

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

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

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

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

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

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

	Ward / Unit	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Acute Stroke Unit	Extremely Likely		Wonderful care by wonderful people. I feel like I am being led in the right direction.		None that I can think of. All seems very good.	Female	over 65	White British	
2	Acute Stroke Unit	Extremely Likely		The staff are so kind and caring. I can compare to hospitals abroad so I do appreciate this kindness and homeliness shown as well as the good medical care.		Not really. Only one thing. It would be great to have wifi as I am away from my family. It would be brilliant to Skype my children.	Female	26-35	White British	
3	Acute Stroke Unit	Extremely Likely		Everyone is so polite and the staff are brilliant. They are helpful and kind.		Have been on ITU and this unit and I could not have asked for better care in both places. They saved my life and I am so grateful.	Male	over 65	White British	
4	Acute Stroke Unit	Extremely Likely		It is amazing here. Staff are kindness		Everything here is spot on.	Male	over 65	White British	

				themselves.						
5	Acute Stroke Unit	Extremely Likely		Absolutely fine. Fabulous care and kindness shown by all the staff.		I cannot really think of anything. Since being admitted to the hospital the staff from housekeeping through to consultants have all been fantastic.	Male	over 65	White British	
6	Acute Stroke Unit	Extremely Likely		I am so pleased by the way these wonderful, professional staff have looked after me. Nothing is too much trouble to any of them.		As a long-term patient suffering with various issues, it was a shock to me to have a stroke on top of everything else but the staff and my family give me strength. I cannot say the hospital could provide anything better. Just keep our hospital please. No cutbacks. We need every bed.	Female	36-45	White British	
7	Capener Ward	Extremely Likely		Amazing quality of care, what more can I say?		Not really. In my opinion, the ward are doing their level best at all times.	Female	56-65	White British	
8	Capener Ward	Extremely Likely		The ward is very well run by a great team. Very professional. No problems at all.		Only staffing levels. The nurses etc. are rushed off their feet.	Female	over 65	White British	
9	Capener Ward	Extremely Likely		Just the amazing care really. The staff are all kind, caring, they all seem to listen to your problems. Very satisfied - just awaiting surgery and so I hope the same care continues afterwards.		Not that I can think of. Clean, good food etc. The staff deserve a medal.	Male	36-45	White British	
10	Capener Ward	Extremely Likely		I have had wonderful care and treatment in all departments		Not at all. I am amazed actually, just awaiting my consultant to receive	Male	over 65	White British	

				from A&E through to present care on Capener.		information via video link with Birmingham hospitals to discuss my future treatment.				
11	Capener Ward	Extremely Likely		Everyone helpful.		All good.	Female	56-65	White British	
12	Capener Ward	Extremely Likely		The staff are polite and nice but the bed is awful.		Just the beds. Too hard.	Female	over 65	White British	
13	Capener Ward	Extremely Likely		I came in with a bad foot. Everyone has been so kind. I am a carer myself and the staff here are marvellous.		Everything perfect.	Female	over 65	White British	
14	Capener Ward	Extremely Likely		The staff are kind		The doctors have not discussed my treatment. They just tell me what they are going to do.	Male	over 65	White British	
15	Capener Ward	Extremely Likely		I have been well looked after.		I came here twelve years ago. The food is much better now.	Male	over 65	White British	
16	Capener Ward	Extremely Likely		The care and attention is good. They could not have been more attentive.		Do not wake patients up in the middle of the night to move them to another ward.	Male	over 65	White British	
17	Capener Ward	Extremely Likely		The staff are good. One staff member (J.) is fantastic.		Communication between 111 and other services is not good.	Male	over 65	White British	
18	Capener Ward	Extremely Likely		A clean ward and the nurses are so friendly.		Fine as it is.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		I feel very much at home - can always look out and see the countryside.		Too much information is concealed - communication could be improved.	Female	over 65	White British	
20	Capener Ward	Extremely Likely		The staff are lovely and work extremely hard.		Very satisfied as it is.	Female	over 65	White British	

21	Capener Ward	Extremely Likely		The love and kindness is first class.		Very happy the way it is. My family is very pleased with the progress I have made.	Female	over 65	White British	
22	Capener Ward	Extremely Likely		All staff have been wonderful		No. Excellent as it is.	Female	over 65	White British	
23	Capener Ward	Extremely Likely		No complaints. The nurses and staff are all very good.		I need to get back to Surrey but need an ambulance and this is apparently not possible any longer.	Female	over 65	White British	
24	Capener Ward	Extremely Likely		They do their job very well.		Very good as it is.	Male	over 65	White British	
25	Capener Ward	Extremely Likely		The staff are brilliant, particularly when under such pressure.		More expenditure needed.	Male	over 65	White British	
26	Capener Ward	Extremely Likely		Cannot complain. Very good.		Fine as it is.	Male	over 65	White British	
27	Capener Ward	Extremely Likely								
28	Capener Ward	Extremely Likely		Staff very helpful, nothing too much for them to help.			Female	Over 65	White British	
29	Capener Ward	Extremely Likely		The ward helped my walking ability following a stroke.			Male	Over 65	White British	
30	Capener Ward	Extremely Likely		The whole team from top to bottom have been absolutely brilliant. Big thank you to you all.		N/A.	Female	56-65	White British	
31	Capener Ward	Likely		All the staff are very nice.		Satisfied as it is.	Female	over 65	White British	
32	Capener Ward	Likely		Very good.						
33	Capener Ward	Not entered		Treated with utmost care & dignity. Cannot praise them high enough.			Female	Over 65	White British	

34	Caroline Thorpe Ward	Extremely Likely		The nurses are so kind and caring. I have had two X-rays.		No, all is very good. Thank you.	Female	Under 16	White British	
35	Caroline Thorpe Ward	Extremely Likely		I have been treated extremely well. The staff are all so friendly and caring.		Not really. I think everything is brilliant. It will be even better after my operation later this morning.	Female	Under 16	White British	
36	Caroline Thorpe Ward	Extremely Likely		So kind and caring. Made to feel at ease by very professional people.		I cannot think of anything. Everything has been explained to us. Lovely people. Spotlessly clean etc.	Female	Under 16	White British	
37	Caroline Thorpe Ward	Extremely Likely		As usual, the staff are 100% professional in all that they do. Senior nurse V. has been wonderful.		I would find it difficult. My only concern is what we are hearing re: cutbacks. I hope this is not true.	Male	Under 16	White British	
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Definitely. Wonderful staff. Clean, friendly, efficient. Thank you x.			Male	9-11	Mixed / Multiple ethnic groups	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are friendly. Were well looked after.	Always being kept up-to-date with plans for treatment etc.	Our eye appt. clinic was over 1.5hrs running late. I understand this can happen. But an ill 3yr old being taken off the ward to wait in the waiting room was a bit too much for her. Maybe the clinic & ward could communicate.	Female	Under 6	White British	
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Lots of toys & resources for children.		N/A.	Female	Under 6	White British	
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Gave J. all the time in the world to help diagnose his condition. Very caring, calm,	Efficient, helped.	Nothing.	Male	9-11	White British	

				excellent staff.						
42	Caroline Thorpe Ward	Yes		Very good doctor. Many thanks to her.						
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are so friendly and caring. Always made to feel comfortable and well looked after. J. is a star.	Friendly atmosphere.	Everything was perfect. Many thanks.	Male	12-15	White British	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff was really nice, helpful and polite. Would definitely recommend to friends.	The help and care we got.	Nothing.	Female	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	So friendly & lovely. Everyone so welcoming, reassuring & kind. Really impressed. Thank you to everyone for making our admission so easy & comfortable.	J. & J. lovely nurses - so kind & caring. F., play reader, so lovely & helpful. All doctors, cleaners porters so kind.	Couldn't be better!	Female	12-15	White British	
46	Caroline Thorpe Ward	Yes	Patient	Very friendly people. Nice atmosphere created for the kiddies in the circumstances.			Male	Under 6	White British	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Truly superb care. Very happy & confident in ongoing diabetic care.	All the staff, the care, the rapport & all your help.	Nothing. You are brilliant. Thank you.	Female	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	A. was very nice & happy. It was a nice atmosphere (and	We were dealt with quickly so stay was brief.	N/A.	Male	Under 6	Mixed / Multiple ethnic	

				made nice tea).					groups	
49	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	You all very good, caring. My daughter like you all xxx.	Smiling and caring approach.		Female	Under 6	Asian / Asian British	
50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and quick to help. Also, very helpful with parents needs and concerns.	Very comforting and helpful.	Nothing really.	Female	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are extremely helpful & reassuring. This unit is very well needed.	Friendly & helpful staff.					
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff.	Lovely staff. Made to feel welcome.	Maybe could've been booked in a little quicker when arrived on ward.	Male	16-18	White British	
53	Caroline Thorpe Ward	Yes		Helpful, friendly staff & always there when needing assistance.	Lots of available staff when need help. Always try to reassure you / make things better.		Female	16-18	White British	
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Everything was great - couldn't ask for more.			Under 6	Asian / Asian British	
55	Caroline Thorpe Ward	Yes	Patient	Friendly staff, breakfast was nice, plenty of fluids, cared, offered pain relief, gentle with me. Thank you.	The staff were very good with me and cared for me well.	Nothing - just continue to do the same.	Male	12-15	White British	
56	Caroline Thorpe Ward	Yes	Patient				Female	9-11	White British	Do not publish
57	Caroline Thorpe	Yes	Parent/Guardian/Carer	All of the nurses and doctors have been	We got seen in good time in the	I could have been told about facilities sooner.	Male	9-11	White British	

	Ward			lovely and helpful.	morning by nurse and surgical doctor.					
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly staff. Clean facilities. Unfortunately, long waiting times		Improve waiting times.	Female	16-18	White British	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly & helpful staff. Clean ward and enough toys to keep a 2-year old amused!	Quick, helpful staff.	Nothing.	Female	Under 6	White British	
60	Caroline Thorpe Ward	Yes		Because it's the best. Staff are fabulous, they look after everything. Facilities are great. Thank you!	Facilities and staff.	Food choices and portion sizes.		12-15	White British	
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff & very friendly.	The care by the staff.	Shorter visit to A&E prior to coming onto the ward.	Male	Under 6	White British	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very friendly & kind towards patients.	Being cared for.		Male	Under 6	White British	
63	Caroline Thorpe Ward	Yes	Patient	I gave this answer because the staff care about you. Also, they do good food!!	The playroom is good... I guess? or do I :-)	You so good. There is nothing to say?	Male	9-11	White British	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff - very informative!		Food!	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff are kind and helpful. Ward is very clean.	Nothing is good about being in hospital but the staff very good and reassuring.	Beds for parents not very comfortable and not much room to move when bed and cot out in the room.	Female	Under 6	White British	
66	Caroline Thorpe	Yes	Patient	Very caring and helpful.	Always checked on me.	Don't know!	Female	9-11	White British	

	Ward									
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and kind.	The staff.			Under 6	White British	
68	Caroline Thorpe Ward	Yes		J. made me & my daughter feel at ease. She made my daughter feel safe. She was just a lovely and an amazing nurse! Thank you.	Constant care.	N/A.	Female	12-15	White British	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The work you have done with my son. The friendly well-mannered staff make the stay just that easier.	The service Z. received was brilliant.	Nothing.	Male	Under 6	White British	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Professional and friendly care from kind and caring staff.	We were kept informed of treatment and E.'s care. All staff were extremely knowledgeable and put E. at ease.	Nothing.	Female	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	G. said this ward has everything that makes you feel better. Everybody is very kind. G. was extremely well looked after. I was very satisfied.	G. enjoyed relaxing in bed and the kind nurses.		Female	6-8	White British	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff.	Very caring.	Nothing.	Male		White British	

73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All of the nurses and doctors & staff have been absolutely amazing, making us feel at ease and explaining everything to us all of the time.	All of the staff & the food.	Nothing.	Female	12-15	White British	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	Do not publish
75	Caroline Thorpe Ward	Yes	Patient	Because the nurses are kind and the doctors are nice and kind too.	They were gentle.	Nothing.	Female	6-8	White British	
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	Do not publish
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
78	Caroline Thorpe Ward	Yes		You all was lovely and so kind while looking after my daughter. Thank you so much.	You all kept a close eye on my daughter.	Talking to each when thing was missed. This was mainly night staff.	Female	Under 6	White British	
79	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, helpful & kind staff. Everyone reassuringly professional.	Staff. Nice facilities.	Nothing.	Female	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Attentive staff and good care.			Male	6-8	White British	
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My daughter has received excellent care and has felt very supported by	Always being kept informed with what was happening and	Nothing in my opinion.	Female	Under 6	White British	

				everyone.	her care plan.					
82	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thank you for seeing my son so promptly. Amazing staff, very kind & helpful.			Male	9-11	White British	
83	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because everyone has been very professional and caring during our stay.	Lots of entertainment for toddler. Kindness of staff.	Nothing.	Male	Under 6	White British	
84	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly nurses who looked after my daughter very well.	The nurses made J. feel very welcome.		Female	6-8	White British	
85	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Treated well by staff. Caring & kind.	Used open access. Welcomed to ward & seen as expected.	Nothing.	Male	Under 6	White British	
86	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff always go above and beyond to keep my child happy. I never once felt worried or unconfident and knew we were getting the best care and treatment. All staff (doctors, nurses, cleaners) are amazing.	That I (mum) was provided a bed every night right next to my child. No matter how many children are in, time is always made to make each child feel special & important.	Maybe provide a selection of toys in the bays when baby can't leave his bed. Playroom was great though!	Male	Under 6	White British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I think the staff are amazing.	Was treated great. Thank you.	You all did great.		12-15	White British	
88	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff very friendly and very helpful. As we are on holiday we were very	The staff.	Nothing.	Male	16-18	White British	

				nervous about coming into hospital but the staff have been fantastic.						
89	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	Do not publish
90	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are friendly, efficient, considerate and always inform you what's happening.	The care, the staff.	The food trolley and canteen don't operate on the weekend.	Female	6-8	White British	
91	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	H. received excellent care and everyone was lovely. Thank you!			Female	9-11	White British	
92	Caroline Thorpe Ward	Yes	Patient	Because the nurses are really nice and helpful and the meals are a good variety and are tasty.	The treatment I was given and crafts I could make.	Maybe make the showers work a bit better because they dribbled.	Female	12-15	White British	
93	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are very friendly and helpful. The ward is clean & bright and everyone helped to reassure us and to access all the help we needed.	Lots of information given by all staff members. Everyone super, helpful & friendly & made sure we had all we need.	Nothing. Everything was perfect.	Male	Under 6	White British	
94	Caroline Thorpe Ward	Yes	Patient	Excellent care. The best!	Care. School. Playroom.	Nothing.	Male	12-15	White British	
95	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very well looked after.			Male	Under 6	White British	
96	Caroline Thorpe	Yes	Parent/Guardian/Carer	Yes, because we had no problem at all	The staff was very polite and kind &	Didn't have any problem during our stay here. Thanks.	Male	9-11	Asian / Asian	

	Ward			during the stay here. My son got the best management possible. Also, the staff is very co-operative.	very caring. My son didn't feel bored and had a lot to do in the playroom.				British	
97	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are all lovely and very helpful.	All of it.	The food.	Male	Under 6	White British	
98	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very supportive and reassuring.	Very quick assessing and reassuring.		Female	Under 6	White British	
99	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Good facilities for my child. She liked the DVD player, food and playroom.	Kept informed about when my child was in and then out of surgery. Shown facilities like playroom for child and parents for tea/coffee.	N/A.	Female	Under 6	White British	
100	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent service.	Prompt & caring attention.	N/A.	Male	Under 6	White British	
101	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We are seen quickly and our baby was checked over well. Lots of advice was given.	Tea and coffee room.	N/A.		Under 6	White British	
102	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were very helpful & made you feel at ease.	The nurses were lovely!	Communication between doctors!	Male	Under 6	White British	
103	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff lovely. Couldn't have received better treatment.	Quick response. Explained what was happening. Very friendly.		Male	9-11	White British	
104	Caroline	Yes	Parent/Guardian/		Communication.		Female	Under	White	

	Thorpe Ward		Carer					6	British	
105	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very friendly & competent. We felt very secure to be here.	The individual care and the knowledgeable staff. In the emergency phase. very quick treatment.	Free wifi.	Male	Under 6	Other ethnic group	
106	Caroline Thorpe Ward	Yes		We felt very looked after and a big thank you for everything.	Made to feel welcome and at ease.	Nothing!	Female	Under 6	White British	
107	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good overall but almost every time there are delays.	Found a seat.			Under 6	White British	
108	Caroline Thorpe Ward	Maybe	Patient	I am a panicky person so I wasn't very comfy. Also, hospitals aren't a great place to be in.	They helped me get to sleep when I was struggling.	Have better apples. Come when the beep goes on.	Female	16-18	White British	
109	Caroline Thorpe Ward	No		It's a shame. All the nurses and doctors were lovely. Ward manager wasn't friendly and couldn't get rid of us quick enough.	The nurses were all amazing.	Comment about customer service.	Female	Under 6	White British	
110	Caroline Thorpe Ward	Not entered	Parent/Guardian/Carer	Because not many parents or anyone would like to bring their child into hospital but thank you for all your hard work.						
111	Fortescue Ward	Extremely Likely		I give the staff top marks for the way they have looked		Not really. I have only been on the ward a short time but it seems very nice.	Female	over 65	White British	

				after me. Always very pleasant while doing their work as well.						
112	Fortescue Ward	Extremely Likely		I am being very well treated, thank you. Wonderful care. The nurses are so cheerful.		Not really. The ward is very clean and the food is also good.	Female	over 65	White British	
113	Fortescue Ward	Extremely Likely		It is the caring attitude of the staff. The doctors are very nice. The nurses are fabulous. 100% quality care.		No, I do not think so. The staff always listen to you and do their best to do anything you ask of them.	Female	over 65	White British	
114	Fortescue Ward	Extremely Likely		Nice food, & staff friendly.			Female	Over 65	White British	
115	Fortescue Ward	Extremely Likely		I've been very well looked after by everyone, thank you.		N/A.	Female	Over 65	White British	
116	Fortescue Ward	Extremely Likely		Your patience & kindness in looking after my mother.			Female	56-65	White British	
117	Fortescue Ward	Extremely Likely		Very kind, helpful & made as comfortable as possible.		No.	Female	Over 65	White British	
118	Fortescue Ward	Extremely Likely		The care has been amazing. All of the staff have been so kind & helpful. An amazing experience, considering how poorly I was.		Different bread for toast in the morning.	Female	Over 65	White British	
119	Fortescue Ward	Extremely Likely		The care has been wonderful. The staff are thoughtful, caring and professional.			Female	Over 65	White British	

120	Fortescue Ward	Extremely Likely		They have been very good, very pleasant and helpful (daughter). Lovely staff, all very friendly. I was kept informed at all times how mum was / is. Excellent communication skills. Very kind and caring with mum and, as I noticed, with other patients within mum's bay. I (and I know my dad & brother) can't fault it!		None whatsoever. Excellent delivery of care.	Female	Over 65	White British	
121	Fortescue Ward	Extremely Likely		A very good place to be ill.			Female	Over 65	White British	
122	Fortescue Ward	Likely		Most nurses very nice.			Male	Over 65	White British	
123	Fortescue Ward	Likely		Well looked after by all staff.		No.	Male	Over 65	White British	
124	Fortescue Ward	Likely		Staff very caring and helpful. They really looked after my wife.		Staff seem to be always under pressure.	Female			
125	Fortescue Ward	Likely		A friendly atmosphere but extremely caring, with all nursing to high standard. No complaints.			Female	Over 65	White British	
126	Fortescue Ward	Likely		All staff wonderful.		Wonderful staff. Worked as a team. Well done.	Female	Over 65	White British	
127	Fortescue Ward	Don't Know		[Illegible].			Female	Over 65	White British	
128	Glossop Ward	Extremely Likely		Friendly and loyal staff.		Wifi needed. The food needs attention.	Female	56-65	White British	

129	Glossop Ward	Extremely Likely		As a very regular patient on Glossop Ward, I am being treated with the usual high quality care. I do feel the ward is understaffed at times.		Not really. Only as I stated earlier regarding staffing levels. The ward is always spotlessly clean. As far as the food is concerned, I would advise regarding the sandwiches instead of having mustard / pickle etc., already applied, why not have small sachets giving us a choice? Surely not everyone likes these sauces already added.	Female	26-35	White British	
130	Glossop Ward	Extremely Likely		The staff are so caring in the way they care and treat the patients, always doing whatever they can to provide the quality of care.		Only my view but at times the ward is so busy it seems short of staff. The way they have to run around doing long shifts is amazing but always done with a smile.	Female	26-35	White British	
131	Glossop Ward	Extremely Likely		The staff are all kind and attentive.		Glossop Ward is really good. Just one thing, I have been in four wards in three days so it has been disruptive to me and my care. L from Sodexo is a star, always a kind smile.	Male	over 65	White British	
132	Glossop Ward	Extremely Likely		The care is absolutely amazing. The staff seem pushed to their limits but still give 100% dedication to their patients' care.		No, not an easy question. I would just like to thank the staff. S, HA, and O. from Sodexo have kept me smiling. I would also like to take the opportunity to thank the staff in A&E plus ICU for their wonderful care.	Male	46-55	White British	
133	Glossop Ward	Extremely Likely		Absolutely excellent quality caring. Professional care. The staff in Glossop		As far as I am concerned there is not much they can do to make things any better. More staff maybe. The food is good.	Male	56-65	White British	

				are wonderful. I fully respect the way in which the consultants show full respect to me, listening all the time to any questions I may have. Then always taking as much time as they can possibly allocate you in explaining everything. Well impressed.		Cleanliness / hygiene is spot on.				
134	Glossop Ward	Extremely Likely		All the staff are brilliant and caring.		More medical staff.	Female	56-65	White British	
135	Glossop Ward	Extremely Likely		The staff are very caring and attentive.			Female	over 65	White British	
136	Glossop Ward	Extremely Likely		A very friendly ward and staff.			Female	36-45	White British	
137	Glossop Ward	Extremely Likely		Very efficient and understanding staff.			Female	over 65	White British	
138	Glossop Ward	Extremely Likely		Just the very professional staff and teamwork on the ward.		Not really but as a long-term patient I must say that about ten or twelve days ago I had chicken for lunch and there was a very sharp bone in it that cut my gum. I did show the nurse and apparently it was reported. I was told someone from catering would be coming to see me but still waiting. I am not looking for compensation but an explanation and apology would be good. The medical treatment and care is	Male	over 65	White British	

						wonderful.				
139	Glossop Ward	Extremely Likely		Medical care is superb....		Yes. Hygiene at times in the toilets is disgraceful. I realise it is not the staff that cause it but some of these very undignified patients. I have been a long time on the ward. I refuse to use the bathroom to wash. I did report twice when the toilets were in a terrible state but whether or not anything was done about it. I was told they probably had been cleaned but the chart had not been signed. I personally do not accept that as an excuse. Hygiene in a hospital should surely be at all times a priority, especially toilets.	Male	56-65	White British	
140	Glossop Ward	Extremely Likely		Very good. I have had no issues at all.		No. All good, thank you, no problems. I am used to the food. I have it all the time in camp i.e. bland at times but edible.	Male	26-35	White British	
141	Glossop Ward	Extremely Likely		Absolutely amazing care. Above and beyond for sure.		Not at all. I am well impressed actually. Thank you to everyone.	Male	26-35	White British	
142	Glossop Ward	Extremely Likely		Staff are nice and friendly. All good. Well looked after all the time while having tests.		Other patients, some with dementia, constantly doing things that they should not be doing. Therefore, setting off the bed buzzer all day and night. I do feel sorry for them but I also feel sorry for the staff who have got to rush back and forth all the time.	Female	36-45	White British	

						This also upsets other patients in the bay but my medical care and personal care given by the staff has been absolutely fine.				
143	Glossop Ward	Extremely Likely		Friendliness and efficiency of staff.		Satisfied as it is.	Male	46-55	White British	
144	Glossop Ward	Extremely Likely		Well looked after.			Female	56-65	White British	
145	Glossop Ward	Extremely Likely		All & every staff & personnel were polite, experienced & helpful. Carry on.			Male	Over 65	White British	
146	Glossop Ward	Likely		I feel very, very poorly. The staff are doing as much as possible to help me.		I have not been well enough to take much notice to be honest.	Female	56-65	White British	
147	Glossop Ward	Likely		Very friendly staff who make you feel at ease. The cleaning staff are particularly nice and cheerful.		Service was great!!	Female	36-45	White British	
148	Glossop Ward	Likely		Everybody very helpful & kind.			Female	56-65	White British	
149	Glossop Ward	Unlikely		Patients being left over three and a half hours before being checked. Patients' toilet call bells not being answered so walking back from toilet alone and very unstable.			Female	26-35	White British	
150	Intensive Care Unit	Extremely Likely		I give 100% top marks to every individual that works in ICU.		Amazing life savers all of these people - the real heroes of society.	Male	over 65	White British	

151	King George V Ward	Extremely Likely		Staff all kind, hardworking and helpful.		No. Satisfied as it is.	Female	over 65	White British	
152	King George V Ward	Extremely Likely		Very good. It cannot be faulted		Satisfied the way it is.	Male	over 65	White British	
153	King George V Ward	Extremely Likely		The attitude of the staff is first class.		Very good.	Male	over 65	White British	
154	King George V Ward	Extremely Likely		The staff are excellent. The ward is well-managed. Very clean.		No complaints. The food is good but limited for low fat diets.	Female	46-55	White British	
155	King George V Ward	Extremely Likely		The staff are very good - always available to help.		Satisfied the way it is.	Female	16-25	White British	
156	King George V Ward	Extremely Likely		The staff are caring and understanding.			Male	16-25	White British	
157	King George V Ward	Extremely Likely		An extremely professional ward. All the staff have been excellent and friendly.			Female	over 65	White British	
158	King George V Ward	Extremely Likely		Friendly, cheerful and helpful staff.		Ensure all lockers are cleaned inside as well as outside, checking that items have not been left behind by the previous patient.	Female	56-65	White British	
159	King George V Ward	Extremely Likely		Everyone is so helpful and friendly.			Female	36-45	White British	
160	King George V Ward	Extremely Likely		Very friendly and efficient staff. A clean ward.			Female	over 65	White British	
161	King George V	Extremely Likely		Always there for you. They have time to		A hairdresser would be a great boost to how we feel.	Female	56-65	White British	

	Ward			talk to you.		Everyone from cleaners to consultants have been fab. They go over and above. Theatre staff great.				
162	King George V Ward	Extremely Likely		Staff nurse L. has been fantastic.		Food could be better.	Female	16-25	White British	
163	King George V Ward	Extremely Likely		The nurses' care and treatment is all good.		I do not know what is wrong with me. No-one has told me what is wrong.	Female	56-65	White British	
164	King George V Ward	Extremely Likely		All the staff are so friendly.		No suggestions. I think it is a very good hospital.	Male	over 65	White British	
165	King George V Ward	Extremely Likely		The staff are brilliant.		Keep everything as it is. All is very good.	Male	56-65	White British	
166	King George V Ward	Extremely Likely		Just the staff being extremely helpful.		No problems up to now. Not had much to eat due to illness but what I have been given has been fine. The ward is very clean, so all good.	Female	46-55	White British	
167	King George V Ward	Extremely Likely		The staff are wonderful. Very busy but so kind		None that I can think of. Everything seems fine.	Female	over 65	White British	
168	King George V Ward	Extremely Likely		Helpfulness and friendliness of all the staff.		Medical care is spot on. The staff are run ragged. How the devil they cope I do not know. Wonderful experience, absolutely wonderful.	Female	36-45	White British	
169	King George V Ward	Extremely Likely		My care has been so good, my only issue being my catheter needing changing before I left the recovery suite and I had to point it out to the staff it needed		Regarding my time in KG5. Only one problem since changing my catheter bag and that was having to wait for my painkillers due again, in my opinion, to understaffing. Please do not take this as an official complaint as it is just a	Female	56-65	White British	

				changing. But goodness me they are so stretched. It is obvious why these things happen.		true, honest and personal observation.				
170	King George V Ward	Extremely Likely		Very well looked after by very busy people.		To be honest I cannot think of anything to help improve anything. Maybe one or two extra nurses. The ward is spotlessly clean - well looked after by Sodexo. The food is good as well and so all in all I am very satisfied. A huge thank you to everyone.	Male	over 65	White British	
171	King George V Ward	Extremely Likely		A very busy ward, well run, always have time to chat.			Male	over 65	White British	
172	King George V Ward	Extremely Likely		I have been well looked after by a caring team.		Recycling of equipment used by outside patients.	Male	56-65	White British	
173	King George V Ward	Extremely Likely		Very efficient and helpful.			Female	26-35	White British	
174	King George V Ward	Extremely Likely		Been very comfortable and welcoming.			Female	over 65	White British	
175	King George V Ward	Extremely Likely		Been well treated by all. They show compassion.			Female	56-65	White British	
176	King George V Ward	Extremely Likely		Staff are very friendly and helpful.			Female	26-35	White British	
177	King George V Ward	Extremely Likely		Excellent service and help from ward staff.		Keep up the good work.		Over 65	White British	
178	King George V	Extremely Likely		Friendly, efficient staff.						

	Ward									
179	King George V Ward	Extremely Likely		This is a wonderful hospital. The staff are first class. Doctors are professional.		Wonderful hospital.	Male	Over 65	White British	
180	King George V Ward	Extremely Likely		The way they looked after me was brilliant. Kind. Nothing was too much trouble.		More staff. Struggling to look after difficult patients so the normal patients suffer. Need more carers and nurses.	Male	56-65	White British	
181	King George V Ward	Extremely Likely		Lovely, friendly staff. Everybody so professional & helpful. Nobody likes being in hospital, but I enjoyed my few day here in N.D.H.		Let's just hope we can keep the hospital open - we certainly need it!	Male	Over 65	White British	
182	King George V Ward	Extremely Likely		I found all members of the team polite and courteous at all times. Nothing was ever too much trouble. Information given was clear and concise and everyone had a lovely, caring attitude. Thank you.		There was a couple of occasions where I found two pee bowls waiting to be collected from bathroom. On one occasion bathroom not clean.	Female	46-55	Black / African / Caribbean / Black British	
183	King George V Ward	Extremely Likely		The care & treatment has been excellent. Doctors very good at explaining treatment. The nurses were very good, especially SN A. She worked non-stop every time she was on duty. Nothing was too much		None.	Female	Over 65	White British	

				trouble for her. The other patients in the ward with me (bay 5) felt just the same - she needs a star or rise!						
184	King George V Ward	Extremely Likely					Female	56-65	White British	Do not publish
185	King George V Ward	Extremely Likely		Nurses were excellent.			Male	Over 65	White British	
186	King George V Ward	Extremely Likely		The post-operative care was excellent. The nurses were attentive and showed great empathy. Especially A. was an amazing nurse!			Female	36-45		
187	King George V Ward	Likely		The staff do a very good job but nobody chooses to be in hospital.		Too hot at times. The food is tasteless.	Male	over 65	White British	
188	King George V Ward	Likely		The nurses are wonderful.		The food could be improved.	Male	over 65	White British	
189	King George V Ward	Likely		The speed at being seen when help needed. The staff have empathy with us.		Sort out the bed availability. I have experienced admission cancellations in the past.	Female	36-45	White British	
190	King George V Ward	Likely		Everyone that has been attending to me from cleaning, nursing staff and doctors.						

191	King George V Ward	Likely		Because of the dedication of all the staff. They were happy to help and were very cheerful and most obliging.			Female	Over 65	White British	
192	King George V Ward	Likely		Good, friendly atmosphere.			Male	56-65	White British	
193	King George V Ward	Neither Likely nor Unlikely		Lack of certainty. Don't like hospitals.		I had a seven hours wait before being seen by a doctor on the ward. Too long. The wait in A&E was good.	Female	16-25	White British	
194	King George V Ward	Unlikely		Getting very little information.		Communication from doctors and nurses with the patient could be better. Awaiting confirmation of diagnosis.	Male	over 65	White British	
195	Lundy Ward	Extremely Likely		Kind and really helpful staff, marvellous people, nothing too much trouble.		Everything has been so good, I cannot think of anything. Maybe more staff. My word, they never have time to breathe.	Female	26-35	White British	
196	Lundy Ward	Extremely Likely		Really well looked after, thank you. The staff have been wonderful.		No, it has been great. No problems at all. It could not have been more straightforward from admission, through surgery and now aftercare.	Female	16-25	White British	
197	Lundy Ward	Extremely Likely		Excellent quality, considerate, attentive, always there giving 100% professional care at all times.		To be honest, as a visitor to this area (visiting relatives) I cannot find one thing to say how to improve because, in my opinion, with my experience in different hospitals, North Devon is way up there with the best, if not the best.	Female	56-65	White British	

198	Lundy Ward	Extremely Likely		Unfortunately, the hospital cannot do any more for me. They have, however, been wonderful in doing their very, very best.		These wonderful staff do their level best, giving their finest possible care. The ward is spotlessly clean, the food is good, what more can you ask?	Female	over 65	White British	
199	Lundy Ward	Extremely Likely		My husband has been treated very well by attentive staff.		No. My husband and I think everything is very good. If anything, at times the ward could no doubt have more staff.	Male	over 65	White British	
200	Lundy Ward	Extremely Likely		I have had marvellous, caring treatment from very understanding staff.		My only gripe is the temperature on the ward. It is so hot, especially at night. But, I must add again, just how wonderful the staff are. Brilliant, they are so brilliant - over and above.	Female	56-65	White British	
201	Lundy Ward	Extremely Likely		Treated as a person, not just a patient. Kind, caring, always listen (which makes a change nowadays). Nothing is too much trouble.		No, just keep up the communication and continue to be totally honest with the patients and keep up the good work.	Male	over 65	White British	
202	Lundy Ward	Extremely Likely		Nothing is too much trouble for them. I cannot honestly fault anyone or anything. Wonderful staff.		No, I honestly cannot think of anything, very clean.	Male	over 65	White British	
203	Lundy Ward	Extremely Likely		The staff have been really helpful.			Male	36-45	White British	
204	Lundy Ward	Extremely Likely		Always been well looked after by all the staff.			Male	56-65	White British	
205	Lundy	Extremely		All the staff are			Male	over 65	White	

	Ward	Likely		friendly and helpful.					British	
206	Lundy Ward	Extremely Likely		The staff are very caring.		More staff at ward level.	Female	56-65	White British	
207	Lundy Ward	Extremely Likely		Very helpful staff, professional and caring.		Improve the quality of the food. Portions could be larger and more appetising.	Male	56-65	White British	
208	Lundy Ward	Extremely Likely		Very busy ward - needs more staff.			Male	56-65	White British	
209	Lundy Ward	Extremely Likely		Excellent staff, very busy staff, under pressure.			Female	Over 65	White British	
210	Lundy Ward	Extremely Likely		Staff are extremely friendly and efficient. They make your stay in hospital easier and not traumatic.		Only to give the staff more staff. They are run off their feet. But brilliant.	Female	Over 65	White British	
211	Lundy Ward	Extremely Likely		Everyone was helpful and straightforward which is what I like and which makes this ward a good one to be in. Would wish to thank all the staff for their help.			Male	Over 65	White British	
212	Lundy Ward	Extremely Likely		Very caring and helpful staff, offering excellent treatment.		My only negative would be that, on some occasions, staff were very noisy in the early hours from 4am.	Female	Over 65	White British	
213	Lundy Ward	Extremely Likely		I feel that the care I received was of a truly high standard. My thanks to all the nursing staff for their unswerving commitment to ensure I was looked after. Thanks x.			Male	36-45	White British	

214	Lundy Ward	Extremely Likely		Ward always clean. All staff friendly & have time to talk if you have any problems. Nothing is too much trouble.		It would be nice to see more nursing staff on at weekends as they seem very stretched.	Female	Over 65	White British	
215	Lundy Ward	Extremely Likely		The care and attention I have received cannot be faulted. Everyone is responsive, hardworking and helpful.		Selection of hot food instead of sandwiches for those who have missed meals due to tests / scans / operations.	Female	26-35	White British	
216	Lundy Ward	Extremely Likely		Very helpful and pleasant staff.			Male	Over 65	White British	
217	Lundy Ward	Extremely Likely		Wonderful attention and expertise. A1.			Male	Over 65	White British	
218	Lundy Ward	Extremely Likely		Staff are helpful, pleasant & responsive.		Transition through the various wards is always suffering from log jam. More staff needed & more time allocated to those staff for training & mixing skills.	Male	Over 65	White British	
219	Lundy Ward	Extremely Likely		The kindness & caring of all staff. Nothing too much trouble for them.			Male	Over 65	White British	
220	Lundy Ward	Extremely Likely		Staff very friendly and helpful.			Female	46-55	White British	
221	Lundy Ward	Extremely Likely		Very good care on the ward.		None, thank you.	Male	Over 65	White British	
222	Lundy Ward	Extremely Likely					Male	Over 65	White British	Do not publish
223	Lundy Ward	Extremely Likely		Good work with nurses. Always jolly, always ready to help! Doctors marvellous -		Food rubbish - better nutrition needed.	Female	Over 65	White British	

				lots of patience.						
224	Lundy Ward	Extremely Likely		The overall care and attention was second to none. Able to discuss issues with all members of staff. Friendly and good banter between staff and patients.		Maybe the food.	Female	56-65	White British	
225	Lundy Ward	Extremely Likely		All staff helpful & courteous. Kept well-informed & help was readily available.			Male	Over 65	White British	
226	Lundy Ward	Extremely Likely		Primarily, the people from student nurses & HCAs, to sisters & doctors, who created a positive and friendly atmosphere. It amazes me how so many facets of the ward fit so well together - food, cleaning, nursing, admin, medical, etc.		Since I arrived at urology via oncology (prostate chemo affected kidneys) a degree of joint review could have been useful.	Male	Over 65	White British	
227	Lundy Ward	Extremely Likely		My stay in Lundy Ward has been an extremely pleasant one. I have been well looked after without being overwhelmed. I was allowed to do some things for myself - even visit the shop. All of the staff have been extremely supportive		None - my whole stay was wonderful thanks to everyone! I felt as if I am in safe hands.	Male	Over 65	White British	

				& friendly. All helps for a speedy recovery.						
228	Lundy Ward	Extremely Likely		Really kind people - can't do enough for you.		First class service.		Over 65		
229	Lundy Ward	Extremely Likely		The people are so friendly and helpful.		When a nurse says they will be 5 minutes they should be.	Male	Over 65	Other ethnic group	
230	Lundy Ward	Extremely Likely		Very efficient, kind & friendly.		No, maybe more staff.	Male	Over 65	White British	
231	Lundy Ward	Extremely Likely		Overall, very efficient and professional service.			Male	Over 65	White British	
232	Lundy Ward	Extremely Likely		Excellent service provided.		Bit quieter at night - quite noisy to sleep.	Male	56-65		
233	Lundy Ward	Likely		Friendly staff - efficient, clean, helpful. Always willing to help!		Less noise from staff, particularly in the early morning.	Male	Over 65	White British	
234	Lundy Ward	Likely		Very good to have private rooms. Staff excellent.			Female	Over 65	White British	
235	Lundy Ward	Likely		Well looked after.						
236	Lundy Ward	Likely		Very good care.						
237	Lundy Ward	Likely					Male	Over 65	White British	Do not publish
238	Lundy Ward	Not entered		First class staff.				Over 65	White British	
239	Staples Ward	Extremely Likely		Nothing is too much trouble for any of the staff. I do include the wonderful Sodexo staff. K. and C. are so kind and helpful		My only comment is to thank the wonderful staff for their attitude. The way they care for us.	Female	over 65	White British	

				along with the nurses.						
240	Staples Ward	Extremely Likely		Very caring. The staff give you time and do everything they possibly can to help you.		I cannot think of anything really, spotlessly clean, cannot fault the food either. So I am more than happy with my care.	Female	over 65	White British	
241	Staples Ward	Extremely Likely		I have been treated very well indeed by lovely staff. Waiting to go into a home.		No problems. I hope I can go to my own home before I transfer to a care home. I sometimes get confused, but I am ok really.	Female	over 65	White British	
242	Staples Ward	Extremely Likely		Well looked after by all the staff. Very friendly.			Male	over 65	White British	
243	Staples Ward	Extremely Likely		Well looked after by very attentive staff.			Female	over 65	White British	
244	Staples Ward	Extremely Likely		Well looked after by friendly staff.			Female	36-45	White British	
245	Staples Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
246	Staples Ward	Extremely Likely		Fantastic staff & cleaners are a credit to the ward.				56-65	White British	
247	Staples Ward	Extremely Likely		Friendly, professional and very informative when asked. Helpful when discussing patient requirements.		None come to mind!	Male	Over 65	White British	
248	Staples Ward	Extremely Likely					Female	Over 65	White British	
249	Staples Ward	Likely		I have good experiences. Nursing staff & physios very nice & helpful.			Female	Over 65	White British	

250	Tarka Ward	Extremely Likely		Very professional and caring staff.			Female	56-65	White British	
251	Tarka Ward	Extremely Likely		Clean, tidy, quiet. The staff are always at hand when required.			Female	over 65	White British	
252	Tarka Ward	Extremely Likely		The staff are all kind and considerate.			Male	over 65	White British	
253	Tarka Ward	Extremely Likely		The attention, although under stress, is good from a friendly staff.			Male	over 65	White British	
254	Tarka Ward	Extremely Likely		I have been well treated by all.			Male	56-65	White British	
255	Tarka Ward	Extremely Likely		Very good attention from most of the staff.			Male	over 65	White British	
256	Tarka Ward	Extremely Likely		A nice atmosphere from a friendly staff. Nothing is too much trouble.			Female	56-65	White British	
257	Tarka Ward	Extremely Likely		Very good and friendly staff.			Female	46-55	White British	
258	Tarka Ward	Extremely Likely		Being treated like a human being by friendly staff.			Female	56-65	White British	
259	Tarka Ward	Extremely Likely		The staff are very caring and make the experience as pleasant as possible.		The television is too expensive and no wifi so it soon becomes boring.	Male	46-55	White British	
260	Tarka Ward	Extremely Likely		The nurses and all the staff are so helpful.		Satisfied as it is.	Male	over 65	White British	
261	Tarka Ward	Extremely Likely		Very kind and efficient.		Very good as it is.	Female	over 65	White British	
262	Tarka Ward	Extremely Likely		Everyone has been so kind.		Very satisfied as it is.	Female	56-65	White British	

263	Tarka Ward	Extremely Likely		Nothing to complain about. The staff are so friendly. The ward is clean.		Everything is fine.	Female	over 65	White British	
264	Tarka Ward	Extremely Likely		Everyone has been so good. The best experience I have had in many hospital visits.		No. It has been magical.	Female	over 65	White British	
265	Tarka Ward	Extremely Likely		All the staff are very helpful.		Quite satisfied as it is.	Female	over 65	White British	
266	Tarka Ward	Extremely Likely		The staff have been very good so far.		No. Very good as it is.	Female	over 65	White British	
267	Tarka Ward	Extremely Likely		Quiet and spacious. The staff are patient and lovely.		The food bland.	Female	over 65	White British	
268	Tarka Ward	Extremely Likely		Clean hospital, very kind & friendly staff. All the care you could possible want.			Female	Over 65	White British	
269	Tarka Ward	Extremely Likely		From the moment that I was admitted to time of discharge, the care given was magnificent, courteous and professional - even to making a cup of tea. Many thanks to you all in so many ways.		Service is so good that it makes it difficult to suggest where improvements can be made.	Male	Over 65	White British	
270	Tarka Ward	Extremely Likely		It was wonderful. Very impressed with the care that was given to me through my stay. It was second to none. Totally professional			Female	56-65	White British	

				& maintained dignity all the way through.					
271	Tarka Ward	Extremely Likely		Staff efficiency & pleasantness.			Male	Over 65	White British
272	Tarka Ward	Extremely Likely		1st class. Couldn't fault the care given to me. Thank you.			Male	Over 65	White British
273	Tarka Ward	Extremely Likely		The level of care and attention by the nursing staff was exceptional. Very friendly & professional. Assuring, efficient and highly caring. Thank you.		TV system deficient & lack of engineer to repair over 4 days!! Not acceptable. Food menus could be enhanced & need makeover. Disturbed by malfunctioning alarm klaxon.	Male	56-65	White British
274	Tarka Ward	Extremely Likely		The excellent standards of care and treatment maintained by Tarka.		Fight against the layers of paperwork imposed on the nursing staff! I intend to do so.	Male	Over 65	
275	Tarka Ward	Extremely Likely		Because the staff are wonderful, dedicated & caring. Nothing is too much trouble. Overall, a great experience.		Nothing needs improving!!	Female	56-65	White British
276	Tarka Ward	Extremely Likely		Nurses very helpful.			Female	Over 65	White British
277	Tarka Ward	Extremely Likely		All of the staff in Tarka Ward have gone out of their way to be helpful and friendly during my three day visit. Staff nurse L. who was on duty during the day on Friday 17th &		The use of night buzzers to alert nursing staff to patient needs causes broken sleep for all in the ward. Perhaps a belt monitor would alert staff just as well without [illegible] waking most on the ward.	Male	Over 65	White British

				Saturday 18th deserves special mention for being helpful and assisting me happily in every aspect of my post-operative comfort.						
278	Tarka Ward	Extremely Likely		Everyone has been extremely helpful and caring. The nursing staff have been brilliant.			Female	Over 65	White British	
279	Tarka Ward	Extremely Likely		All the staff are wonderful and the ward is very clean. I can't praise this hospital high enough.		You could reduce the heating by a degree or two.	Male	56-65	White British	
280	Tarka Ward	Extremely Likely		All staff very helpful & kind. Have progressed after my operation very quickly.		The menu for private patients is the same each day - very difficult if you are in for several days and choice is limited.	Female	Over 65	White British	
281	Tarka Ward	Not entered				You couldn't get better service anywhere. Nurses are so polite, friendly and helpful. What would we do without you? No to private service!	Female	Over 65	White British	
282	Victoria Ward	Extremely Likely		All staff are excellent. Nothing is too much trouble for them.			Female	56-65	White British	
283	Victoria Ward	Extremely Likely		Appears to be okay. Came to this ward via MAU.			Male	16-25	White British	
284	Victoria Ward	Extremely Likely		Been treated very well by all.		The food needs looking at. You can tell that's it bought in and reheated.	Male	over 65	White British	
285	Victoria	Extremely		Very good attitude.			Female	over 65	White	

	Ward	Likely		All the staff are very friendly and helpful.					British	
286	Victoria Ward	Extremely Likely		Very good at caring for their patients.			Male	over 65	White British	
287	Victoria Ward	Extremely Likely		Been well looked after and have had good care from all.			Male	over 65	White British	
288	Victoria Ward	Extremely Likely		The staff are extremely friendly and the ward is clean and tidy.			Male	56-65	White British	
289	Victoria Ward	Extremely Likely		The staff are friendly and are there when needed.			Male	46-55	White British	
290	Victoria Ward	Extremely Likely					Male	46-55	White British	
291	Victoria Ward	Extremely Likely		Overall, quality of the ward and staff are excellent.		Interruption at mealtime can be a problem. While eating meal still having blood samples taken, thus allowing meal to become cold.	Male	over 65	White British	
292	Victoria Ward	Extremely Likely		Service very good. All the staff are good - cannot fault.		No. It is excellent as it is.	Male	over 65	White British	
293	Victoria Ward	Extremely Likely		All so helpful. Nothing is too much trouble.		No - so good as it is.	Male	over 65	White British	
294	Victoria Ward	Extremely Likely		Cope well with all eventualities.		Satisfied. Compares so well with hospital experiences abroad.	Male	over 65	White British	
295	Victoria Ward	Extremely Likely		Nothing is too much trouble.		The TV is too expensive. The food has deteriorated.	Male	over 65	White British	
296	Victoria Ward	Extremely Likely		Very impressed with the facilities and cleanliness.			Male	56-65	White British	
297	Victoria Ward	Extremely Likely		All so friendly.		Make Wifi available.	Male	46-55	White British	

298	Victoria Ward	Extremely Likely		The attention is always prompt.		Satisfied as it is.	Female	over 65	White British	
299	Victoria Ward	Extremely Likely		The care has been first class.		The service is excellent - particularly apparent when in great need.	Male	over 65	White British	
300	Victoria Ward	Extremely Likely		The staff are very good. A clean ward.		Very good as it is.	Male	over 65	White British	
301	Victoria Ward	Extremely Likely		Treated with kindness by all.			Female	over 65	White British	
302	Victoria Ward	Extremely Likely		Very good and friendly staff.		Although the food is acceptable, it needs to be a lot warmer. We are finding by the time it gets to us that it's lukewarm or cold. This may be caused by the fact we're in the end bay.	Female	over 65	White British	
303	Victoria Ward	Extremely Likely		Very well looked after by the staff.			Female	over 65	White British	
304	Victoria Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
305	Victoria Ward	Extremely Likely		Well looked after.			Male	56-65	White British	
306	Victoria Ward	Extremely Likely		I have been treated well.			Male	over 65	White British	
307	Victoria Ward	Extremely Likely		Been treated extremely well by all, including non-medical staff.			Female	over 65	White British	
308	Victoria Ward	Extremely Likely		I found the staff very helpful, reassuring. The ward seems well run, clean & tidy.			Female	Over 65	White British	
309	Victoria Ward	Extremely Likely					Female	Over 65	White British	Do not publish
310	Victoria Ward	Extremely Likely		Excellent nursing care 24hrs & all very helpful. Catering /			Male	Over 65	White British	

				cleaning staff all very helpful & always with a smile.						
311	Victoria Ward	Extremely Likely		Atmosphere in wards.				56-65		
312	Victoria Ward	Extremely Likely		Good staff and helpful and friendly.		N/A.	Male	56-65	White British	
313	Victoria Ward	Extremely Likely		Friendly / helpful nurses & staff who 'go the extra mile' to ensure you are ok.		No.	Male	Over 65	White British	
314	Victoria Ward	Extremely Likely					Male	Over 65	White British	
315	Victoria Ward	Extremely Likely		Great staff. Took very good care of me. Explained everything well. Very positive stay. Thank you!		Turn the heating down a little.	Male	56-65	White British	
316	Victoria Ward	Extremely Likely		Clean. Everybody really happy and helpful.			Male	Over 65	White British	
317	Victoria Ward	Likely		Care very good but can be very noisy at night.		Food needs to be more appetising - it is bought in and reheated.	Male	over 65	White British	
318	Victoria Ward	Likely		The service is very good but so far feel there is a lack of consultation over the weekends.		Came in unexpectedly and would like access to books.	Male	over 65	White British	
319	Victoria Ward	Likely		The staff were all very nice and helpful and I would have put 'Extremely likely' if it hadn't been for the very noisy night we had on (all night) one of the nights when I			Female	Over 65	White British	

				had very little sleep.						
320	Victoria Ward	Likely		Friendly staff and helpful.			Male	Over 65	White British	