

## Acute Inpatient Wards - North Devon District Hospital - 'Friends and Family Test' Patient Feedback - Dec-16

*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 very hardworking, kind people. In my opinion, so much overworked, all doing an absolutely wonderful job.		No. I am full of admiration and support for all of these fabulous people. All so clean, the food is good. Thanks.	Male	over 65	White British	
2	Acute Stroke Unit	Extremely Likely		The staff are doing everything within their capabilities to give the finest care possible to my wife and other patients on the ward.		No, I am in awe of the staff. I just hope my wife gets better.	Female	over 65	White British	
3	Acute Stroke Unit	Extremely Likely		Wonderful staff. A credit to our hospital every one of them from Sodexo through to Dr L.		No, nothing I can think of as everything that is needed is provided by the wonderful staff.	Male	over 65	White British	
4	Capener Ward	Extremely Likely		A clean and tidy ward. Friendly and professional staff.			Female	36-45	White British	

5	Capener Ward	Extremely Likely		Excellent treatment and attention given.			Female	over 65	White British	
6	Capener Ward	Extremely Likely					Male	over 65	White British	
7	Capener Ward	Extremely Likely		Well treated.			Male	over 65	White British	
8	Capener Ward	Extremely Likely		Well organised and efficient.		Fine as it is. The food is good.	Male	over 65	White British	
9	Capener Ward	Extremely Likely		All staff are wonderful.		Wonderful as it is.	Female	over 65	White British	
10	Capener Ward	Extremely Likely		The care excellent.		Need to maintain staffing levels. It is frustrating to have staff removed to other wards when needed on your own.	Female	36-45	White British	
11	Capener Ward	Extremely Likely		The staff are very caring.		Excellent as it is.	Female	over 65	White British	
12	Capener Ward	Extremely Likely		Very caring staff.		Satisfied the way it is.	Female	over 65	White British	
13	Capener Ward	Extremely Likely		Senior staff are superb as are the physios. The ward is spotlessly clean.		The food needs improving.	Female	over 65	White British	
14	Capener Ward	Extremely Likely		The staff are very patient and caring.		Better communication with the patient at all levels.	Male	over 65	White British	
15	Capener Ward	Extremely Likely		The nurses work very hard and are well organised.		So good as it is.	Male	over 65	White British	
16	Capener Ward	Extremely Likely		Very caring.		Happy the way it is.	Male	over 65	White British	
17	Capener Ward	Extremely Likely		Excellent treatment and attention given. Thank you.			Female	Over 65	White British	
18	Capener Ward	Extremely Likely		Everyone is friendly and easy to talk to.			Female	16-25	White British	
19	Capener Ward	Extremely Likely		They are friendly, caring but		Can't think of any.	Female	Over 65	White British	

				professional. D. is amazing. A male nurse [illegible] he should go far. He is passionate about his nursing. I wish you all well.						
20	Capener Ward	Extremely Likely					Male	Over 65	White British	
21	Capener Ward	Extremely Likely		Everyone has been very caring and compassionate.			Male	Over 65	White British	
22	Capener Ward	Extremely Likely		Excellent nursing / care. Very friendly & helpful.		Keep doing what your doing. More staff / pay.	Male	Over 65	White British	
23	Capener Ward	Likely					Male	over 65	White British	
24	Capener Ward	Likely		A quiet ward and well cared for.		Satisfied as it is.	Male	over 65	White British	
25	Capener Ward	Likely								
26	Capener Ward	Likely		My local hospital so my treatment was planned here.		Provide more staff. Nurses do very well but some miss their breaks as so busy.	Female	46-55	White British	
27	Capener Ward	Unlikely		The hospital is not big enough. The nurses deserve more money.		The hospital needs enlarging.	Male	over 65	White British	
28	Caroline Thorpe Ward	Extremely Likely		Our experience since arriving on the ward, has been wonderful, all very caring and welcoming. A&E was a bit hectic - no beds after triage nurse, had to lay across to try to eliminate pain.		No not at all. The staff have been superb, doing as much as they can in our early hours of admittance	Female	Under 16	White British	

29	Caroline Thorpe Ward	Extremely Likely				Not yet. All seems very good. Wifi would be helpful.	Female	Under 16	White British	
30	Caroline Thorpe Ward	Extremely Likely		I would certainly recommend the ward. The staff are all so friendly and helpful. Nothing is too much trouble.		No. Everything is absolutely fine, thank you. Hopefully, I shall be going home today after breaking my leg.	Male	Under 16	White British	
31	Caroline Thorpe Ward	Extremely Likely		This ward have always been here to look after our three children. The staff are all brilliant as always, always there if needed. A credit to our wonderful hospital. We, as parents, are very concerned about the proposed closures we keep hearing about.		The ward/hospital quality of care is spot on. The 111 service, however, leaves much to be desired. The lack of professional knowledge certainly did not help our situation.	Male	Under 16	White British	
32	Caroline Thorpe Ward	Extremely Likely		I have had dealings with Exeter in the past. Caroline Thorpe Ward shines above. The nursing staff are truly amazing.		No. Everything seems good, thank you. I wish my husband could stay overnight with me as we live a long way off. This would help us but not a complaint as their care is perfect.	Male	Under 16	White British	
33	Caroline Thorpe Ward	Extremely Likely				Not really. All is fine, thank you. Very hardworking and kind people.	Female	Under 16	Asian / Asian British	
34	Caroline Thorpe Ward	Extremely Likely		Faultless. The staff are absolutely tremendous, so professional. Looking		In all honesty, no. As parents, we will be devastated if wards like Caroline Thorpe get closed. In this instance alone,	Female	Under 16	White British	

				after our twins, it is lovely to see the care shown.		it was so important to get our child into hospital in the shortest possible time otherwise who knows what would have happened. We now have our twins laid side by side, totally relaxed and all down to the care from our wonderful hospital and Caroline Thorpe Ward. A., W., G. and L. - we could go on. Anyone we have had contact with has been wonderful.				
35	Caroline Thorpe Ward	Extremely Likely		The reassurance given by all of the very professional staff.		No, not at all, difficult to improve on top quality care.	Male	Under 16	White British	
36	Caroline Thorpe Ward	Extremely Likely		All the staff have been so kind and helpful.		No, more than happy with everything, thank you to everyone.	Female	Under 16	White British	
37	Caroline Thorpe Ward	Extremely Likely		I have nothing but praise for these wonderful kind and caring people.		Not really, what more can you ask for? All of the staff are so hardworking, the ward is spotless clean, the staff so busy but always there should they be needed.	Female	Under 16	White British	
38	Caroline Thorpe Ward	Extremely Likely		It is the attitude of the staff, so kind, very professional, way above my expectations.		No and, as a nurse myself (not at this hospital) it is easy for me to see the care shown by all the staff.	Female	Under 16	White British	
39	Caroline Thorpe Ward	Extremely Likely		Made welcome on the ward - was excellent. Short-staffed by the look of things. My word, they work hard. Had		Nursing staff all lovely. My only gripe has been a certain lack of communication with us from the doctor. No apology given as to keeping us waiting for so long during the	Female	Under 16	White British	

				to wait a long time before seeing a doctor,		night but everything else is fine. Thank you.				
40	Caroline Thorpe Ward	Extremely Likely		The staff have been so very kind and informative.		No, we are more than happy with the professional quality of care our daughter is receiving. Plus, as parents, we have also been looked after.	Female	Under 16	White British	
41	Caroline Thorpe Ward	Yes		Xmas decorations were good. The nurses were nice and the doctor. The pictures were nice.	They made me better.	Nothing. All very good.	Female	Under 6	White British	
42	Caroline Thorpe Ward	Yes		Friendly nurses.	I enjoyed the school and I was looked after well.	So many opinions from doctors can be confusing.	Female	12-15	White British	
43	Caroline Thorpe Ward	Yes		Very helpful and very considerate towards mine & baby's needs.	Everyone was very helpful when we arrived.	Only wait time for meds was quite long.	Female	Under 6	White British	
44	Caroline Thorpe Ward	Yes					Female	12-15	White British	Do not publish
45	Caroline Thorpe Ward	Yes		Kind and caring staff. Friendly.	N/A.	Nothing really.	Male	9-11	White British	
46	Caroline Thorpe Ward	Yes		Lovely people!	Staff.			Under 6	White British	
47	Caroline Thorpe Ward	Yes		Very attentive nurses and very helpful. Very good overall care.			Female	Under 6	Asian / Asian British	
48	Caroline Thorpe Ward	Yes		Our daughter has had the most amazing care & attention while she's been here.	The amazing staff.		Female	Under 6	White British	

49	Caroline Thorpe Ward	Yes						Under 6	White British	Do not publish
50	Caroline Thorpe Ward	Yes		They were kind.	Trying to make me feel better.		Female	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	First class care. Nothing too much trouble. Everything explained so you understand. Ensured that you are ok and not need anything.	Everything. Very helpful.	Supply meals for parents at mealtimes. Even if we pay for them the option would be fantastic.		Under 6	White British	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care. Cannot fault the whole team.	The nursing staff's exceptional care and such a lovely ward environment.	Nothing.	Male	Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Yet again fantastic care! Clear explanations from staff with many chances to ask questions. Lovely, caring people. Compassion & understanding during upsetting times.	Good communication. Clean ward. Lots of appropriate, accessible toys.	Nothing.	Male	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good service, caring staff and nice facilities.	Friendly staff.		Male	Under 6	Other ethnic group	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because it has the playroom. The doctors & nurses are friendly and happy & helpful - and the healthcare workers.	Everyone friendly, helpful etc. and kind.	Inform desperate parents that there are facilities to make a cup of tea!		Under 6	White British	



				Thank you all.						
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Caring & kind staff.	Caring staff. Juice instead of water. Breakfast for parents. Parents' room.	Other patient noise at night - not the hospital's fault, just consideration of fellow patients.	Female	12-15	White British	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	In our short time here we were kept informed of what was happening. Staff very helpful and informative.	The kind staff.	Nothing.	Female		White British	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, efficient, approachable staff. Talked us through each step and reassured me everything was fine.	Seen to straightaway by a nurse.	Nothing.	Female	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff worked really well with F. Caring, patient and fun.	The attention given to F.	Nawt!	Male	Under 6	White British	
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were very friendly & comforting.						
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Took care of my 2 day old beautifully, could not fault anything.	Everything.		Female	Under 6	White British	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent level of care. Great resources to keep children entertained. Kept us fully informed of what was happening.	As before.	Nothing.	Male	Under 6	White British	
63	Caroline Thorpe	Yes	Parent/Guardian/Carer	We have been treated really well	Nice atmosphere. Ward dedicated	None.	Female	Under 6	White British	

	Ward			with good care of nurses and doctors.	to children. Helpful staff.					
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care given by all staff, especially J. overnight - she was an angel with R. Can't thank the ward enough.	Everything.	Nothing!	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff couldn't be more kind, supportive and concerned.	Care / attention.	Nothing!	Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are very attentive and understanding. They are friendly and welcoming to patients and families. The ward is also decorated lovely for Christmas!			Male	Under 6	White British	
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great nurses and everyone cared and kept us informed.	Great nurse team.	Speed to see doctor.	Female		White British	
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was extremely pleasant and efficient.	Given constant information. Friendly staff, clean, comfortable.	Could not ask for better service.	Female	12-15	White British	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Sorted us out straightaway, nothing was too difficult. Came down here from Chulmleigh with nothing and help me everything.	They were so helpful and nothing too much trouble.	Nothing.	Female	Under 6	White British	

70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because they looked after my son for over a week and myself. They are brilliant.	Very friendly and made us feel as comfortable as possible.		Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I was treated like a family member and my child was looked after so well. They made me feel confident. Very empathetic and professional medical staff. Thank you.	Personal treatment. I even got a massive hug when I needed it.	Nothing.	Male	Under 6	White British	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Pleased to be taking my son home with a smile on his face! Thank you.			Male	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are attentive & aware to the needs of the patient & they all ask if everything is ok even if not dealing with you.	Friendly & helpful staff, felt looked after.		Female	Under 6	White British	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, helpful staff - made a difficult time easier. Many thanks.				Under 6	White British	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & very welcome.	Made to feel welcome and at ease.	Maybe a little quicker with the doctor for results.				
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful.			Male	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are a credit to the Trust.	The care given to my son.		Male	Under 6	White British	
78	Caroline	Yes	Parent/Guardian/	Staff are absolutely	All of it. Mainly	No.	Male	Under	White	

	Thorpe Ward		Carer	amazing & do their utmost in caring for the patient & also reassuring the parents. No-one is ever too busy to help or answer a question.	the reassurance.			6	British	
79	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff were all wonderful, full of compassion, empathy and kindness. Nothing was too much trouble. The ward is clean and well-equipped.	Privacy and dignity maintained Staff explained every procedure and kept my baby calm throughout.	No need. Everything was great.	Female	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff made a difficult experience manageable. Explaining what was happening to my son at every stage. The nurses had such a good rapport with the kids, making the place a welcoming, professional environment!! V. & L. were nurses we had the most involvement with, compassion & empathy were very much the way they operated & brought with them a fantastic sense of humour	Thought for parents was obviously thought about. Whilst not expected we were fed and helped with our personal situations as well as that of our sons.	Once we were discharged it felt as though we were waiting for a long time. We understand staff were busy & there are people who need their valuable help but we were keen to take our poorly son home but had to wait for medication.	Male	Under 6	White British	

				which made a difficult situation manageable.						
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Attended to promptly. Friendly & answered all our questions.	Prompt attention.		Female	Under 6	White British	
82	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because the staff are very caring of both my son and myself. They are very attentive and kind.	They care.		Male	12-15	White British	
83	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Absolutely fantastic with my daughter and us - very hospitable. Didn't leave us waiting around too long. We are going away feeling that they had done everything they could for her and we feel very reassured!	T. felt happy. All the staff were lovely to her and I think that made a big difference in how she reacted to being here!		Female	Under 6	White British	
84	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Even though waiting times for a doctor to come round were very long, the service received was appropriate and good. Everyone is helpful and polite.	All staff were helpful and nice, friendly. Clean environment, plenty to keep children / adults entertained.	More staff in case of unexpected business so children on ward can be seen quicker and discharged if need be.	Female	Under 6	White British	
85	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good experience. Doctor at A&E very informative and explained clearly what he was doing. All staff very	Staff. Facilities.	Some updates required to certain areas of building.	Female	Under 6	White British	

				attentive and caring. S. taking time to make daughter feel comfortable.						
86	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and give plenty of advice.	Nurses made constant check on my son throughout the night.	N/A.	Male	Under 6	White British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All of the staff were very friendly, kind and helpful. My daughter has been quite upset during her stay but everyone gave her lots of support while she got better. Thank you X !	Staff so friendly and helpful!		Female	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff, kept us informed of what was going on.	The friendly staff.		Female	Under 6	White British	
89	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Amazing staff, great with my son who was first time into surgery.	Great facilities, lovely staff.	Nothing.	Male	6-8	White British	
90	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent service, kind, caring staff, ward manager offered tea & coffee, very welcome Thank you.		Nothing. H. care has been first class.	Male	6-8	White British	
91	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very kind and friendly XX.			Female	16-18	White British	
92	Caroline Thorpe	Yes	Parent/Guardian/Carer	Very reassuring & supportive.	Staff were great.	N/A.	Female	Under 6	White British	

	Ward									
93	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female		White British	
94	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind & supportive staff. My daughter was well looked after, appropriate advice given, felt comfortable & looked after.			Female	Under 6	White British	
95	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff. Quickly came and sorted my daughter, explained things clearly, easy to understand, helpful.			Female	Under 6	White British	
96	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone very helpful and kind.	Everyone was very attentive & helpful.	I think I wish the X-ray would have been done a day earlier.	Male	Under 6	White British	
97	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful & friendly staff.			Male	Under 6	White British	
98	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Calm, friendly, clean and happy to help.	Given a quiet room (needed for breastfeeding mum).		Male	Under 6	White British	
99	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff.	Very clean ward with good facilities for our toddler to occupy her.	There was a wait to see the doctor but that is understandable on Xmas day. Staff looked after us very well.	Female	Under 6	White British	
100	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They looked after me. It's fun.	The playroom. Doctors and nurses are nice.		Male	6-8	White British	
101	Caroline	Yes	Parent/Guardian/	Excellent, kind, caring	The excellent care	Nothing.	Male	Under	White	

	Thorpe Ward		Carer	staff.	my son received.			6	British	
102	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful staff. Generous and caring. Ward is always clean & tidy.			Female	Under 6	White British	
103	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and helpful. Gave lots of advice, also gave my child a hot meal and toys to make feel comfortable.	See previous comment.	Nothing.	Female	6-8	White British	
104	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Efficient, kind staff.	Very brief stay only for an appointment but well looked after.	Nothing.	Female	Under 6	White British	
105	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My child was treated with amazing care. Staff were fantastic, reassuring and showed great level of understanding and made us feel very safe.	Staff were fantastic.	Nothing!	Female	Under 6	White British	
106	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, especially J. Very Christmassy. Welcomed my other children.	Everything!	Nothing!	Female	Under 6	White British	
107	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very professional and kind / caring service. We came in on Xmas Eve with a poorly baby, he was well looked after and all our concerns were addressed.	Kindness, professionalism and efficiency of the staff.	Nothing. Superb service.	Male	Under 6	White British	



108	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff very friendly, helpful, welcoming, made us feel comfortable.	The staff.		Male	Under 6	White British	
109	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We had swift and comforting care from all staff. Were friendly and gave good explanations of all tests / results.	Staff. Facilities.	N/A.	Male	Under 6	White British	
110	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I've (both parents) can't give high enough praise to the staff here. Their dedication, empathy and understanding are without measure. Their kindness and reassurance for us all is greatly appreciated. It's only when a loved one becomes poorly that you truly see how special and unique you people are.	The staff are attentive. We were made to feel welcome and offered refreshments. The care they gave to our little girl and the interest they showed was fantastic.	In relation to the medical staff, absolutely nothing. They were faultless. Organisationally, every parent wants their child seen quickly, but I understand this is down to resources & demand, I'm a police officer and understand this better than most.	Female	Under 6	White British	
111	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff and we were informed of every step with our baby son.	How quick we were seen.	Nothing.	Male	Under 6	White British	
112	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are very friendly and helpful.	It was quick and organised.		Male	Under 6	White British	
113	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have always been caring and kind when we have been	The staff.		Male	12-15	White British	

				in hospital.						
114	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nurses are very friendly & caring & thorough in explaining things.	The care.		Female	9-11	White British	
115	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care was delivered by a high dependency children's nurse and was immediate, professional and thorough.	Genuinely caring staff.	Feed dad as well as mum.	Female	Under 6	White British	
116	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Wonderful care from expert staff. Thank you so much.	Personable, kind, caring staff.		Male	Under 6	White British	
117	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind caring staff who make you feel welcome at anytime.	The nurses made the room very comfortable for us. Thank you.		Female	Under 6	White British	
118	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly & supportive & welcoming environment with wonderful playroom. Thank you.	Friendly & supportive staff. Very good play area.	No.	Male	Under 6	White British	
119	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	16-18	White British	Do not publish
120	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because the staff that are here want to do a fantastic job.	The care from arriving in A&E through to Caroline Thorpe Ward, the staff were welcoming & helpful.	The thing that is failing Caroline Thorpe Ward is annoying & a shame for myself as a parent, but completely nothing. The staff unable to fulfil their job is that more having to contact another hospital for answers to my son's illness while here at NDDH. There was a brand	Male	6-8	White British	

						new fully functioning ENT ward to use and this gone. Shame on NHS & a big shame for staff, myself & my son. It's making the amazing and already hard-pushed & pressured staff even more pressured & in all has made our visit to NDDH very much more distressing.				
121	Caroline Thorpe Ward	Yes	Patient				Female	6-8	White British	Do not publish
122	Caroline Thorpe Ward	Yes	Patient	Nurses are really lovely and friendly while also trying to make it fun.	Best bit was G. and V. doing their Christmas singing.	Everything was amazing!!		12-15	White British	
123	Caroline Thorpe Ward	Yes	Patient	Kind & helpful, helped N. out. Thanks.	Kind & welcoming.	Nothing.	Male			
124	Caroline Thorpe Ward	Yes	Patient	Because the nurses were nice.	Good bathrooms, good condition.	Nothing.	Male	9-11	White British	
125	Caroline Thorpe Ward	Yes	Patient	The staff were fun and easy to talk to. Plus if you want chicken nuggets and chips for tea you can have them!	I had another child that I knew in the same bay.		Female	12-15	White British	
126	Caroline Thorpe Ward	Yes	Patient	Everybody was very calm and kind and thoughtful. Offering comfort and reassurance when I was worried.	How well everyone communicated and took care of me after my surgery.	Nothing.	Male	9-11	White British	
127	Caroline Thorpe	Yes	Patient	Nurses were excellent and a	S. was excellent.	Surgeons to be on time.	Female	12-15	White British	

	Ward			pleasure to have around to reassure us. Especially S.						
128	Caroline Thorpe Ward	Yes	Patient	Very kind, kept us well-informed.			Male	12-15		
129	Caroline Thorpe Ward	Yes	Patient	Everyone is really nice and I felt safe and cared of.	Lots to do - felt like entertainment! Enjoyed the DVDs that I could watch in bed with my broken leg up and the tech kit from the teacher.	Nothing.	Male	12-15	White British	
130	Caroline Thorpe Ward	Yes	Patient	Because lots of nice nurses come into this ward.	We had a comfy bed.	Nothing.	Male	6-8	White British	
131	Caroline Thorpe Ward	Yes	Patient	The nurses were very helpful and explained everything that was happening with my daughter in a way I could understand. Very accommodating. The doctors where great. Diagnosed my daughter straightaway and treated her promptly. Thank you!!!	As previous answer.	Nothing! Great!	Female	Under 6	White British	
132	Caroline Thorpe Ward	Yes	Patient	To show when they go in hospital that they should feel welcome and to not feel shy.	The nurses were very calming. They were very kind and loving.		Female	9-11	White British	

133	Caroline Thorpe Ward	Yes	Patient	I gave that answer because S. was really nice to me.	The company.	You could have been no better.	Female	9-11	White British	
134	Caroline Thorpe Ward	Maybe		Nursing staff are lovely. Systems need work to reduce delays / frustration.	Friendly staff.	Speed it up!	Female	16-18	White British	
135	Caroline Thorpe Ward	<b>Not entered</b>	Parent/Guardian/Carer	Such caring & approachable staff - create a wonderful, relaxed and friendly atmosphere.	Nursing care was absolutely outstanding.	Nothing!	Male	Under 6	White British	
136	Fortescue Ward	Extremely Likely					Female	over 65	White British	
137	Fortescue Ward	Extremely Likely		Z. was exceptional and other nurse (all). Food ok - no problems. A&E staff all ok.		None. All ok.	Male	Over 65	White British	
138	Fortescue Ward	Extremely Likely		Treated very well.			Female	Over 65	White British	
139	Fortescue Ward	Extremely Likely		Excellent nurses and staff. Very friendly. Their kindness was noticed by family visiting. Very clean & organised.			Male	36-45	White British	
140	Fortescue Ward	Likely		The food is brilliant. So clean. I had a fall and just want to go home to my wife who is on dialysis.		The food is brilliant. So clean. I had a fall and just want to go home to my wife who is on dialysis.	Male	over 65	White British	
141	Fortescue Ward	Likely		Friendly & caring nurses and catering staff, cleaning staff & porters.		More nurses.	Female	56-65	White British	

142	Fortescue Ward	Unlikely		As it's the dementia ward, and not being a dementia patient, it would hard to recommend it.		Installation of better wifi in the wards.	Female	over 65	White British	
143	Fortescue Ward	<b>Not entered</b>		Very friendly staff. Nothing too much trouble. Doctor on the ward nearly all the time.		Cannot fault the ward in any way.	Female	Over 65	White British	
144	Glossop Ward	Extremely Likely		The staff are friendly and helpful.		Make the food taste better - it's horrible.	Male	26-35	White British	
145	Glossop Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
146	Glossop Ward	Extremely Likely		The staff and service are excellent.			Male	46-55	White British	
147	Glossop Ward	Extremely Likely		The atmosphere in the ward is good and welcoming.			Female	over 65	White British	
148	Glossop Ward	Extremely Likely		Because the staff have been very helpful.			Female	over 65	White British	
149	Glossop Ward	Extremely Likely		The staff have been kind and considerate. The food has been excellent.			Female	over 65	White British	
150	Glossop Ward	Extremely Likely					Female	over 65	White British	
151	Glossop Ward	Extremely Likely		They have been available if and when I needed them.			Female	over 65	White British	
152	Glossop Ward	Extremely Likely					Female	over 65	White British	
153	Glossop Ward	Extremely Likely		Well treated and looked after by everyone.			Male	over 65	White British	

154	Glossop Ward	Extremely Likely		Well treated & looked after by all staff.			Male	over 65	White British	
155	Glossop Ward	Extremely Likely		Clean ward, staffed by dedicated professional.			Male	over 65	White British	
156	Glossop Ward	Extremely Likely		Efficiency & professional approach by all staff, including non-medical.			Male	over 65	White British	
157	Glossop Ward	Extremely Likely		Everyone helpful & given care needed.			Female	16-25	White British	
158	Glossop Ward	Extremely Likely		Excellent service by all.			Male	over 65	White British	
159	Glossop Ward	Likely		Overall good - sometimes not so good. I had to wait over an hour for pain relief. The consultant is brilliant and talks in plain English. Food slightly better than Plymouth but could improve.		Better food. Tasks on the ward seem haphazard and could be better organised.	Male	56-65	White British	
160	Glossop Ward	Likely		Well looked after.			Male	over 65	White British	
161	Glossop Ward	Likely		Well treated by all.			Male	over 65	White British	
162	Intensive Care Unit	Extremely Likely		The staff are brilliant.		All good. Need more money to be spent on NHS at home and not sent abroad.	Female	over 65	White British	
163	King George V Ward	Extremely Likely		10 out of 10. An amazing experience. The staff are truly wonderful.			Female	over 65	White British	

164	King George V Ward	Extremely Likely		The staff are all so friendly and very efficient, nothing is too much trouble for them.		Absolutely nothing. More than happy with everything, the food is acceptable, cleanliness is first class, Sodexo staff are brilliant.	Female	56-65	White British	
165	King George V Ward	Extremely Likely		I have no problems at all with any of the staff. I have said this on numerous occasions as the staff on this ward are wonderful.		I wish there was more privacy on the ward when talking to the doctors.	Female	over 65	White British	
166	King George V Ward	Extremely Likely		The staff are truly wonderful. So caring, kind and show genuine feeling.		No. My care has been good, the food is more than acceptable, cleanliness is spot on. My only concern at times would be better communication between the different doctors, as their opinions always seem to differ so much.	Female	56-65	White British	
167	King George V Ward	Extremely Likely		Do not have to even think about this. Just wonderful, caring staff -all of them.		A very difficult question. We all have different expectations but, in my opinion, no. Everything is being done to the best of their abilities. Their dedication is unquestionable. Thank you, everyone.	Female	56-65	White British	
168	King George V Ward	Extremely Likely		All the staff are so very kind and thoughtful. So reassuring.		None really. I am delighted with my care, thank you. I live alone at home so when I am in here the staff help me make me feel my life is important. Their care has been first class. I cannot thank them enough.	Female	46-55	White British	



169	King George V Ward	Extremely Likely				No. To be honest everything is good, especially now that I have been diagnosed with my problem. I am just awaiting to find about my new diet then hopefully off home.	Female	36-45	White British	
170	King George V Ward	Extremely Likely					Female	46-55	White British	
171	King George V Ward	Extremely Likely		Everyone has been friendly.			Male	56-65	White British	
172	King George V Ward	Extremely Likely		Pleasant and kind staff.			Male	16-25	White British	
173	King George V Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
174	King George V Ward	Extremely Likely		Clean and comfortable.		More nurses and fewer agency nurses who don't have the same knowledge of the patient and whose attitude in general is not as good.	Female	46-55	White British	
175	King George V Ward	Extremely Likely		All very good at their job.			Female	46-55	White British	
176	King George V Ward	Extremely Likely		Very methodical with the diagnosis.			Female	over 65	White British	
177	King George V Ward	Extremely Likely		Well looked after by all			Female	over 65	White British	
178	King George V Ward	Extremely Likely		A spotlessly clean ward.			Female	over 65	White British	
179	King George V	Extremely Likely		Very well looked after.			Female	over 65	White British	

	Ward									
180	King George V Ward	Extremely Likely		A very clean ward and friendly staff.			Female	over 65	Other ethnic group	
181	King George V Ward	Extremely Likely		Good, friendly staff. The ward is very clean.			Female	36-45	Asian / Asian British	
182	King George V Ward	Extremely Likely		The staff on the ward are marvellous, especially with their care, kindness etc. shown after my cancer surgery.		No I cannot emphasise enough the quality of my passage throughout my care from Petter Ward and on KGV. Thank you to you all.	Female	36-45	White British	
183	King George V Ward	Extremely Likely				No, not at all. 100% quality care from some amazing people.	Female	over 65	White British	
184	King George V Ward	Extremely Likely		The staff are all so kind, caring and comforting to me, especially due to my circumstances for being in here.		Not a thing and I mean that. Absolutely wonderful, wonderful staff.	Female	over 65	White British	
185	King George V Ward	Extremely Likely				No, to be honest I cannot think of anything. 100% dedication shown by all staff. I do include the Sodexo staff in this. I have found the hospital spotless.	Female	over 65	White British	
186	King George V Ward	Extremely Likely				No, nothing really. In fact, I am very impressed, very impressed indeed. My first real time in hospital. Nothing like you read about in the paper.	Male	over 65	White British	
187	King George V Ward	Extremely Likely					Male	over 65	White British	

188	King George V Ward	Extremely Likely					Female	over 65	White British	
189	King George V Ward	Extremely Likely		Very professional attitude after what I have had done in surgery. I can only applaud their wonderful, kind, caring manner.		What a difficult question. My care right from the start has been of excellent quality. I now await to see what the aftercare is like. Thank you.	Female	56-65	White British	
190	King George V Ward	Extremely Likely		The care I received by all the dedicated staff was second to none. Efficient and friendly. Nothing was too much trouble. A credit to the hospital. I cannot thank the staff enough.		No, not really.	Female	Over 65	White British	
191	King George V Ward	Extremely Likely		All staff were amazing. The care was brilliant, despite everyone being so very busy. Thank you.			Female	46-55	White British	
192	King George V Ward	Extremely Likely					Female	Over 65	White British	Do not publish
193	King George V Ward	Extremely Likely		Everyone was friendly and caring. Thank you all.			Male	26-35	White British	
194	King George V Ward	Extremely Likely		All staff from cleaners through to nurses to doctors were very pleasant. Very efficient.			Female	56-65	White British	
195	King George V	Extremely Likely		The girls in this ward are unbelievable.		How do you better excellent? They are the best.	Male	Over 65	White British	

	Ward			Everyone gets 5*. It's very difficult to describe just how good they are. But nothing was too much bother and always with a smile. So, thank you for looking after me.						
196	King George V Ward	Likely		The staff are all lovely, the ward is always spotlessly clean, the staff so kind and polite.		No. I am quite happy with my care, the cleanliness is fine, food can be so so - acceptable. It would be better if served on a hot plate but I guess that is nitpicking.	Male	over 65	White British	
197	King George V Ward	Likely		Well looked after.			Female	Over 65	White British	
198	King George V Ward	<b>Not entered</b>		Pleased with the way the ward is run.			Male	over 65	White British	
199	Lundy Ward	Extremely Likely		The treatment has been excellent - from friendly staff.		There appears to be too much paperwork.	Male	over 65	White British	
200	Lundy Ward	Extremely Likely		The service and attention has been good.			Male	over 65	White British	
201	Lundy Ward	Extremely Likely		The staff have been excellent, including non-medical			Male	36-45	White British	
202	Lundy Ward	Extremely Likely		Well looked after - way beyond expectations.		It is rather noisy at night.	Male	over 65	White British	
203	Lundy Ward	Extremely Likely		A very clean and friendly ward.			Female	over 65	White British	
204	Lundy Ward	Extremely Likely		Well treated by all the staff and the			Male	over 65	White British	

				food is good.						
205	Lundy Ward	Extremely Likely		Well looked after.			Female	16-25	White British	
206	Lundy Ward	Extremely Likely		The staff have been so good and kind.			Female	over 65	White British	
207	Lundy Ward	Extremely Likely		Very friendly and have listened.			Male	56-65	White British	
208	Lundy Ward	Extremely Likely		Everyone has been helpful and friendly.			Male	over 65	White British	
209	Lundy Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
210	Lundy Ward	Extremely Likely		Well looked after by all			Male	over 65	White British	
211	Lundy Ward	Extremely Likely		Very good ward			Female	over 65	White British	
212	Lundy Ward	Extremely Likely		Well looked after by all.		Lots of waste that could be reused e.g. I was sent a supply of catheters at home and when I tried to return them unopened they would not accept them.	Male	over 65	White British	
213	Lundy Ward	Extremely Likely		The treatment is excellent.			Male	over 65	White British	
214	Lundy Ward	Extremely Likely		Well looked after by kind professionals.			Female	over 65	White British	
215	Lundy Ward	Extremely Likely		Good service from friendly staff.			Male	36-45	White British	
216	Lundy Ward	Extremely Likely		Staff friendly & helpful.		Food needs improving.	Female	46-55	White British	
217	Lundy Ward	Extremely Likely		Friendly & helpful staff, including non-medical.			Male	46-55	White British	
218	Lundy Ward	Extremely Likely				Nothing really. All staff give an over and above quality care service.	Male	over 65	White British	
219	Lundy	Extremely		The staff are very		Medically all good, spotlessly	Female	56-65	White	

	Ward	Likely		attentive, easy to talk to, the doctors, the nursing care is amazing and believe me, as a visitor to Devon, also being a nurse myself, I can tell you this ward and hospital is brilliant.		clean, food acceptable. One comment (not a complaint) in our hospital, all around the wards that they have A4 laminated sheets explaining the different types of uniforms worn by the staff - it can be confusing otherwise.			British	
220	Lundy Ward	Extremely Likely				To be honest, I do not see how you could improve anything, I am very pleased with my care, the staff are brilliant.	Female	over 65	White British	
221	Lundy Ward	Extremely Likely		The staff are all set on giving their best at all times. Made to feel very welcome.		No, not really. The ward is spotless, the food is good and the staff are doing as good as they can do within their hours on duty.	Male	over 65	White British	
222	Lundy Ward	Extremely Likely		Just all the staff, made very welcome, also very professional team.		What a difficult question. No, not really. Well, nothing that comes into my mind anyway. So all good.	Female	56-65	White British	
223	Lundy Ward	Extremely Likely		Everything was excellent.						
224	Lundy Ward	Extremely Likely		Caring, considerate nursing staff.		Change the caterers.	Male	Over 65	White British	
225	Lundy Ward	Extremely Likely		Staff have been great. Great bedside manners. Quick and efficient.		Just communication between ward / pharmacy about duration of receiving meds when being discharged.	Female	26-35	White British	
226	Lundy Ward	Extremely Likely		Everyone very pleasant & attentive, checking on a regular basis, able to give information.		Probably need to check food is ordered for the next day (if admitted late in the day / night).	Male	Over 65	White British	
227	Lundy	Extremely		Friendliness of the		Arriving in ward after 6.30pm	Female	Over	White	

	Ward	Likely		staff. Small numbers in rooms.		not able to get suitable food.		65	British	
228	Lundy Ward	Extremely Likely					Female	Over 65	White British	Do not publish
229	Lundy Ward	Extremely Likely		Everyone I came into contact with on the ward were professional and caring - a credit to the NHS and Barnstaple. Thank you.			Male	46-55	White British	
230	Lundy Ward	Extremely Likely		Well looked after.			Male	56-65	White British	
231	Lundy Ward	Extremely Likely		Everyone looked after me 100%.			Male	Over 65	White British	
232	Lundy Ward	Extremely Likely		Friendly and helpful staff.			Male	26-35	White British	
233	Lundy Ward	Extremely Likely		Very good.		No.	Female	Over 65	White British	
234	Lundy Ward	Extremely Likely		Excellent, professional care and personal kindness and care by all the nurses and staff. God bless you all.		No, but what a blessing it has been to have quiet nights! Thank you.	Male	Over 65	White British	
235	Lundy Ward	Extremely Likely		Well looked after during my stay. Staff and doctors very efficient & caring. 10 plus. Thank you.			Male	Over 65	White British	
236	Lundy Ward	Extremely Likely		Well looked after.		Better times between meals - felt a little rushed.	Female	Over 65	White British	
237	Lundy Ward	Extremely Likely					Female	Over 65	White British	
238	Lundy Ward	Extremely Likely		The staff are professional and						

				friendly and the care system is applied well and with dignity for the patients. Many thanks.						
239	Lundy Ward	Likely					Female	56-65	White British	
240	Lundy Ward	Likely					Male	26-35	White British	
241	Lundy Ward	Likely		Staff always extremely helpful and very friendly. N.B. The above is based on a 5 week stay.		None.	Male	Over 65	White British	
242	Lundy Ward	Likely		The care I received has been excellent.			Female	36-45	White British	
243	Lundy Ward	<b>Not entered</b>		Well treated and looked after by everyone.			Male	over 65	White British	
244	Staples Ward	Extremely Likely					Female	over 65	White British	
245	Staples Ward	Extremely Likely				Very nice staff.		over 65	White British	
246	Staples Ward	Extremely Likely		The staff at the NDDH are wonderful. No way you can criticise them. If any one do that's life! I am sure what these ladies do is for their patient. I am one of them and I have been treated excellent. Thank you all the staff.		Yes. At the moment, we are an upside down pyramid - bosses on top, the workers on the bottom.	Male	Over 65	White British	



247	Staples Ward	Extremely Likely		Everyone has been extremely kind and helpful to myself & my mother. If ever I need this kind of care I would want to come here. Thank you. Food is very good. All the staff are wonderful.		No. I have nothing but praise for this ward. Thank you.	Female	Over 65	White British	
248	Staples Ward	Extremely Likely		Staff extremely helpful, especially J. - the occupational therapist.			Female	56-65	White British	
249	Staples Ward	Likely		I have had one bad experience with a nurse who did not speak good English and did not know my diagnosis when I complained of chest pain.		Everything is fairly good apart from the one incident.	Female	over 65	White British	
250	Tarka Ward	Extremely Likely		Everyone seems to do their job in a very professional manner.		Very difficult. I am more than happy, food more than adequate, so clean. The nursing staff are amazing.	Female	over 65	White British	
251	Tarka Ward	Extremely Likely		All the staff are very good, so friendly. Very good at their job.		No. As far as I am concerned, everything is more than adequate. The staff are so hardworking. Be good if we had wifi.	Female	46-55	White British	
252	Tarka Ward	Extremely Likely		Wonderful - no trouble at all. Fabulous staff.		Very difficult question. I don't think that there is anything else that you can do. Other people may want more but that is people's expectations I guess. Thank you to all.	Female	over 65	White British	

253	Tarka Ward	Extremely Likely		100% top quality care from the superb staff from the moment you arrive on the ward.		No. Very good care, nice patients in the bay as well. So all good, thank you.	Female	over 65	White British	
254	Tarka Ward	Extremely Likely				Not really, just a bit better communication at times but, generally, the care is excellent.	Male	over 65	White British	
255	Tarka Ward	Extremely Likely		All so kind and nothing (and I mean nothing) is too much trouble. Absolutely wonderful people.		No. All is very good, thank. N. from Sodexo is excellent at her job, always a smile and a kind word, always so busy, the food is fine, cleanliness is good. Thanks to the nurses, my medical care is excellent.	Female	over 65	White British	
256	Tarka Ward	Extremely Likely					Male	56-65	White British	
257	Tarka Ward	Extremely Likely		Everyone so friendly, always concerned with my wellbeing, so hardworking, they never seem to stop.		No. Top notch. As a young man, first real time in a hospital. I am very impressed. Lived up to and above my expectations. Thank you.	Male	16-25	White British	
258	Tarka Ward	Extremely Likely		Attitude and sensitivity of the nursing staff towards the patients.		Bay 3 heating appears to be faulty. The patient had to ask for an extra blanket.	Female	over 65	White British	
259	Tarka Ward	Extremely Likely		Very relaxed atmosphere. The staff are wonderful, always a smile from the start to the end of their long shifts. Nothing is too much trouble.		No, nothing. Actually the staff have bent over backwards to help me. As a vegan, my diet has been followed through to my request. So, all in all, a good experience so far.	Female	56-65	White British	
260	Tarka Ward	Extremely Likely		Had operation on the 6.12.16. Spent about			Male	56-65	White British	

				7 hours waiting in recovery for a bed. It was not an emergency op. so people knew what was going on. The staff were brilliant from Mr W. to the lowest on the ward. Unfortunately, it was the system that let the staff down.						
261	Tarka Ward	Extremely Likely		Wonderful staff & care I have had. I cannot fault it at all. Thank you everyone for looking after me.			Female	Over 65	White British	
262	Tarka Ward	Extremely Likely		Staff were very helpful and willing to listen.		Keep going as you are.	Male	Over 65	White British	
263	Tarka Ward	Extremely Likely		Nothing too much trouble. Looked after brilliantly.			Male	Over 65	White British	
264	Tarka Ward	Extremely Likely		I was looked after extremely well from start to finish. Your staff go the extra mile all the time even with a 12hr shift.		Free landline local is excellent. Wifi not good in certain wards. Review the care plan for a patient who does not meet the 'norm', responds on a routine procedure.	Male	56-65	White British	
265	Tarka Ward	Extremely Likely		All personnel were extremely professional, courteous and kind. I have nothing but thanks for all.		None. Keep the good work up.	Male	Over 65	White British	
266	Tarka Ward	Extremely Likely		Pleasant, friendly staff who all know			Female	Over 65	White British	

				[illegible] their job well. Thank you.						
267	Tarka Ward	Extremely Likely		I have received excellent care from all levels of staff. They are kind and considerate to your needs. They also listen to what you have to say. They are also cheerful & helpful. I really appreciate all the care I received. Thank you.		The food was not very appetising. Porridge was delicious, mash was awful.	Female	Over 65	White British	
268	Victoria Ward	Extremely Likely		The staff have all been so good.		Get more staff and lessen the paperwork.	Female	over 65	White British	
269	Victoria Ward	Extremely Likely		Everyone is very friendly. A good atmosphere.		Satisfied as it is.	Female	over 65	White British	
270	Victoria Ward	Extremely Likely		The nurses are very good. All the staff are very helpful.		Need to do some of the heart operations here to release beds and reduce frustration caused by waiting.	Male	over 65	White British	
271	Victoria Ward	Extremely Likely		The nurses are all so kind, friendly and helpful.		The food has been a problem due to dietary restrictions but this has been attended to and has improved. The dietician has been very helpful.	Female	over 65	White British	
272	Victoria Ward	Extremely Likely		The staff are very friendly and hardworking.		Short of staff on some days.	Female	over 65	White British	
273	Victoria Ward	Extremely Likely		The nurses are excellent but information is not forthcoming at times.		Frustrated by delays in treatment for heart and lack of information from consultants about the wait to go to Exeter for treatment.	Male	over 65	White British	

274	Victoria Ward	Extremely Likely		Very professional and caring.		Very happy the way it is.	Male	over 65	White British	
275	Victoria Ward	Extremely Likely					Female	over 65	White British	
276	Victoria Ward	Extremely Likely		Amazing staff, truly wonderful people, doing a fabulous job of work.		These people give 110% so I find it difficult to see how they can improve, unless more staff I guess.	Female	over 65	White British	
277	Victoria Ward	Extremely Likely				No, I just am hoping the doctors can find out exactly what is wrong to save me coming in and out of hospital all the time.	Female	over 65	White British	
278	Victoria Ward	Extremely Likely		Only been on the ward a short time but so far all is very good.		No problems whatsoever from the ambulance service to present. Amazing quality of care.	Male	over 65	White British	
279	Victoria Ward	Extremely Likely				Everything is brilliant right up to discharge. As a professional myself in my work surely there must be a way to speed up the procedure rather than a). having patients hanging around on the ward and b). freeing up the bed but my word these staff earn their money. Brilliant.	Male	56-65	White British	
280	Victoria Ward	Extremely Likely		Good care, excellent actually. Amazing people from Sodexo to consultants.		Medical care has been and is superb. I do have a personal thanks to L. the staff nurse. May I suggest one thing to our lovely hospital and that is as I have a defibrillator pacemaker fitted, I come to the clinic for my check up and there is no signal in the room for the staff to check if my	Male	over 65	White British	

						machine is working. Just an idea to find these people a room with a signal. Last time I had to walk out into a public area to test it out. This is not a complaint just an observation				
281	Victoria Ward	Extremely Likely		Have found the staff really helpful.		No.	Male	Over 65	White British	
282	Victoria Ward	Extremely Likely		I was impressed by the level of care and support by each member of different staff and the quality of treatment.		With thanks to all. The only difficulty was that I could receive but not send emails but that was work related.	Female	Over 65	White British	
283	Victoria Ward	Extremely Likely		1. Pleasant, genuine staff. 2. Generally clean and tidy. 3. Good facilities (toilet, shower etc.).		Share current information or create a system that does this.	Male	56-65	White British	
284	Victoria Ward	Likely		The ward is too busy - more staff needed.		Keep the cottage hospitals to ease pressure on beds.	Male	over 65	White British	
285	Victoria Ward	Likely		A clean and friendly ward.		More money is needed.	Male	over 65	White British	
286	Victoria Ward	Likely		The staff working certainly do their utmost to care for you but, in my opinion, understaffed, leaving the ones working to have to be on their toes at all times.		Medical care and cleanliness is fabulous. Very, very busy people. I would like to suggest to Sodexo staff when serving food, why not alternate ends of wards as a starting point? This would hopefully give a better chance of getting a hot meal. I have noticed this both on Victoria and Glossop. Also, heard patients that say the same and agree with me. Not a massive complaint, just an observation and an idea to	Female	56-65	White British	

						improve what is already a great service.				
287	Victoria Ward	<b><i>Not entered</i></b>		The care I have had here was very good but I can't see how you recommend a ward to friends as if you have a heart attack you have no choice but to get treatment where you are taken asap.			Female	Over 65	White British	