleep, privacy etc.) but realise this is an NHS funding issue.	Male	Over 65	White British	
145	Glossop Ward		Extremely Likely	Staff very friendly, helpful and listen.		Maybe have a sink and a toilet in with the shower room.	Female	56-65	White British	
146	Glossop Ward		Extremely Likely	From the time I came in I have been treated with kindness & care. I have been told all that's to do with my treatment. Everyone has been very nice to me & my family. Thank you.			Male	Over 65	White British	
147	Glossop Ward		Extremely	Everyone is so kind,		Nothing I can see or think	Female	over 65	White	

			Likely	caring, making you feel so welcome. Absolutely wonderful.		of. Food and cleanliness are all good, so no problems at all, thank you.			British	
148	Glossop Ward		Extremely Likely	If you want or need anything, the staff are always there. Nothing is too much trouble for anyone.		If I say the staff gel I think you will realise that I feel the staff all get on, working alongside each other. A very professional unit.	Female	over 65	White British	
149	Glossop Ward		Extremely Likely	Everyone is so kind, caring and considerate. My word, they are hardworking staff.		A huge 'no' as far as I am concerned. The staff all seem well into what needs doing and when it needs doing. They are all so polite and their dedication to their job is obvious. Well done.	Male	over 65	White British	
150	Glossop Ward		Extremely Likely	Nothing is too much trouble. Very friendly staff.		It is not obvious to patients that the TV is free for a set time.	Female	56-65	White British	
151	Glossop Ward		Extremely Likely	Everyone has been good and efficient.			Female	over 65	White British	
152	Glossop Ward		Extremely Likely	Because have been well treated.			Male	over 65	White British	
153	Glossop Ward		Extremely Likely	The staff are friendly and understanding.		Problems with blockages in shower (patient had reported the problem to staff).	Male	46-55	White British	
154	Glossop Ward		Extremely Likely	I have been treated well.			Male	over 65	White British	
155	Glossop Ward		Extremely Likely	Well looked after by excellent staff.			Male	over 65	White British	
156	Glossop Ward		Extremely Likely	Friendly and helpful staff.			Female	over 65	White British	
157	Glossop Ward		Extremely Likely	The staff work their socks off. They have time for everyone.		You could ask anybody here any question and they would take the time to help and explain.	Male	over 65	White British	

158	Glossop Ward		Extremely Likely	The service now is superb. Over the years I have been coming it has got better and better.		Only problem is the waiting time for drugs. I have been a patient many times and this is still an issue. The pharmacy should take advice from Guy's Hospital. It took seconds to get a prescription done.	Male	over 65	White British	
159	Glossop Ward		Extremely Likely	The nurses are excellent.		Everything here is good.	Male	46-55	White British	
160	Glossop Ward		Extremely Likely	I cannot believe how many dedicated people are working here.		Some of the fixtures and fittings need attention such as locks on the shower door and toilet flush.	Male	over 65	White British	
161	Glossop Ward		Extremely Likely	Wonderful staff.		For me, it is all good.	Female	over 65	White British	
162	Glossop Ward		Extremely Likely	The nurses make it good.			Female	over 65	White British	
163	Glossop Ward		Extremely Likely	Always someone there when you need them.		Nothing I can think of.	Female	over 65	White British	
164	Glossop Ward		Extremely Likely	Everybody so caring and professional.		Everything fine	Female	over 65	White British	
165	Glossop Ward		Likely	I have been well looked after.		The buzzer could be answered quicker at times. Requested to get out of bed rather early to allow beds to be made up, although beds aren't made up for a further few hours. The food has improved 100% since I was last an inpatient.	Male	over 65	White British	
166	Glossop Ward		Likely	The nurses go out of their way to help and are so kind.		Some nurses have an amazing bedside manner but others don't look happy to be at work.	Female	36-45	White British	
167	Intensive Care Unit		Extremely Likely	Where do I start? Welcoming, kind,		Impossible to find fault - from domestic staff through	Male	56-65	White British	

				caring, professional, communication and so it would go on. My husband and I cannot speak highly enough about the quality of care we are receiving.		to consultants. I would, as the patient's wife, just like to say thank you for the way in which you have thought about me, keeping me informed at all times and looking after my needs as best as you could have. A huge thanks for the care my husband has received.				
168	Intensive Care Unit		Extremely Likely	My care in ICU has been absolutely wonderful - kind, caring people.		No. All is 100% brilliant.	Male	over 65	White British	
169	Intensive Care Unit		Extremely Likely	Second to none. All the hospital staff should spend time here learning just how the care is done.		As a ward, I just cannot think of one thing. The doctors, nursing staff and housekeepers are all doing an excellent job. Well done and thank you.	Male	over 65		
170	King George V Ward		Extremely Likely				Male	56-65	Other ethnic group	
171	King George V Ward		Extremely Likely	Staff are very helpful, friendly angels on the ward - wonderful and understanding.		No.	Male	Over 65	White British	
172	King George V Ward		Extremely Likely	Friendly, cleanliness, questions answered or found out answers.			Female	36-45	White British	
173	King George V Ward		Extremely Likely	I was overwhelmed by the excellent & compassionate care I received on this unit. As a healthcare professional I know this can be difficult to achieve under		Can the fruit juice at tea time be refrigerated!	Female	36-45	White British	

				pressure. However, the excellent team always had time for me and made me feel safe and secure as a patient. Thank you.						
174	King George V Ward		Extremely Likely	I cannot fault the staff, all so kind, friendly and helpful.		Medically, all good. Care and cleanliness on the ward is all good. May I make one comment. I came up here from MAU and was put in a room just inside the door and then waited approx 3 to 4 hours before being put on the ward. This would not probably have been a problem if someone had taken the trouble to explain to my husband and I just what was going on. So basically, a lack of communication. I realise it is very busy so this is not a complaint, just a comment.	Female	36-45	White British	
175	King George V Ward		Extremely Likely	Top marks. 10 out of ten. Absolutely brilliant.		No. I cannot think of anything really. The ward is so clean and the food is also good. All the staff are first class.	Female	over 65	White British	
176	King George V Ward		Extremely Likely	The staff have been excellent, make you comfortable and everything is done so quickly, so all very good so far.		Nothing at all. I can only give praise for everyone.	Female	26-35	White British	
177	King George V Ward		Extremely Likely	All the staff from top to bottom are brilliant.		No way. The staff are always looking after us. Their	Female	over 65	White British	

				Nothing is too much trouble for any of them.		quality of care is amazing. Spotlessly clean, wonderful household team.				
178	King George V Ward		Extremely Likely	Very pleased with all of the staff. They have been first class - even the doctors smile.		No problem at all, thank you.	Male	26-35	White British	
179	King George V Ward		Extremely Likely	So far everything is fine. Waiting on ultrasound test etc. but, in my short time on the ward, everything is very good. The staff are marvellous.		No problems at all. The nursing staff are so helpful, plus the doctors are very helpful and understanding.	Male	over 65	White British	
180	King George V Ward		Extremely Likely	My word, the staff never stop, always on the go, but still have a smile and a kind word. It helps so much having staff like that. It does get a bit noisy at night but I realise people are coming onto the ward at all hours.		I cannot think of anything. It is a hospital and not a hotel. What people expect I don't know but I am more than happy, thank you.	Female	over 65	White British	
181	King George V Ward		Extremely Likely	The staff are wonderful.			Female	over 65	White British	
182	King George V Ward		Extremely Likely	The staff have been really friendly.		Satisfied as it is.	Female	46-55	White British	
183	King George V Ward		Extremely Likely	A clean and tidy ward. The staff are very friendly and the food is good.		The TV should be free.	Female	56-65	White British	
184	King George V Ward		Extremely Likely	The care has been very good.		Happy the way it is.	Male	over 65	White British	
185	King George V Ward		Extremely Likely	The staff are very nice and the ward is very		Communication between doctors could be improved	Female	16-25	White British	

				clean.		(i.e. different doctors give different advice) which would result in better continuity of care.				
186	King George V Ward		Extremely Likely	The nursing staff are great.		Better communication between doctors.	Male	46-55	White British	
187	King George V Ward		Extremely Likely	The staff are amazing - they make you feel better.		Excellent as it is. More money would obviously help.	Male	over 65	White British	
188	King George V Ward		Extremely Likely	Made welcome on the ward just after midnight. So kind and nothing is too much trouble to the staff.		No, I do not think so. It is like a hotel. I honestly cannot think of anything. Arrived via A&E and very well looked after there as well.	Male	46-55	White British	
189	King George V Ward		Extremely Likely	The staff have been very polite and welcoming. Nothing is any trouble for them. Very hardworking nurses. How they do these long hours of shift work I do not know.		Not at all. Absolutely fabulous team of very professional people. This has to be one of the top hospitals in the country. Spotlessly clean as well. Very impressed from A&E to MAU to KGV. I can only say thank you.	Male	56-65	White British	
190	King George V Ward		Extremely Likely	Nothing is too much trouble. The care is very good.		No. To be honest, I think you are doing as much as you possibly can.	Male	over 65	White British	
191	King George V Ward		Extremely Likely	The staff are excellent. They cannot do enough for any of us as patients.		My only comment I will make is that arriving on the ward on Friday last it would have been good to have had some form of guidance regarding the routine on KGV. But, apart from that, everything has been really very good. The bay is so clean and the food more	Male	over 65	White British	

						than adequate.				
192	King George V Ward		Extremely Likely	The staff are all so kind and helpful. Do anything for you.		Not that passes through my mind, no. I think all the staff do their utmost for the patients' care.	Female	26-35	White British	
193	King George V Ward		Extremely Likely	I think this is a beautiful ward run by wonderful, kind and professional staff going way above people's expectations.		I don't think so. Everywhere is immaculate. I have been in many hospitals during my life. This one of ours here in Barnstaple is by far superior than any other in their care and kindness shown.	Female	over 65	White British	
194	King George V Ward		Extremely Likely	I have felt really comfortable on the ward from the moment I arrived. The staff are so kind, courteous and welcoming.		A very difficult question but I honestly cannot think of anything that jumps into my mind. A very well-run ward. I would just like to thank you all.	Female	over 65	White British	
195	King George V Ward		Extremely Likely	Brilliant. Everyone has been very good.		No. More than happy, thank you.	Female	16-25	White British	
196	King George V Ward		Extremely Likely	The staff are just all so friendly and the ward is oh so clean.		Nothing at all. Actually, I am comparing this hospital here to Derriford and I can assure you I know where I would rather be.	Female	over 65	White British	
197	King George V Ward		Extremely Likely	I say 'Extremely likely' because of the dedication, friendliness and general attitude shown by all staff members, from cleaning staff through to the doctors.		Nothing I can put my finger on. The staff are always working hard, looking after the patients' needs.	Female	36-45	White British	
198	King George V Ward		Likely	The staff are friendly, keen and helpful.		The car parking charges are excessive.	Male	56-65	White British	

199	Lundy Ward		Extremely Likely	Good help.			Female	Over 65	White British	
200	Lundy Ward		Extremely Likely	Wonderful staff. Everyone a star.		All day breakfast would be nice with extra sausages!	Male	Over 65	White British	
201	Lundy Ward		Extremely Likely	The loving care is exceptional and everything is clearly explained and reassurance given.		The service is already amazing.	Female	Over 65	White British	
202	Lundy Ward		Extremely Likely	The staff were friendly and good to me.		Sort the wifi out. I logged on down in med assessment with my details that then never worked in Lundy. Had to re-register in my wife's name to access it again.	Male	36-45	White British	
203	Lundy Ward		Extremely Likely	I was looked after very warmly by all the staff, especially night staff. Fantastic night staff!!!		Please keep the noises down in the daytime.	Female	46-55	Asian / Asian British	
204	Lundy Ward		Extremely Likely	Because everybody was so thoughtful and kind.			Male	Over 65	White British	
205	Lundy Ward		Extremely Likely	Hospital spotless & staff very kind & caring.			Female	Over 65	White British	
206	Lundy Ward		Extremely Likely				Male	Over 65	White British	
207	Lundy Ward		Extremely Likely	Hospital very clean. Staff were very kind & helpful & answered fully the question I asked.			Female	Over 65	White British	
208	Lundy Ward		Extremely Likely	Lovely, friendly staff, so helpful and make you feel at home during a stressful time. Thoroughly		None - keep it the same.	Female	Over 65	White British	

				recommend the ward to friends.						
209	Lundy Ward		Extremely Likely	I've never been so well looked after.		No.	Male	36-45	White British	
210	Lundy Ward		Extremely Likely	During my stay here I received nothing but consistent care and kindness from all the staff I had contact with. God bless you all and thank you. [Name withheld].			Male	Over 65	White British	
211	Lundy Ward		Extremely Likely	It is always uplifting to be surrounded by pleasant staff when one is under the weather. Thank you to all your staff.		TV too high in reception - can give you a stiff neck from looking up for a long time.	Male	Over 65	White British	
212	Lundy Ward		Extremely Likely	Nothing was too much trouble and the happy atmosphere is such a help.		I can't think of anything.	Female	Over 65	White British	
213	Lundy Ward		Extremely Likely	The staff are so kind and empathetic. Nothing is too much trouble. Lundy Ward is very modern and clean and fantastic facilities. Thank you for looking after my mum x.			Female	Over 65	White British	
214	Lundy Ward		Extremely Likely	Everyone has been very helpful and friendly and cheerful. Excellent.			Female	Over 65	White British	
215	Lundy Ward		Extremely Likely	Barnstaple is first class in all departments.			Male	Over 65	White British	
216	Lundy Ward		Extremely	The care was excellent		There has been no		Over	White	

			Likely	and the staff responsive and very pleasant. It is difficult to recommend any ward or any hospital because most of us would rather not need care. However, when care is needed I would be happy to be here. I think a big thank you.		champagne or brandy. Apart from that I have been very happy.		65	British	
217	Lundy Ward		Extremely Likely	I think all staff are brilliant and work very, very hard. I can't fault anything in the hospital. Would like to take the surgeon home!		I feel you are unable to improve the wonderful service.	Female	Over 65	White British	
218	Lundy Ward		Extremely Likely	All the staff are excellent.		No.	Female	Over 65	White British	
219	Lundy Ward		Extremely Likely	I have been in this hospital on many occasions. Most people and staff are fine but the three stays on Lundy have been the best. Everyone on this ward do as much as they can for you and have a good reputation to all you speak to.		The service this time has been outstanding.	Male	Over 65	White British	
220	Lundy Ward		Extremely Likely	All staff, medical & non-medical, are very kind and understanding. Also, very caring of the patients.		The only thing that lets the system down, is the terrible waiting time from the pharmacy. We waited 6hrs for medication. This is not good enough.	Female	Over 65	White British	

221	Lundy Ward		Extremely Likely	I could not have had better care. Everyone is wonderful & caring. Thank you all so much [name withheld].		No.	Female	Over 65	White British	
222	Lundy Ward		Extremely Likely	All staff have been very attentive. [Illegible] have been excellent.			Male	56-65	White British	
223	Lundy Ward		Extremely Likely	Good care. Cheerful, caring staff. Thank you!!			Male	Over 65	White British	
224	Lundy Ward		Extremely Likely	The staff were fantastic. Nothing was too much bother. They were very non-judgemental. Always showed compassion to both me & my family, always having time to sit & talk & hold my hand where necessary. They are a credit to the NHS.		1. Meals to be selected on the day - not the day before when you don't know how you might feel. 2. More Dr & consultants to cover holidays so you don't feel in limbo when they are away.	Female	56-65	White British	
225	Lundy Ward		Extremely Likely	Non-stop supervision. Fully informed throughout. Excellent.				Over 65	White British	
226	Lundy Ward		Extremely Likely	Have met with a very warm and friendly service. Was kept too long in recovery but through no fault of the staff.		Identify Petter Ward on you map of hospital!	Female	56-65	White British	
227	Lundy Ward		Extremely Likely	Lovely staff.				Over 65	White British	
228	Lundy Ward		Extremely Likely	Amazing staff. Good communication. Smiling, kind, friendly -		Medical care has been amazing. Cleanliness is excellent. The food is okay	Female	46-55	White British	

				always there if or when needed.		but, in my opinion, it is way too bland. I am sorry to see that the sandwiches still have mayo, pickle or sauce on them. Last time I was in here I was told they would be changing the way they would be served. Surely sachets should be used to give people a choice. I also notice the TV package has been altered but still costs £10 a day! As a long-term patient, I find this way out of my reach.				
229	Lundy Ward		Extremely Likely	Staff are wonderful. Nothing is a problem to these amazing people.		Very difficult to say. Personally, I do not have any problems whatsoever.	Female	over 65	White British	
230	Lundy Ward		Extremely Likely	The staff are all good, kind, considerate, friendly and very welcoming.		All has been very good until this morning. I was moved from KGV to Lundy. On KGV, I was going for a scan yesterday but moving ward it was not told to the Lundy staff. They, therefore, were going to discharge me until I pointed out my need for this scan, which I shall be having in the next couple of hours. So, please communicate with each other!	Male	16-25	White British	
231	Lundy Ward		Extremely Likely	It is the staff. They never stop. Always there when needed. Absolute angels.		Don't be silly! We are blessed and privileged to have a hospital like this.	Female	over 65	White British	
232	Lundy Ward		Extremely	Wonderful care. The		None at all. Thank you.	Female	over 65	White	

			Likely	nurses and cleaners are always kind and helpful. So clean. The food is also acceptable.					British	
233	Lundy Ward		Extremely Likely	If these are the words to use: 'wonderful experience'. The staff are brilliant.		After my KGV experience (re: one member of staff) Lundy has given me a lift. My experience on the ward has so far been very good. Very clean, so good.	Female	26-35		
234	Lundy Ward		Extremely Likely	Kept informed at all times. Friendly and welcoming staff. A definite air of team work.			Male	46-55	White British	
235	Lundy Ward		Extremely Likely	Because they are on top of their work. Very caring and consider the patient's health and wellbeing. This comment includes non-medical personnel as well.			Female	over 65	White British	
236	Lundy Ward		Extremely Likely	Staff attitude with patients is excellent - very caring and understanding. Nothing is too much trouble for them.		Unfairness of parking charges for both patients and staff.	Female	56-65	White British	
237	Lundy Ward		Extremely Likely	Very friendly and helpful staff.			Male	36-45	White British	
238	Lundy Ward		Extremely Likely	A very helpful and friendly team.			Male	over 65	White British	
239	Lundy Ward		Extremely Likely	I have had good treatment by very caring and considerate staff.			Female	over 65	White British	

240	Lundy Ward		Extremely Likely	I have been well looked after.			Male	56-65	White British	
241	Lundy Ward		Likely	Always ready to listen & explain anything you not sure about.			Female	Over 65	White British	
242	Lundy Ward		Likely	I was admitted as an emergency and I could not fault the staff for their professional attention and to Mr [name withheld] and his team.			Male	Over 65	White British	
243	Lundy Ward		Likely	Was in a lot of pain and nurses always made sure I had pain relief and helped me every time I needed the toilet. Also had my own room!			Female	16-25	White British	
244	Lundy Ward	Patient	Yes				Male	over 65	White British	
245	Lundy Ward	Family member / Carer	Yes	Excellent standards.						
246	Lundy Ward	Patient	Yes	Excellent care, part. night staff 23/8.			Male	over 65	White British	
247	Lundy Ward			Yes. Pharmacy kept me waiting for 6.5 hours which I think is a little over the top and am still waiting.		A good shake up in the pill department.	Male	Over 65	White British	
248	Lundy Ward			Very well looked after. Good doctors. Very good nurses. Thank you very much for looking after me!		How can you improve as good a hospital as Barnstaple? Very well done.	Male	Over 65	White British	

249	Lundy Ward			There is no-one to recommend to.		Making sure that the relevant information is passed on and that the patient's voice is also heard would be nice.	Male	46-55	White British	
250	Lundy Ward			Life-long statement - I do not give recommendations on this.			Male	over 65	White British	
251	Staples Ward (Stroke Unit)		Extremely Likely	Very supportive, caring, lots of advice given.			Female	26-35	White British	
252	Staples Ward (Stroke Unit)		Extremely Likely	Lots of advice given, supportive.			Female	56-65	White British	
253	Staples Ward (Stroke Unit)		Extremely Likely	Caring.			Male	36-45	White British	
254	Staples Ward (Stroke Unit)		Extremely Likely	The staff are absolutely wonderful - so kind and so patient - nothing is any trouble for them. They do work way above what is expected from them. I have never known such a lovely bunch of people.		No, I had a nasty fall at home. I then had to wait 6 hours for an ambulance but once in here absolutely wonderful care and treatment.	Female	over 65	White British	
255	Staples Ward (Stroke Unit)		Extremely Likely				Female	over 65	White British	
256	Staples Ward (Stroke Unit)		Extremely Likely	Amazing, honestly and truly amazing people looking after my husband after a stroke - only in Devon for the weekend surfing. So what a shock to us all - we are just waiting test results. At the hospital		None whatsoever. Everyone is just so kind and caring. Hoping to be transferred closer to home.	Male	26-35	White British	

				here in Devon, the staff have been so kind in allowing me to stay with my husband in his room.						
257	Staples Ward (Stroke Unit)		Extremely Likely				Male	26-35	White British	
258	Staples Ward (Stroke Unit)		Extremely Likely	Looking after me very well indeed. Amazing staff.		Nothing I can think of. The hospital and this ward have been fantastic.	Male	over 65	White British	
259	Staples Ward (Stroke Unit)		Extremely Likely	In the daytime, I am finding my care much better than during the night. I am sure this is not the fault of the nurses - just understaffed.		Not really. I just get uncomfortable and don't know what to do with myself.	Female	over 65	White British	
260	Staples Ward (Stroke Unit)		Extremely Likely	As the daughter of the patient, I feel the staff are very kind, understanding, friendly and obliging. The staff are all just as you want them to be.		Nothing at all. I feel the hospital has gone over and above with everything.	Female	over 65	White British	
261	Staples Ward (Stroke Unit)		Extremely Likely	A very special place. The staff are excellent.		Satisfied as it is.	Male	over 65	White British	
262	Staples Ward (Stroke Unit)		Extremely Likely	The nurses are very considerate and helpful. It cannot be faulted.		Very happy as it is.	Male	over 65	White British	
263	Staples Ward (Stroke Unit)		Extremely Likely	Very good.			Male	over 65	White British	
264	Staples Ward (Stroke Unit)		Extremely Likely	All the staff are so good.		Everything is very good as it is.	Female	over 65	White British	
265	Staples Ward (Stroke Unit)		Extremely Likely	Very good staff and the food is good.		Satisfied the way it is.	Female	over 65	White British	

266	Staples Ward (Stroke Unit)		Extremely Likely	Nothing is too much trouble. Very caring.		Satisfied as it is but more staff are needed. They are always under pressure.	Female	over 65	White British	
267	Staples Ward (Stroke Unit)		Extremely Likely	Looked after very well.		Happy as it is.	Female	over 65	White British	
268	Staples Ward (Stroke Unit)		Extremely Likely	Kindness and the care is excellent.		The service has been exemplary.	Female	over 65	White British	
269	Staples Ward (Stroke Unit)		Extremely Likely	Very friendly.		Satisfied as it is.	Male	over 65	White British	
270	Staples Ward (Stroke Unit)		Extremely Likely	Made very welcome on the ward in the early hours, very kind and caring.		My care on the ward has so far been excellent. Just one thing while in A&E - I found communication a bit slack while I was there. This is just a little constructive criticism and is not meant as a complaint.	Female	over 65	White British	
271	Staples Ward (Stroke Unit)		Likely	Caring & supportive staff.			Male	Over 65	White British	
272	Staples Ward (Stroke Unit)		Likely	The staff are hardworking and enthusiastic.		The food could be improved.	Male	over 65	White British	
273	Tarka Ward (Trauma)		Extremely Likely	Because of the standard of the staff. They are highly qualified and caring.			Female	over 65	White British	
274	Tarka Ward (Trauma)		Extremely Likely	The staff are trustworthy, helpful and very pleasant.			Female	over 65	White British	
275	Tarka Ward (Trauma)		Extremely Likely	Friendly staff and a spacious ward - very clean.		More weekend staff.	Female	over 65	White British	
276	Tarka Ward (Trauma)		Extremely Likely	Very well treated by all the staff.		More staff are needed. Because of illness, the staff forgot to order my meal and I finished having to eat a stale sandwich.	Female	over 65	White British	

277	Tarka Ward (Trauma)		Extremely Likely	Very friendly staff.			Male	over 65	White British	
278	Tarka Ward (Trauma)		Extremely Likely	Very friendly and helpful staff.			Male	over 65	White British	
279	Tarka Ward - orthopaedics (closed)		Extremely Likely				Female	36-45	White British	
280	Tarka Ward - orthopaedics (closed)		Extremely Likely	Kind attention at all time.		No.	Female	Over 65		
281	Tarka Ward - orthopaedics (closed)		Extremely Likely	All staff I was in contact with were extremely attentive. Nothing was ever too much trouble. All staff including cleaners etc. seemed to be prepared to go the extra mile. It was a wonderful experience.		No.	Male	56-65	White British	
282	Tarka Ward - orthopaedics (closed)		Extremely Likely	Staff attitude, attention and willingness to listen & accommodate individual preference. Queries dealt with 'I'll find out' rather than being ignored or given misinformation etc. etc. Good team, very well led.		Generally superbly appointed. Shower problems. Loo seat outer edge [illegible] 90 degree shape making it very painful to sit on. Shower control has no indications as to how it works - signage would help. Only shelf for shower soap is far too high for many elderly female patients. There is no signage for the gym despite being instructed to go there - & no interest in putting up a sign.	Female	Over 65	White British	
283	Tarka Ward - orthopaedics		Extremely Likely	The doctors and nurses were all first class in			Female	46-55	White British	

	(closed)			the care and attention that I received during my stay in hospital.					
284	Tarka Ward - orthopaedics (closed)		Extremely Likely	All the staff have been marvellous and helpful. Encouraging and caring. The food is excellent & very appetising. Thank you for all your hard work and helpfulness.		As it was Bank Holiday w/e I had no [illegible]. A long time for the ambulance. I appreciate it was a busy time - perhaps more staff could be employed at pressure times?	Female	Over 65	White British
285	Tarka Ward - orthopaedics (closed)		Extremely Likely	The two things are: where we live - a fabulous hospital, plus our staff are second to none.		Medical care and treatment has been fine. Maybe a little more understanding to individuals re: the way pain is registered to the patient as an individual, and not say: 'Oh, after 3 days you will be fine'. Time to move around after the operation. We are all different. Would it be possible for the pressure pad mattresses to make less noise when in a four-bedded bay? I find the food is way better than expected and the ward is exceptionally clean.	Male	over 65	White British
286	Tarka Ward - orthopaedics (closed)		Extremely Likely	The staff are absolutely brilliant. Obviously, we all have our problems but the staff here seem to leave whatever problems they have at the door and all do a wonderful job in caring for us.		Nothing at all that I can think of, I honestly feel that the staff on this ward have covered all the bases.	Male	56-65	White British

287	Tarka Ward - orthopaedics (closed)		Extremely Likely	A very good ward, been looked after very well.		Not really, medical care is the main reason we are in here. The food is good. Also, I cannot help but say how clean the ward looks.	Female	56-65	White British	
288	Tarka Ward - orthopaedics (closed)		Extremely Likely	First class care and kindness shown by all the staff. All so dedicated and professional.		No. I don't think there is anything, thank you. You are all so kind and caring. Nothing is too much trouble.	Female	over 65	White British	
289	Tarka Ward - orthopaedics (closed)		Extremely Likely	The staff are all so friendly. They cannot do enough for you.		Treated very well indeed by the ward staff. Just one thing - I wish the doctors would communicate more, one says one thing and another doctor says different.	Male	46-55	White British	
290	Tarka Ward - orthopaedics (closed)		Extremely Likely	Plenty of space, good food, and of course the staff give first class care .		No, nothing at all that I can think of - what more can people ask? I am impressed. Moved here from across country and I must say I am totally impressed by the whole hospital procedure.	Male	over 65	White British	
291	Tarka Ward - orthopaedics (closed)		Extremely Likely	I will always sing their praises, all so helpful and cheerful. The consultant and his team, plus the nurses, are very, very good.		No, absolutely not. Everything is and has been wonderful. Superb care all through.	Female	over 65	White British	
292	Tarka Ward - orthopaedics (closed)		Likely	Most staff really helpful & respectful and they work really hard. Definitely understaffed at busy times, so buzzers can't be answered quickly		More nurses at night if ward busy and for issuing controlled drugs.	Female	Over 65	White British	

				sometimes - mostly at night when there are a lot of patients needing attention. Often only one nurse at night.						
293	Victoria Ward		Extremely Likely	The kindness and patience of the staff. Nothing is too much trouble even though they were extremely busy.		Employ more staff to spread the workload.	Female	Over 65	White British	
294	Victoria Ward		Extremely Likely	The staff I encountered whilst staying were all polite, exceptionally kind and willing. The night staff of Monday 7th Aug - Tues 8th Aug were exceptional in their treatment and attitude towards my medical dilemma, which was occurring at that time.		Daily work list for staff - not moving them from one bay to another - better continuity. Shorter visiting hours i.e. 1.30-8pm - allow staff to complete am duties. 2 visitors per bed. I saw 6!! visiting one patient. Less clutter - dangerous for staff & patients. Beds too close i.e. infection control. I am an ex-SRN operating theatre sister - infection control diploma.	Female	Over 65	White British	
295	Victoria Ward		Extremely Likely	I can find no reason for complaint. Everything okay. Staff & food very good.		Everything most satisfactory.	Male	Over 65	White British	
296	Victoria Ward		Extremely Likely	Treated really well. Staff was really good.			Male	26-35	White British	
297	Victoria Ward		Extremely Likely	All the staff have been extremely efficient & very helpful. You couldn't improve on anything.		You can't improve on anything.	Female	Over 65	White British	
298	Victoria Ward		Extremely	The very pleasant and		None.	Male	Over	Other ethnic	

			Likely	friendly attitude and great care given by all the staff to the patients.				65	group	
299	Victoria Ward		Extremely Likely	Everyone was very good and helpful and kind.		No.	Male	Over 65	White British	
300	Victoria Ward		Extremely Likely	Very responsive, caring. [Name withheld], my support worker, has been very supportive to me, very helpful and professional in their job. She answered all questions / my problems I have put to her and done all she can to help me in everything I need. So professional in her job. I would recommend her to any person in need of help or to talk to. Excellent.		No. Excellent. [Name withheld], occupational worker, very professional at their job. Also all ward staff.		56-65	White British	
301	Victoria Ward		Extremely Likely	My treatment by every member of staff has been exemplary. All treatment was thorough and methodical. I watched many instances of difficult or complicated being treated in a thoroughly professional and compassionate		None.	Male	Over 65	White British	

				manner. Thank you everybody.						
302	Victoria Ward		Extremely Likely	The staff have been fantastic, made me feel at ease, definitely recommend to anyone I know Thank you.		You do the best you can under extreme pressure.	Female	26-35	White British	
303	Victoria Ward		Extremely Likely	Care and devotion of staff / medical staff as well. Food presentation and quality high standard.			Male	Over 65	White British	
304	Victoria Ward		Extremely Likely	I think they are doing a brilliant job when you consider the restraints on the staffing levels etc.		Only to say I feel time could be saved and things not be missed by being a little more methodical and structured, such as having to come back to bring water, rubbish bags to beds. Do all the necessary jobs on each bay before moving on to the next. I am not complaining, just making a comment. I would like to thank the staff in ICU for the wonderful care provided to me.	Female	over 65	White British	
305	Victoria Ward		Extremely Likely	My individual care has been excellent. Cheerful and friendly staff who are always willing to help.		My care has been wonderful. Clean ward and the food very good. To be honest, my only concern has been the lack of communication coming from my doctor. However, all in all everything has been very good.	Female	over 65	White British	
306	Victoria Ward		Extremely	Thanks to the		Nothing I can think of.	Male	over 65	White	

			Likely	wonderful staff. They are absolutely fabulous. Nothing is any bother for them.		Everything seems very good to me.			British	
307	Victoria Ward		Extremely Likely	From my point of view, the care could not have been any better. Wonderful people.		Nothing, absolutely nothing at all. I, and other patients, should be pleased we have such a wonderful hospital.	Male	over 65	White British	
308	Victoria Ward		Extremely Likely	A lovely ward. Made to feel very welcome. The nurses are excellent. Nothing is a bother for them.		Completely happy with everything so far, thank you. Very pleased with everything.	Male	over 65	White British	
309	Victoria Ward		Extremely Likely	The staff are very kind and reassuring. Made to feel very welcome.		Very clean. Food acceptable. My only problem has been communication yesterday where one doctor told me I was being discharged and then later another doctor stated that was not the case. It is not a problem - just thought I would point it out to you.	Female	56-65	White British	
310	Victoria Ward		Extremely Likely	Everyone has been extremely friendly and kind. All of the staff go way over expectations in the way in which they care for you.		No. I have been in the care of this hospital many times and always have received first class care.	Female	46-55	White British	
311	Victoria Ward		Extremely Likely	The staff have made my stay feel like I am at home - made very welcome by very kind staff.		Absolutely nothing that I can think of. The hospital staff attention is wonderful, doing as much as they possibly can in caring for us all. The ward is ultra-clean, the food is good, the medical care is tops, so	Female	over 65	White British	

						what more can you ask for?				
312	Victoria Ward		Extremely Likely	The staff are great. There is a good atmosphere all round.		Perhaps the wooden seating in A&E could be given cushions to help people waiting as they are hard or, better still, replace them.	Female	over 65	White British	
313	Victoria Ward		Extremely Likely	The staff are very patient and understanding.			Female	over 65	White British	
314	Victoria Ward		Extremely Likely	Being well looked after by all the staff.		The ward is very noisy.	Male	over 65	White British	
315	Victoria Ward		Extremely Likely	Everyone is attentive and very helpful.			Male	over 65	White British	
316	Victoria Ward		Extremely Likely	Everyone is so good.			Female	over 65	White British	
317	Victoria Ward		Extremely Likely	I've had very good care from friendly and dedicated staff.			Female	over 65	White British	
318	Victoria Ward		Extremely Likely	All the staff are very friendly, approachable and keep you informed			Male	over 65	White British	
319	Victoria Ward		Extremely Likely	Very well treated by all the staff.			Male	16-25	White British	
320	Victoria Ward		Extremely Likely	Very well looked after by competent staff.		The quality of the food could be better and the three different portion sizes offered (small, medium and large) could be improved i.e. in reality, they are all the same size.	Male	56-65	White British	
321	Victoria Ward		Extremely Likely	Friendly and hardworking staff.			Male	over 65	White British	
322	Victoria Ward		Likely	Ward is clean and staff are competent and friendly. Thank you for looking after me.		No further suggestions. Happy with the care received to date.	Female	Over 65	White British	

323	Victoria Ward		Likely	<p>The staff are very caring, very kind and professional. My reason for not giving 'Extremely likely' is that, in my opinion the staff are not allowed to get on with their work due to the long visiting hours i.e. visitors getting in the way. Plus, there are a lot of visitors - one lady had the whole family surrounding her and they had a picnic.</p>		<p>The obvious answer is more staff. They are so dedicated and hardworking but no person can carry on working the way these staff are expected to. Plus, as I mentioned earlier regards tightening up on the way the ward is being run i.e. the issue with visiting. Exceptionally clean. Having to accept and realise the difficulty in catering, I feel the food is adequate. My passage through via ambulance, MAU and into my bed on Victoria Ward went very smoothly indeed. Very impressive.</p>	Female	over 65	White British	
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