

Acute Inpatient Wards - North Devon District Hospital - 'Friends and Family Test' Patient Feedback - Jan-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				In an age of expectations, I personally feel the staff here do a job way over what is expected of them. Truly wonderful people. I think the hospital is doing a great job.	Male	over 65	Other ethnic group	
2	Acute Stroke Unit	Extremely Likely				No. We between us honestly cannot think of anything. Dr L. and the other doctors, nurses and staff have been superb.	Female	over 65	White British	
3	Acute Stroke Unit	Extremely Likely					Female	over 65	White British	
4	Acute Stroke Unit	Extremely Likely		The nurses are great. In my opinion, not enough staff as so busy all the time.		To be honest, I do not think you can do any more than you have done.	Male	over 65	White British	
5	Acute Stroke Unit	Extremely Likely		If I could I would give 12 out of 10! As family from London, we are very pleased with the way father		Not really as far as we are concerned. As a family, all is good thank you.	Male	56-65	White British	

				has been looked after. Communication has been fabulous.						
6	Acute Stroke Unit	Extremely Likely		All so kind, caring and very good at their difficult job.			Male	46-55	White British	
7	Acute Stroke Unit	Extremely Likely					Female	Over 65		
8	Acute Stroke Unit	Extremely Likely		Very caring.			Female	56-65	White British	
9	Acute Stroke Unit	Extremely Likely		Very supportive staff.			Female	56-65	White British	
10	Acute Stroke Unit	Extremely Likely					Male	Over 65	White British	
11	Acute Stroke Unit	Extremely Likely					Female	56-65	White British	
12	Acute Stroke Unit	Extremely Likely					Male	Over 65	White British	
13	Acute Stroke Unit	Extremely Likely					Female	Over 65	White British	
14	Acute Stroke Unit	Extremely Likely		Lovely staff. Caring.			Female	Over 65	White British	
15	Acute Stroke Unit	Likely					Male	56-65	White British	
16	Acute Stroke Unit	Likely					Male	Over 65	White British	
17	Capener Ward	Extremely Likely		The staff are excellent and the food is very good.		No - nothing to complain about.	Female	over 65	White British	
18	Capener Ward	Extremely Likely		The staff have been excellent.		The food could be better.	Male	over 65	White British	
19	Capener Ward	Extremely Likely					Male	46-55	White British	
20	Capener Ward	Extremely Likely		Everyone is so friendly.		It cannot be bettered.	Female	over 65	White British	

21	Capener Ward	Extremely Likely		Very efficient and prompt attention.		Satisfied the way it is.	Male	over 65	White British	
22	Capener Ward	Extremely Likely		All the staff very engaging, listen to you, basically very good at their job. In my opinion, although all of the staff deserve credit J. has not only been a credit to herself, but the hospital and the NHS in general.		No. Everything so far has been very straightforward, so all good.	Female	36-45	White British	
23	Capener Ward	Extremely Likely		All good, thank you. A lot of compassion for me regarding my severe pain.		No way. Everyone is doing their level best in treating us all.	Male	26-35	White British	
24	Capener Ward	Extremely Likely		Generally speaking, the care has been of the highest standard. My word, they never stop. Easy to see why problems can occur when the staff work under such pressure at times.		Not really. I have been cared for very well. I do find the food very bland and boring.	Male	over 65	White British	
25	Capener Ward	Extremely Likely		Wonderful staff. All brilliant. Nurses doing a first class job whatever they do.		Nothing wrong at all. Sorry I had to come into the hospital but a good experience.	Male	56-65	White British	
26	Capener Ward	Extremely Likely		All the staff are lovely, always a smile and make you feel very welcome.		No, everything I good apart from the food which I am not overjoyed with but my care has been excellent.	Male	over 65	White British	
27	Capener Ward	Extremely Likely		All the nurses are amazing, treating everyone with so		Nothing at all, thank you - absolutely lovely.	Female	over 65	White British	

				much respect. The Sodexo staff also do a fantastic job..					
28	Capener Ward	Extremely Likely		It is the wonderful, amazing staff.		Not really. I have been treated like a princess. Awaiting my broken hip to be repaired.	Female	over 65	White British
29	Capener Ward	Extremely Likely		I cannot speak highly enough of these superb people on this ward. Also, the paramedics that got me to the hospital. Wonderful NHS. Always cheerful and a kind word as they go about their work in a very professional way.		How can I say anything is wrong? These people are truly amazing from paramedics to A&E, radiographers, cleaning staff, nurses and doctors. A credit to the NHS. A credit to our hospital and above all a credit to themselves.	Male	56-65	White British
30	Capener Ward	Extremely Likely		Good atmosphere and the staff - how professional are these guys? Up there with the best surely. Staff Nurse D. way over and above.		Nothing. I cannot think of anything at all. What a difference from when I was in this hospital a few years ago.	Male	56-65	White British
31	Capener Ward	Extremely Likely		100% total quality care. Any issues, just ring the bell and the staff turn up to help as soon as they possibly can. The cleanliness is excellent. Food-wise, despite all I previously have heard, it has been		A difficult question. In my opinion, no. All seems really good and, believe me, if there was I would say so.	Male	over 65	White British

				very good.						
32	Capener Ward	Extremely Likely		So kind and caring.		Very satisfactory as it is.	Female	over 65	White British	
33	Capener Ward	Extremely Likely		Very well cared for.		Very good as it is.	Male	over 65	White British	
34	Capener Ward	Extremely Likely		The care is first class - very attentive.		Satisfied as it is.	Male	46-55	White British	
35	Capener Ward	Extremely Likely		Very peaceful. The staff are very good.		More staff would be beneficial.	Male	over 65	White British	
36	Capener Ward	Extremely Likely		There is a good atmosphere - staff and fellow patients all good.		Happy the way it is.	Male	over 65	White British	
37	Capener Ward	Extremely Likely		The cleanliness of the ward and friendliness of the staff.		Very good as it is.	Female	over 65	White British	
38	Capener Ward	Extremely Likely		The friendliness and efficiency of the staff is so good. The food is good.		Satisfied as it is.	Female	over 65	White British	
39	Capener Ward	Extremely Likely		The staff are very good and create a very good atmosphere. They are always there to talk to.		The staff are overworked.	Female	over 65	White British	
40	Capener Ward	Extremely Likely		The atmosphere on the ward and the attention is superb.		Satisfied as it is.	Female	over 65	White British	
41	Capener Ward	Extremely Likely		Staff always there when needed and care is first class		No. Very good as it is. The staff excellent but under pressure.	Male	56-65	White British	
42	Capener Ward	Extremely Likely		All the staff who attended to my care are very attentive, knowledgeable &			Female	56-65	Asian / Asian British	

				approachable (doctors, nurses, HCAs & tea ladies). I'm blessed. Thank you so much.						
43	Capener Ward	Extremely Likely					Male	Over 65	White British	
44	Capener Ward	Extremely Likely		The care of the staff and my medication supply I can't fault except the odd occasion when I have to remind them. I have been kept comfortable but would appreciate slightly better food.		Review your menus and a decent coffee please.	Female	Over 65	White British	
45	Capener Ward	Extremely Likely		The staff were so kind to me and looked after me so well. What lovely people.			Female	Over 65	White British	
46	Capener Ward	Extremely Likely		Nice, caring staff. Nothing too much trouble.			Male	46-55	White British	
47	Capener Ward	Extremely Likely		Brother had a fight with a car. Car came off worse. Fixed on ward.			Male	16-25	White British	
48	Capener Ward	Extremely Likely		Very, very good attention at all times. Nothing has been too much trouble at any time.		Can't think of anything. Everything has been 200% plus.	Female	Over 65	White British	
49	Capener Ward	Extremely Likely		J. was amazing to our daughter A. J. eased all her worries and			Male		White British	

				asked A. to assist her whilst removing daddy's cannula in his arm. Also J. bandaged A. (teddy bear L.) leg to match daddy's broken one. A. went to school the next day beaming! A wonderful lady. Thank you J.						
50	Capener Ward	Likely		The ward is clean and well-managed but one or two nurses have no bedside manner - the majority are very good.		More staff needed.	Female	over 65	White British	
51	Capener Ward	Likely		Nurses and all staff very good.		No.	Male	over 65	White British	
52	Caroline Thorpe Ward	Extremely Likely		A wonderful ward. The staff do a fantastic job, so kind and caring at all times.		Not really. Only to improve the staffing levels right across the board. These people are run off their feet.	Female	Under 16	White British	
53	Caroline Thorpe Ward	Extremely Likely		Everyone has been so kind and friendly to me,		No, I don't think so. It all seems good to me.	Female	16-25	White British	
54	Caroline Thorpe Ward	Extremely Likely		Such attentive staff, always here to help doing whatever is required.		No, not at all, all is good thank you.	Male	Under 16	White British	
55	Caroline Thorpe Ward	Extremely Likely		Everyone is so kind and caring, or calming to the children.		No, more than happy thank you. The staff have been brilliant.	Male	Under 16	White British	
56	Caroline	Extremely		The nursing staff		No way. Sister A. and nurse C.	Female	Under	White	

	Thorpe Ward	Likely		have been lovely. Staff Nurse A. from Bassett Ward came here with me. She was lovely. Also, nice having mummy able to stay with me.		looked after me, keeping me calm before my operation. So, very good. Thank you.		16	British	
57	Caroline Thorpe Ward	Extremely Likely		The bed is very comfortable, the nurses are nice, the doctors are nice as well.		As a parent, it was good to be able to stay overnight with my daughter. I have been bothered, however, regarding parking and food. R. has just explained re: car parking fees and parental meals and so all is clear to me now. But the main thing is the care has been excellent. Note: The volunteer spoke with the staff who will be organising an information leaflet to hand out on admission covering parking and the availability of parental meals on the ward.	Female	Under 16	White British	
58	Caroline Thorpe Ward	Extremely Likely		Exceptional quality and professional care - as always.		Generally, all is very good indeed, excellent actually. But, after overhearing regarding getting long stay car parking and food provision, when we visit Bristol, there are large posters in the ward explaining the way you can save when there long term with a child.	Female	Under 16	White British	
59	Caroline Thorpe Ward	Extremely Likely		Clean, friendly, made very welcome, nothing is too much trouble.		No, all is very good, thank you. Nursing staff and doctors are truly amazing. We must not lose this wonderful facility	Male	Under 16	White British	

						here.				
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are very kind, friendly and reassuring. Made me and my daughter very welcomed.	Nurses were very gentle and caring towards my daughter and myself.		Female		White British	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff were all friendly and reassuring. My granddaughter's examinations and tests were carried out promptly. We were 'kept in the loop' at all times.	Kind staff. Nice children's room. T. had a grand day out! I think she'd like to return.	More hand sanitizer around the children's play area in particular.	Female	Under 6	White British	
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care.	Nothing too much trouble.	Nothing.	Male	Under 6	White British	
64	Caroline Thorpe Ward	Yes		It's a friendly hospital and lots for the kids to do.	Making the arts and crafts.		Female		White British	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone very kind, helpful.	NHS. Brill.		Female		White British	
66	Caroline Thorpe Ward	Yes	Patient	The nurses are very kind and friendly and do their jobs well. E., the school teacher, is very helpful. The physios were very kind and the food is delicious. Mr C. was very approachable.	The people. The food. The facilities.	Nothing. It's all very good.	Female	12-15	White British	

67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Felt at ease. Approachable and very dedicated. Cannot be faulted in any way. Thank you.	Medical condition dealt with. Professional, friendly and kind staff.		Male	12-15	White British	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff were very friendly & supportive.	Everything (love the kiddie play room).	Nothing.	Female			
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff helpful and friendly.	The staff.	Timing.	Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely doctors and nurses. All very kind and helpful. Thank you.	Very clean room and lovely staff.	Nothing.	Female	Under 6	White British	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care and support received by all staff during stay.	Thorough investigations. Issues well explained. Professional, caring and approachable staff.		Female	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer					9-11	White British	Do not publish
74	Caroline Thorpe Ward	Yes	Patient	The people were nice.	I had good food and it was nice to stay.	It is hot.	Male	12-15	White British	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	As always, excellent care, looked after extremely well.	Very welcoming, looked after well. Nothing too much trouble.		Male	6-8	White British	

76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	6-8	White British	Do not publish
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff efficient and caring.	Staff.		Male	Under 6	White British	
78	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, caring ward.	Lovely, caring staff with professionalism. The consultant was also very nice & informative.	Time taken for prescription seems prolonged.	Female	16-18	White British	
79	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Felt well looked after and that my daughter was treated well & cared for.	The staff.	Advice on how to collect urine sample - I had to buzz.	Female	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They helped my little R. when we rushed in as he had stopped breathing. All the staff have been amazing in HDU and whilst he's been on the side room. His doctor for the few days he's been in has been brilliant to.	How nice the staff have been who have looked after R.	N/A. I'd like to say a special Thank you to H., S. and J. in HDU and R., doctor.	Male	Under 6	White British	
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were amazing! They put my mind at ease and helped lots with my baby. They helped comfort me and her through the day and night. Especially S. and S.	The staff.	Nothing.				
82	Caroline	Yes	Parent/Guardian/Carer		The nurses were	A&E were helpful but seem to	Male	Under	White	

	Thorpe Ward		Carer		really friendly and helpful.	take long time to come to ward.		6	British	
83	Caroline Thorpe Ward	Yes	Patient	We were very well looked after. The staff made everything clear and easy to understand. Kind and caring staff. Also, thank you for looking after O. (twin two).	Well looked after.	N/A.	Female	Under 6	White British	
84	Caroline Thorpe Ward	Yes	Patient	Treatment xx.	Staff attitude, humanity.	Less contradictory advice [illegible].		Under 6	White British	
85	Caroline Thorpe Ward	Yes	N/A	You provide us with food, love and many other stuff.			Male	12-15	Black / African / Caribbean / Black British	
86	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Seen promptly by friendly staff.			Female	Under 6	White British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are kind, supportive & helpful.	As previous comment.	Nothing.	Female	16-18	White British	
88	Caroline Thorpe Ward	Yes	Patient	People are friendly and it's awesome here.	Absolutely everything!	Nothing at all.		12-15	White British	
89	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, put your mind at ease when you're worried, very quick and calm. Thank you!						
90	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because she was regularly checked on, despite being in a side room, also that	Activities and nurses making me feel better.	Nothing.	Female	9-11	White British	

				there were regular activities to do for when your child felt better.						
91	Caroline Thorpe Ward	Yes	Patient	Caring staff.	Nurses were very kind and made me feel a bit better.	Nothing!	Female	16-18	Mixed / Multiple ethnic groups	
92	Caroline Thorpe Ward	Yes	Patient	The nurses were lovely. The food was really nice. Beds were comfy - cool they could up & down. Films were really good.	Everything.	Nothing.	Female	6-8	White British	
93	Caroline Thorpe Ward	Yes		Staff - wonderful, real empathy.	Everything clean, prompt service.	Nothing.	Male	Under 6	White British	
94	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. My son was well looked after. Was very clean, good clean facilities to prepare bottles.			Male	Under 6	White British	
95	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly and helpful staff.	Well informed of what was happening, free coffee.		Male			
96	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff are attentive to child and parents' needs. Children are well looked after and parents made comfortable.	Kindness of the staff. Information explained by staff.	Jug of water in the room.	Male	Under 6	White British	
97	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This is a fantastic ward, the care is superb and it's always very clean. It's	The professionalism & dedication of all the staff. The	Look after your staff more because they are the jewels in your service!	Female	Under 6	White British	

				also essential that care for my little boy is as close to home as possible as travelling to Exeter or beyond, when he's ill could kill him!	cleanliness of the ward.					
98	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were very polite and friendly. We were seen to promptly and great advice and explanation given.			Female	16-18	White British	
99	Caroline Thorpe Ward	Yes	Patient	It's nice here.	Good.	Nothing.	Male	12-15	White British	
100	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	My son got seen straightaway & was given the care he needed. Very friendly staff.	He got seen asap - very quickly.	Nothing.	Male	Under 6	White British	
101	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, thorough, fast response, feel confident with team.	Same as previous box.			Under 6	White British	
102	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nearby. Excellent care from all staff!						
103	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are very friendly and attentive. Listened to parents views and also child-centred care.						
104	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fab care, so good with my young son.	Really good care, made my son laugh and took good care of him!		Male	6-8	White British	
105	Caroline	Yes	Parent/Guardian/				Male	Under	White	Do not publish

	Thorpe Ward		Carer					6	British	
106	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	They have been brilliant and very helpful and lovely staff Thank you.	Brilliant staff, very kind and lovely.	Done.	Male	6-8	White British	
107	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Playroom, school, nice nurses.	See previous comment. High level of care.	Nothing.	Male	9-11	White British	
108	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are all very friendly, nothing seemed too much trouble.	As previous.	Only downside I have is communication regards to treatment. I knew my son was being treated but not what for until time to go!	Male		White British	
109	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are all very friendly and helpful, creating a relaxed atmosphere at which for most people is a very stressful time.	Everything.	Nothing.	Female	Under 6	White British	
110	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff. Fantastic staff. Kind & caring, working under difficult circumstances.	Great care.	Nothing.			White British	
111	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
112	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic staff, so helpful, wonderful place! Thank you!	H. says everything.	Not had a blood test.	Male	6-8	White British	
113	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Sensitive care for the whole family. Utmost respect for patient dignity. Communication of treatment,	Staff interaction with each other always sounded positive and supportive of learning new and	Care was fantastic!	Male	Under 6	White British	

				<p>monitoring etc. really clear. Lots of opportunity to ask questions & clarify understanding. Unfortunately, we are likely to need to return again. As much as we would love not to, you are here makes going home safer and the prospect of readmission in the future undaunting.</p>	<p>maintaining skills. Felt it was a really good attribute to the ward's running as I could see they were always checking things if they might be unsure so made me feel confident in receiving the best possible care.</p>					
114	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	<p>Friendly staff, supportive and clear advice.</p>	<p>Reassurance that baby would be ok given time.</p>		Male	Under 6	White British	
115	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	<p>This is my son's 4th admittance to this ward and every time he is here the staff are kind, friendly and caring. Despite how amazingly busy they are, they take the time to explain everything & to point out the fun things - playroom, readathon books, refreshments etc. I also like that the ward is bright & colourful.</p>	<p>The staff - professional, clear & kind.</p>	N/A.	Male	Under 6	White British	
116	Caroline Thorpe Ward	Yes	Patient	<p>Felt very well supported whilst I was here with my</p>			Male	Under 6	White British	

				baby. Thank you.						
117	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff really friendly and caring. Thorough examination and asking lots of questions to get full picture.	Good cups of tea! Our own room.		Male	Under 6	White British	
118	Caroline Thorpe Ward	Yes		Very friendly.			Female	Under 6	White British	
119	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good service and very helpful & caring.		Nothing.	Male	Under 6	White British	
120	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care and attention. It's so scary having a poorly child and the whole team worked so hard to look after us all. Thank you!	Staff attitude, care & explanation of procedures. The amazing playroom!		Female	Under 6	White British	
121	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because the nurses were very nice and made me and M.'s time here stress free.	The nurses were lovely, made feel less worried and more at home.		Female	Under 6	White British	
122	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are amazing. My daughter was so scared and they reassured her and explained everything every step of the way.	The staff. The fact I could stay with my daughter.	Nothing.	Female	9-11	White British	
123	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, nurses caring, funny.	Everybody so kind, even though very busy.	Food portions are quite small for older patients.				
124	Caroline Thorpe	Yes	Patient	Nice nurses.	Kind nurses.	Nothing.		Under 6		

	Ward									
125	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All staff were very friendly and helpful.	The staff.	Nothing.	Female	Under 6	White British	
126	Caroline Thorpe Ward	Yes	Patient	Very kind staff. Looked after me very well.	Very comfortable. Friendly staff.	N/A.	Female	12-15	White British	
127	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	No.	Staff was very nice.	Let dad stay as well.	Male	Under 6	White British	
128	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Room was very comfortable, had a bed provided. Staff very attentive to both patient & parent - thorough and caring. Such a welcoming ward - nothing is too much trouble. Procedures explained simply too.	See previous comment.	A Tempur mattress for mum. No, everything was great.	Male	Under 6	White British	
129	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	First class care and attention as always.	A very short stay. Been in many times before, always well looked after, very grateful to you all as always.		Male	6-8	White British	
130	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great staff. Plenty to do whilst waiting.	The nurses made S. feel very comfortable.			6-8	White British	
131	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic care!			Female	Under 6	White British	
132	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Plenty of toys to entertain the kids while you wait. Great				6-8	White British	

				staff.						
133	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because we have been coming here for many years and the nurses and the care is fantastic. Everyone is so helpful and caring. They go to many lengths to help you.	Everything. The care. The school. Nurses spending time if they can to spend time with me.	Everyone done their job so well. I can't see any more they could of done.	Female		White British	
134	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nursing staff amazing, can only hope management know what an asset they are.	Friendly nursing staff.	Discharge, waiting for medication.	Male		White British	
135	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very nice environment for the children. Staff are very friendly and accommodating. Very clean environment.	We were very pleased with all aspects of care. Food, staff, were all super.	Nothing.	Female	Under 6	White British	
136	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Well looked after, made very comfortable, made my daughter feel at ease.	Level of care was great.	Nothing.	Female	Under 6	White British	
137	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent care! Warm, kind & compassionate staff. Looked after all of us and gave our son the best care. Thank you!	Wonderful staff who listened to our concerns and did everything to make our son comfortable while treating him. Also, wonderful facilities. Felt looked after as a parent.	Nothing! You are fab!	Male	Under 6	White British	

138	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly & helpful.						
139	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful & knowledgeable.	Advice & support.		Female	Under 6	White British	
140	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, friendly staff.	The care received.	Nothing.	Female	12-15	White British	
141	Caroline Thorpe Ward	Maybe	Patient	Because the nurses were nice.	The nurses were really nice.	TV service.	Female	12-15	White British	
142	Caroline Thorpe Ward	Not entered	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
143	Fortescue Ward	Extremely Likely		Absolutely wonderful A. (nurse) is a star. She is so kind as are all the staff but A. is always here when required.		Not really. All is good from the cleaning staff to consultants. So clean and friendly.	Female	over 65	White British	
144	Fortescue Ward	Extremely Likely		All the staff are helpful, polite. The doctors and staff all giving of their best.		Only my observation of no robe hook in the shower room. As an engineer, i do understand the reason re: health and safety but I do also know that hooks with wall / door magnets are available.	Male	56-65	White British	
145	Fortescue Ward	Extremely Likely		The staff are all amazing, always there whenever needed.		Nothing apart from a few more nurses. They are run off their feet.	Female	over 65	White British	
146	Fortescue Ward	Extremely Likely		Nothing is too much trouble. Very clear and understanding. Basically, wonderful, cheerful and		Not really. The ward is clean. The food varies but I appreciate you cannot expect the Ritz. So, all in all, very pleased.	Female	over 65	White British	

				hardworking staff.						
147	Fortescue Ward	Extremely Likely					Male	Over 65	White British	
148	Fortescue Ward	Extremely Likely		Excellent nurses & doctors, attentive, brilliant, clean, bright and really friendly.		Maybe food.	Female	Over 65	White British	
149	Fortescue Ward	Extremely Likely		So impressed with all staff and the ward itself. Can't fault treatment & care in any way.		Could not improve the service in any way.		Over 65	White British	
150	Fortescue Ward	Extremely Likely								
151	Fortescue Ward	Extremely Likely		Everyone was so helpful and kind in making sure that I was ok and have worked very hard to get me healthy and fit, ready to go home. Thank you.		Have skimmed milk as an option for cups of tea.	Female	Over 65	White British	
152	Fortescue Ward	Extremely Likely		So much care given to all patients & so much patience! Lovely atmosphere. Thank you.			Female	Over 65	White British	
153	Fortescue Ward	Extremely Likely					Female	Over 65	White British	Do not publish
154	Glossop Ward	Extremely Likely					Female	56-65	White British	
155	Glossop Ward	Extremely Likely					Female	over 65	White British	
156	Glossop Ward	Extremely Likely		The hardworking staff, always so kind caring and		All very good actually. I really think the nurses are so overworked though. They	Male	26-35	White British	

				responsive.		never stop running around looking after patients' every need.				
157	Glossop Ward	Extremely Likely		Very good indeed. Could not be better.		No, not really. To be honest I think the whole experience has been good. Believe me, I would say so if it wasn't.	Female	over 65	White British	
158	Glossop Ward	Extremely Likely		The staff are brilliant. The staff are kind, caring and so helpful at all times. So clean as well.		No, nothing. The ward is fabulous.	Female	56-65	White British	
159	Glossop Ward	Extremely Likely		The ward is amazing. Lovely staff. The only issue was getting through A&E because of time-wasters on there.		No. As I am an alcoholic I never feel judged. All very understanding. Thank you.	Male	46-55	White British	
160	Glossop Ward	Extremely Likely		First class attentive care from everyone. I cannot speak highly enough of them.		No. Absolutely top class care and treatment.	Male	over 65	White British	
161	Glossop Ward	Extremely Likely		From my experience on Glossop, the ward is brilliant.		No. More than happy. Good care. Clean. Good food. What more can we ask for?	Male	56-65	White British	
162	Glossop Ward	Extremely Likely		Very helpful and understanding.		To be honest, I do not think you can do any more than you have done.	Female	46-55	White British	
163	Glossop Ward	Extremely Likely		Well looked after by all staff.			Female	over 65	White British	
164	Glossop Ward	Extremely Likely		Everyone is so helpful and friendly.			Female	56-65	White British	
165	Glossop Ward	Extremely Likely		Peaceful & friendly staff.			Female	over 65	White British	
166	Glossop Ward	Extremely Likely		All staff have been good.			Male	56-65	White British	

167	Glossop Ward	Extremely Likely		Because they got me better.			Female	over 65	White British	
168	Glossop Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
169	Glossop Ward	Extremely Likely		Been well looked after.		More staff on the wards.	Female	Prefer not to say	White British	
170	Glossop Ward	Extremely Likely		Very friendly and busy staff. There are some very noisy patients, especially at night.		Need more staff at nights.	Female	46-55	White British	
171	Glossop Ward	Extremely Likely					Female	46-55	White British	
172	Glossop Ward	Extremely Likely		A very busy ward.			Male	over 65	White British	
173	Glossop Ward	Extremely Likely		Very friendly and dedicated staff.		More medical staff on the wards.	Male	over 65	White British	
174	Glossop Ward	Extremely Likely		All very friendly, the staff have been very good.		For myself, all is good thank you. I do, however, think we could possibly have volunteers to work on each ward, say taking patients to the bathroom etc. that could free up the time for the hardworking staff.	Female	56-65	White British	
175	Glossop Ward	Extremely Likely		The staff are all so good, cannot fault anyone.		No, not really. As far as I am concerned, everything is very good thank you.	Female	over 65	White British	
176	Glossop Ward	Extremely Likely		Absolutely brilliant - cannot do enough for you. So busy - they never stop, especially when dealing with some very awkward and vulnerable patients that need		I don't know as there is really. Increase staffing levels I suppose but then cost comes into it.	Male	over 65	White British	

				more care than others. I admire the professional attitude - amazing people.						
177	Glossop Ward	Extremely Likely		Nothing that the staff will not do in treating us 24 hours a day. Most definitely hardworking people.		No. I personally think the hospital are doing a really good job. Always spotless. The food is good. So, all good, thank you.	Male	56-65	White British	
178	Glossop Ward	Extremely Likely		100% brilliant care from absolutely wonderful people. Absolutely nothing is too much trouble for any of them.		Nothing that I can think of. I think the staff do an awesome job.	Male	over 65	White British	
179	Glossop Ward	Extremely Likely		I was very well looked after and can't praise the nurses, carers, doctors, all staff enough. They have all been marvellous. It is also the same every time I am admitted into hospital. The care I receive is always very good. NDH Barnstaple is an exceptionally good hospital. I can't thank it enough for all its done for me.		I cannot think of anything. My stay went very smoothly.	Female	Over 65	White British	
180	Glossop Ward	Extremely Likely		Staff very friendly and helpful. Nothing too much trouble.						
181	Glossop	Extremely		Because of great care		Couldn't have received better	Female	Over	White	

	Ward	Likely		and kindness.		service than we have had.		65	British	
182	Glossop Ward	Extremely Likely		Lovely staff.			Female	16-25	White British	
183	Glossop Ward	Likely		Very friendly ward and staff.			Female	over 65	White British	
184	Glossop Ward	Likely		The staff are extremely friendly and hardworking. I find it very difficult to distinguish between the staff due to their so similar coloured uniforms. You never know who you are talking to half of the time. As a retired ward manager myself from elsewhere, I find this very frustrating. The cleanliness and Sodexo staff is really good. I just wish I could manage the ward for a week or two.		The medical care is first class. I do have issues with certain ways things are done. However, I do appreciate that is my opinion only. One big gripe is the charges for the TV. Surely, if charges were more affordable people would use them more.	Female	over 65	White British	
185	Glossop Ward	Likely		Everyone was kind and I felt safe and well cared for. Family & carers were treated well, both in ICU and Glossop ward.		Prepare medication sooner so as not to delay discharge.	Female	56-65	White British	
186	Intensive Care Unit	Extremely Likely		Staff so kind and help given when needed.		Please give more funding to the NHS instead of sending abroad. Service here good.	Female	over 65	White British	

187	King George V Ward	Extremely Likely				Only been on the ward a short time but up to now all seems good. So clean and a lovely quite ward. The staff all seem lovely.	Male	56-65	White British	
188	King George V Ward	Extremely Likely		In my life I have been an inpatient on several wards. Trust me, this is the best all due to the quality of kind and caring staff at all times. Nothing is ever too much for them.		Very difficult. My only concern is that, at times, obviously the doctors are so busy, never having enough time to talk about your particular problems. It would be good if one of the consultant's junior doctors could follow-up and explain things in more depth. I would like though to once more thank the wonderful team of Sodexo and nurses on the ward.	Female	over 65	White British	
189	King George V Ward	Extremely Likely		I have been made to feel very welcome. Everything is spot on.		Everything is all good, just awaiting my operation later this morning.	Female	16-25	White British	
190	King George V Ward	Extremely Likely		Made so welcome. It is like visiting a friend. Always a kind word from everyone.		No, to be honest I cannot think of anything. All good.	Female	over 65	White British	
191	King George V Ward	Extremely Likely		Very kind and friendly people. Nurses all good.		No. I personally think you are doing everything you should be doing.	Female	26-35	White British	
192	King George V Ward	Extremely Likely					Female	46-55	White British	
193	King George V Ward	Extremely Likely		Well looked after by all the hardworking staff.			Male	over 65	White British	
194	King George V	Extremely Likely		All very friendly and professional.		The shower curtain in the side room toilet room is too short	Female	46-55	Other ethnic	

	Ward					allowing water to surge out and cause a safety problem with slippery floor.			group	
195	King George V Ward	Extremely Likely		Good nursing received.			Male	46-55	White British	
196	King George V Ward	Extremely Likely		Everyone has been very helpful and friendly.			Female	16-25	White British	
197	King George V Ward	Extremely Likely		Friendly and helpful staff.			Female	36-45	White British	
198	King George V Ward	Extremely Likely		Very friendly and clean ward.			Female	over 65	White British	
199	King George V Ward	Extremely Likely		The staff are very friendly and helpful			Female	16-25	White British	
200	King George V Ward	Extremely Likely		The atmosphere appears busy. Very friendly staff.			Female	56-65	White British	
201	King George V Ward	Extremely Likely					Female	56-65	White British	
202	King George V Ward	Extremely Likely		Everyone is so pleasant and helpful.			Female	over 65	White British	
203	King George V Ward	Extremely Likely		Everyone is kind and friendly.			Female	36-45	White British	
204	King George V Ward	Extremely Likely		The staff are helpful and very kind. They are good at talking things over with you. I feel lucky to have a side room.		More beds and more staff / nurses.	Female	over 65	White British	

205	King George V Ward	Extremely Likely		The staff are really helpful. It is a good environment.		All good.	Female	46-55	White British	
206	King George V Ward	Extremely Likely		Lots of support given by lots of staff.		When waiting for surgery no-one explained why I was waiting so long.	Female	26-35	White British	
207	King George V Ward	Extremely Likely		The nursing staff and domestics are amazing.		I was not given information about the side effects of medication. I was initially in a bay of patients and some distressing news was given to me by a consultant in not a private or appropriate way. Otherwise all good.	Female	46-55	White British	
208	King George V Ward	Extremely Likely		Wonderful care. I am so glad my mother spent her last days here with such caring & professional staff. Thank you so much.		Keep doing what you are doing.	Female		White British	
209	King George V Ward	Extremely Likely		All staff are very caring & professional. The care I received has been exceptional & the care given to others has been the same. It's a great ward with a great team. All the staff from top to bottom have been amazing. The care shown is tip top. Thank you all.		My only concern through all of the last week has been the lack of rest K. has managed to get with all the toing and froing of visitors and the noise this generates. Would think it more conducive to return to old visiting hours to suit patients' rest.	Female	36-45	White British	
210	King George V Ward	Extremely Likely		The nursing staff, including all the staff on KGV are wonderfully caring.		Try & ensure that there are enough staff on each shift. These nurses are too good to lose to stress! Also, transport	Female	Over 65	White British	

				They cannot do too much for their patients and treat them with great dignity.		should be provided for pensioners after hip replacement.				
211	King George V Ward	Extremely Likely		The staff were caring and kind. Many thanks for my mum's care.			Female	56-65	White British	
212	King George V Ward	Extremely Likely		Excellent care & response to patients' needs.			Female	Over 65	White British	
213	King George V Ward	Extremely Likely		For the friendly ambience on the ward and the dedication of the staff. Nothing too much trouble.			Male	Over 65	White British	
214	King George V Ward	Extremely Likely		Very friendly, pleasant, caring staff - I've been well looked after.			Female	Over 65	White British	
215	King George V Ward	Likely		Staff are friendly and do not get rattled. They keep their cool even though it is a busy ward. The ward environment is bright and airy. Good.		All good.	Male	over 65	White British	
216	King George V Ward	Likely		Helpful and prompt service.		All good.	Male	56-65	White British	
217	King George V Ward	Likely		I found it very nice ward, staff very helpful and easy to talk to.			Female	56-65	White British	
218	Lundy	Extremely		Superb care. The		Nothing at all regarding the	Male	over 65	White	

	Ward	Likely		nurses are out of this world. The medical staff are absolutely brilliant.		ward but, oh dear, the six hour wait in A and E!			British	
219	Lundy Ward	Extremely Likely		Superb medical care. First class treatment from all the staff - angels without wings.		General, medical, cleanliness and food, no complaints or comments whatsoever. My only observation is how high the curtain is off the shower floor meaning that when I shower unless I put a towel down over the edge of the step water goes all over the floor into the toilet area. This could be dangerous if anyone slips and hits their head. Plus, of course, using unnecessarily towels that then have to be laundered for no reason.	Male	over 65	White British	
220	Lundy Ward	Extremely Likely		The nurses, the facilities. So calm, so friendly, all so busy, yet calm, efficient and very professional at all times. Thank you.		Medically, absolutely wonderful - no bad comments or suggestions. I do have one suggestion that mattresses are changed more often whenever funding allows. I have found that although slight of frame myself, heavier patients have obviously used the bed and, although memory foam, there is always that part where your bottom goes where the mattress becomes totally compressed.	Female	46-55	White British	
221	Lundy Ward	Extremely Likely		Exemplary. Made very welcome, all so kind and caring. Certainly in good		My only thought is the transition from A&E where I had wonderful care. MAU, however, was a different	Female	over 65	White British	

				hands.		story - not really made to feel welcome, not really a bond between patients and staff so really am glad to be out of there and up on Lundy Ward. Without a doubt, I am more comfortable in body and mind.				
222	Lundy Ward	Extremely Likely		I cannot give enough high praise to the wonderful care from Sodexo up to consultants - lifesavers.		None whatsoever. Well, I don't think so. It's difficult when you have just had your life saved. Guess what? The food is good.	Male	46-55	White British	
223	Lundy Ward	Extremely Likely		Looked after well by all the staff, including non-medical.			Female	over 65	White British	
224	Lundy Ward	Extremely Likely		I have been treated very well.			Female	over 65	White British	
225	Lundy Ward	Extremely Likely		Very caring staff. I have been well looked after.			Female	over 65	White British	
226	Lundy Ward	Extremely Likely		Been well looked after - no complaints.			Male	over 65	White British	
227	Lundy Ward	Extremely Likely		The staff are really good.			Female	16-25	White British	
228	Lundy Ward	Extremely Likely					Male	over 65	White British	
229	Lundy Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
230	Lundy Ward	Extremely Likely		Pleased with outcome from a friendly staff.			Male	over 65	White British	
231	Lundy Ward	Extremely Likely		Treatment received has been excellent.			Female	46-55	White British	
232	Lundy Ward	Extremely Likely		Staff are helpful - including non-		Drip stands need catheter bag clips so patients don't have to	Male	over 65	White British	

				medical & trainees.		carry.				
233	Lundy Ward	Extremely Likely		Nothing too much problem for all the staff.			Female	46-55	White British	
234	Lundy Ward	Extremely Likely		Everyone has been helpful.			Female	Prefer not to say	White British	
235	Lundy Ward	Extremely Likely		Treated well, staff very friendly.			Male	over 65	White British	
236	Lundy Ward	Extremely Likely		Very good care, quick to respond to questions, good staff.		It it noisy at night due to staff chatting.	Female	56-65	White British	
237	Lundy Ward	Extremely Likely		Friendliness and helpful staff - including non-medical.			Male	over 65	White British	
238	Lundy Ward	Extremely Likely		Looked after very well by all the staff.			Female	46-55	White British	
239	Lundy Ward	Extremely Likely		Came via Intensive Care.			Male	46-55	White British	
240	Lundy Ward	Extremely Likely					Male	46-55	White British	
241	Lundy Ward	Extremely Likely		The staff are nice and friendly.			Male	over 65	White British	
242	Lundy Ward	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
243	Lundy Ward	Extremely Likely		A nice and friendly ward.			Female	36-45	White British	
244	Lundy Ward	Extremely Likely		Very good service.		Call bells very loud in the evenings.	Male	Over 65	White British	
245	Lundy Ward	Extremely Likely		Excellent treatment & care as before.		Not possible to improve.	Male	Over 65	White British	
246	Lundy Ward	Extremely Likely		High quality care with a successful outcome.		Communicating with relatives.	Male	Over 65	White British	
247	Lundy	Extremely		Overall I was most		Yes, please could the wards	Female	Over	White	

	Ward	Likely		<p>impressed both with the hospital facilities. A clean and very modern place and most of the staff. Only one nurse on night duty was rather brusque and not very helpful, left me alone on arrival without indicating which of the facilities I could use and tended to slam the door shut when I asked for some water. All the other staff couldn't be nicer and showed me respect and kindness. Of special mention were the staff in the medical ward - especially nurse A. He explained everything that he needed to do regarding my care. It was gratifying to be treated as an intelligent human being. Dr D. was also very good.</p>		<p>be a little warmer. I was very cold during the night and for most of the day decidedly chilly. Having made my comments I have to say that if one has to go into hospital Barnstaple would win hands down. May I also mention the staff in the emergency room. I was seen promptly and examined very comprehensively. I don't know the name of the nurse but must mention Dr S. Very pleasant & attentive.</p>		65	British	
248	Lundy Ward	Extremely Likely		<p>The general care is exemplary, as is the difficult 'stuff' have witnessed. The compassionate care</p>			Female	Over 65	White British	

				for the elderly has been no resemblance to the horror stories we hear in the media. Patients [illegible] fed and encouraged to talk about their life experiences. The NHS need to mobilise people like A. - she's a gem. Then the safety of our elderly will be in good hands. And needless to say there was a lot of laughter!!						
249	Lundy Ward	Extremely Likely		I have been treated very well on this ward.		No.	Male	Over 65	White British	
250	Lundy Ward	Extremely Likely		It was very good.						
251	Lundy Ward	Extremely Likely		All my nurses and HCAs were more than helpful and I couldn't fault anyone.		No.	Male	46-55	White British	
252	Lundy Ward	Extremely Likely		Not being given painkillers at night - requested but not brought. My husband has just been in your care & 90% of care was excellent. Small things like not being offered a hot drink on one day after		If all the staff had the same attitude & learned from the quality of the best staff, especially at triage.	Female	Over 65	White British	

				meds & having to ask for water when he was needing to drink gallons. Also, noisy at night with personal conversations in the corridor.						
253	Lundy Ward	Extremely Likely		Overall, except for a couple of staff, totally brilliant! My staff (especially staff J. & Snr HCA M.) were very understanding, respectful and informative. First night was poor - lack of attention and sloppy attitudes, but the remainder without fault. You guys deserve your salaries to be doubled and much more appreciation given. Thank you so much you're stars - support staff included.		Increased control / discipline of night staff who use shift for talking (loudly) whenever possible and general quieter movement around the ward. Suggest trolleys [illegible] by maintenance division - no excuse for certain mechanical noises and staff who bang their way through their shift.	Male	Over 65	White British	
254	Lundy Ward	Extremely Likely		All staff extremely kind & caring. They put your mind at rest always by keeping you informed about your treatment & explaining how & why you feel unwell						

				sometimes. I think A star for everyone. I am lucky to have been looked after so well. Thank you very much the team.						
255	Lundy Ward	Extremely Likely					Male	56-65	White British	
256	Lundy Ward	Extremely Likely		Staff are all polite and helpful, it's clean and tidy.			Female	46-55	White British	
257	Lundy Ward	Extremely Likely		Lovely staff & a lovely, clean & friendly hospital.		None at all.	Male	Over 65	White British	
258	Lundy Ward	Extremely Likely		Staff first class as is the quality of nursing & care. Could not fault them. This hospital is very important to wide catchment in the community & it's performance is 1st class, so all attempts to reduce it should be resisted at all costs.		Quieten the activity overnight as sleep is essential to recovery. We appreciate nurses are under pressure but sometimes say they will return to do something & then forget. Provide an 'engaged' sign for shared toilets so doors don't have to be locked.	Male	Over 65	White British	
259	Lundy Ward	Extremely Likely		Friendly, efficient, always got time for you even when busy. Lovely staff.		Toilet rolls so far away to get to comfortably. No other improvements needed.	Female	Over 65	White British	
260	Lundy Ward	Extremely Likely		Very satisfied with the care received.			Male	Over 65	White British	
261	Lundy Ward	Extremely Likely		During my stay on the Lundy Ward, all the staff were very caring and friendly			Male	Over 65	White British	

				and saw to my every need. The linen and room were clean and the food suited me. I shall be very pleased to recommend your ward to my family & friends.						
262	Lundy Ward	Extremely Likely		They were all very helpful, nice & caring. It's a very hard job. They work hard & have to do not very nice things. But they seem to just get on with it. And very friendly. What more could they do!			Male	Over 65	White British	
263	Lundy Ward	Extremely Likely		Great having a private room to shut out the noise. My partner (male) was told he could go home but he wasn't at all comfortable enough to. The nurse let us remain in the room to help him recuperate some more.		Be more explicit about the pain involved. Discomfort is not a strong enough word. My partner (male) had a lot of pain re: catheter etc. which he thought he wouldn't experience!	Male			
264	Lundy Ward	Extremely Likely		The staff were all excellent - caring, warm & friendly.			Male	Over 65	White British	
265	Lundy Ward	Extremely Likely		Friendly staff and efficient.		Better food & coffee.	Male	Over 65	White British	
266	Lundy Ward	Extremely Likely		The whole team are happy to help in any		N/A.	Female	16-25	White British	

				way. Very warm & happy atmosphere. Nothing was too much hassle & the care & compassion was above outstanding. Thank you x.						
267	Lundy Ward	Extremely Likely		Everyone is so kind and friendly and caring.		No.	Male	Over 65	White British	
268	Lundy Ward	Extremely Likely		Lundy Ward has given me fantastic, professional care.						
269	Lundy Ward	Extremely Likely		Friendly and very helpful, caring staff.			Female	46-55	White British	
270	Lundy Ward	Extremely Likely					Male	Over 65	White British	
271	Lundy Ward	Likely		I have only praise for the care of the nursing and medical team. There was a bed shortage issue which meant I was not on the designated orthopaedic ward. Also, I was woken at midnight on the night following my operation and informed I would be moved to day surgery to free up a bed. In the end I was not moved but unsettling.		[Illegible] bed shortage issue. Better bed management / increased funding / resources.	Female	56-65	White British	

272	Lundy Ward	Likely		Very friendly and helpful staff.			Female	16-25	White British	
273	Lundy Ward	Likely		Although everyone is busy they all are helpful and make you feel safe and there for you.		Loo rolls are too far away from loos and rubbish dispensers.	Female	56-65	White British	
274	Lundy Ward	Likely		The food not up to much. Liked being in the side room. Staff have been excellent.						
275	Lundy Ward	Likely		Extremely good care, from all members of staff, nurses and doctors.		The noise at night was a problem on the ward. At night, made sleeping very difficult.	Male	Over 65	White British	
276	Lundy Ward	Likely		Looked after me quite well.			Male	Over 65	White British	
277	Lundy Ward	Likely				No.	Female	Over 65	White British	
278	Lundy Ward	Not entered		Nurses and doctors very friendly and approachable.		No.	Male	Over 65	White British	
279	Lundy Ward	Not entered		But not normally any choice.						
280	Staples Ward	Extremely Likely		The company is lovely on the ward, so nice to have people to chat to. I do get lonely at home. Just in pain which the hospital are trying to look at.		No.	Female	over 65	White British	
281	Staples Ward	Extremely Likely		Everyone in this hospital gives of their best. Cannot do any more than that.		I don't think so, cleanliness and food all good but the main thing is the medical care is first class.	Male	56-65	White British	

282	Staples Ward	Likely		The staff attitude to patients is good even though short of staff.		More staff. The students need more good solid training. When you come to hospital you expect a calm quiet environment. This ward is busier than the high street and noisy.	Female	over 65	White British	
283	Tarka Ward	Extremely Likely		A very good ward.			Male	over 65	White British	
284	Tarka Ward	Extremely Likely		Looked after me well, very friendly.			Male	56-65	White British	
285	Tarka Ward	Extremely Likely		Everyone is efficient and friendly.			Male	56-65	White British	
286	Tarka Ward	Extremely Likely		Cleanliness, helpfulness, everyone eager to help,		No - very impressed with the service as it is.	Female	over 65	White British	
287	Tarka Ward	Extremely Likely		Always treated with great care.		Sky TV is very expensive. Wifi would be nice but could be distracting.	Male	56-65	White British	
288	Tarka Ward	Extremely Likely		Care and compassion from everybody.		Very satisfied as it is.	Male	56-65	White British	
289	Tarka Ward	Extremely Likely		Friendly staff.		Satisfied as it is.	Male	over 65	White British	
290	Tarka Ward	Extremely Likely		All staff cannot do enough for me		Excellent as it is.	Female	over 65	White British	
291	Tarka Ward	Extremely Likely		Everybody is so good and kind.		No - very good as it is.	Female	over 65	White British	
292	Tarka Ward	Extremely Likely		Well looked after by all staff members.			Male	over 65	White British	
293	Tarka Ward	Extremely Likely		The treatment has been good.		Improve the timing on getting drugs from Pharmacy on discharge.	Male	over 65	White British	
294	Tarka Ward	Extremely Likely		The facilities and all staff are excellent.		Perhaps the ward maintenance needs to be looked at. The blinds at the window are broken and the	Female	46-55	White British	

						wash hand basin is out of order (note: the patient has already notified the ward staff).				
295	Tarka Ward	Extremely Likely					Female	46-55	White British	
296	Tarka Ward	Extremely Likely		Friendly staff and clean ward.			Female	over 65	White British	
297	Tarka Ward	Extremely Likely		Very kind and friendly ward			Female	56-65	White British	
298	Tarka Ward	Extremely Likely		A quiet, spacious and friendly ward. The staff are excellent.		The housekeeping could be a bit better i.e. generally slow in removing used items.	Female	over 65	White British	
299	Tarka Ward	Extremely Likely		The staff have been absolutely brilliant.			Male	46-55	Other ethnic group	
300	Tarka Ward	Extremely Likely		Very good. The staff have looked after me well.			Female	over 65	White British	
301	Tarka Ward	Extremely Likely		Because it has been good. Nothing is too much trouble for anyone.		Would have liked to be more informed on where I was on the waiting list.	Female	46-55	White British	
302	Tarka Ward	Extremely Likely		Because I was looked after very well and always with care.		Sky TV is a rip off. I would have had to pay more for 24hrs then I do at home for a month. But other than that my stay was fantastic.	Male	46-55	White British	
303	Tarka Ward	Extremely Likely		For the skilful care and compassion from day one till I left. All the staff need a great big pat on the back. Long may the NHS live.		Smaller bins & bin bags in ward rooms!	Male	56-65	White British	
304	Tarka Ward	Extremely Likely		Staff looked after me very well while I		None. All good.	Male	36-45	White British	

				stayed in the night. Staff are so friendly and helpful. I'm so glad my op. went really well I'm happy with Dr P. how well he treated my op. Thank you very much.						
305	Tarka Ward	Extremely Likely					Female	Over 65	White British	Do not publish
306	Tarka Ward	Extremely Likely		All staff welcoming and very helpful. Nothing too much trouble and everything was explained clearly.		Disposable slippers? Water available in room after procedure?	Female	Over 65	White British	
307	Tarka Ward	Extremely Likely					Female	Over 65	White British	Do not publish
308	Tarka Ward	Extremely Likely		All the staff & support staff are very kind & friendly - I was well looked after.			Female	Over 65	White British	
309	Tarka Ward	Extremely Likely		It's like a five star hotel! Nothing is too much trouble. All the staff are so friendly. They can't do enough for you. You don't feel embarrassed about anything and although very professional it all feels very relaxed.			Female	56-65	White British	
310	Tarka Ward	Extremely Likely		All staff so willing & helpful at all times. Very kind, explaining			Female	Over 65	White British	

				what is happening. You even have some angels!!						
311	Tarka Ward	Extremely Likely		Kind staff. Attentive to needs of patients. So many different depts. looking after you. Amazing how it is all coordinated. J. exceptional member of staff - senior nurse.		Better air-conditioning / temp control. Too hot in ward. Doctors to introduce [illegible]. Hard to understand pharmacy doctor - did not understand what I was saying.	Female	46-55	White British	
312	Tarka Ward	Likely		Cleanliness.		The food is awful!	Male	over 65	White British	
313	Tarka Ward	Likely		The patient is concerned about communications from doctors to nurses to the patient. No complaints in respect of the nurses.		The staff need to listen to the patient and not ignore him. A lack of information being passed on to the patient. Communication between wards also needs improving.	Male	over 65	White British	
314	Victoria Ward	Extremely Likely		Friendly and efficient.			Female	over 65	White British	
315	Victoria Ward	Extremely Likely		Excellent care and treatment.			Female	56-65	White British	
316	Victoria Ward	Extremely Likely		Friendly staff who were always willing to explain my situation.			Female	over 65	White British	
317	Victoria Ward	Extremely Likely		Looked after very well		Staffing shortages are causing problems.	Female	16-25	White British	
318	Victoria Ward	Extremely Likely		Nursing staff have a sense of humour and are dedicated professionals.			Male	over 65	White British	
319	Victoria Ward	Extremely Likely		The staff have looked after me well.			Male	over 65	White British	

				Nothing is too much trouble.						
320	Victoria Ward	Extremely Likely		I have been well looked after by all the staff, including non-medical.			Female	over 65	White British	
321	Victoria Ward	Extremely Likely		The staff are all so kind and caring. Nothing is too much trouble.		No. Everything has been very good indeed, so no thoughts at all re: improving. Thank you.	Female	36-45	White British	
322	Victoria Ward	Extremely Likely		The staff are all truly wonderful people giving 100% professional care.		Not that I can think of. All seems very good to me.	Female	over 65	White British	
323	Victoria Ward	Extremely Likely		Fabulous care shown, really good nursing and doctors.		Nothing really. I fully respect that the staff are doing their best on all fronts.	Male	over 65	White British	
324	Victoria Ward	Extremely Likely		The staff are run off their feet, they do their utmost in caring for you.		They do what they can do, no one can ask for more than that.	Male	over 65	White British	
325	Victoria Ward	Extremely Likely		Very good care and treatment. I keep coming in and out on different wards and the care is always of the same high standard.		Only to say, I cannot understand why sent home so early only to be re-admitted two days later. The costs etc. must be massive.	Male	over 65	White British	
326	Victoria Ward	Extremely Likely		Always the staff! They all deserve as much praise as we can give. Always clean and food more than adequate. The doctors and nurses are wonderful.		Not really, I am more than happy with everything, thank you.	Male	over 65	White British	
327	Victoria	Extremely		Both my wife and I		In our opinion, no. The staff	Male	over 65	White	

	Ward	Likely		would like to give our thanks to everyone on this ward for their kindness and care shown. A special thanks to nurse K. - over and above.		are doing an incredible, very difficult job in a very professional way. 100% quality care at all times.			British	
328	Victoria Ward	Extremely Likely		Excellent care.		Satisfied as it is.	Male	over 65	White British	
329	Victoria Ward	Extremely Likely		The nursing staff are very caring and responsive.		More staff are needed, particularly at the weekends. This is not a criticism of the staff available.	Female	over 65	White British	
330	Victoria Ward	Extremely Likely		Efficiency, helpfulness, kindness.		No - satisfied as it is.	Female	over 65	White British	
331	Victoria Ward	Extremely Likely		Everyone is very helpful.		Satisfied as it is.	Male	over 65	White British	
332	Victoria Ward	Extremely Likely		Clean ward. Very efficient staff.		More important to concentrate on keeping what we have.	Male	over 65	White British	
333	Victoria Ward	Extremely Likely		Excellent in every way. The staff, food, cleanliness, the whole atmosphere.		Very good as it is.	Female	over 65	White British	
334	Victoria Ward	Extremely Likely		The staff are very good. The ward is clean.		Very good as it is.	Female	56-65	White British	
335	Victoria Ward	Extremely Likely		It is very peaceful on this ward and the care is excellent.		Improve the efficiency of the pharmacy dept. Instructions as to when to take medication could be clearer.	Female	46-55	White British	
336	Victoria Ward	Extremely Likely		Very light and airy ward. Well treated.		Satisfied as it is	Female	over 65	White British	
337	Victoria Ward	Extremely Likely		The service is brilliant.		No. Good as it is.	Male	over 65	White British	

338	Victoria Ward	Extremely Likely		The atmosphere of the ward couldn't be better. The staff are all wonderful.			Female	over 65	White British	
339	Victoria Ward	Extremely Likely		All the staff have been lovely to us patients.		I believe there should be more staff at the ward level.	Female	over 65	White British	
340	Victoria Ward	Extremely Likely		Good atmosphere. The staff look after me well, very friendly.			Male	56-65	White British	
341	Victoria Ward	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
342	Victoria Ward	Extremely Likely		The staff are brilliant. It has been a good experience.		Appears to be very noisy when the shift changeover happens.	Male	over 65	White British	
343	Victoria Ward	Extremely Likely		Been treated very well by all staff.			Male	over 65	White British	
344	Victoria Ward	Extremely Likely		Excellent service from all the staff.			Male	over 65	White British	
345	Victoria Ward	Extremely Likely		Very well looked after by friendly staff.			Male	over 65	White British	
346	Victoria Ward	Extremely Likely					Male	over 65	White British	
347	Victoria Ward	Extremely Likely		From entering the ward it was evident that everything was organised and well run. The staff were extremely caring and certainly knew their job.		No.	Male	Over 65	White British	
348	Victoria Ward	Extremely Likely		The staff could not do enough for you, and the care was magnificent. They do care so much. I		No. But deserve more money than what they are paid.	Female	Over 65	White British	

				cannot thank them enough.						
349	Victoria Ward	Extremely Likely		Lovely staff. Lovely food. Very clean. In fact, everything is perfect on Victoria Ward.			Female	56-65	White British	
350	Victoria Ward	Extremely Likely		Everything here has been first class. Like a 5* hotel! Wonderful nurses.		No.	Female	Over 65	White British	
351	Victoria Ward	Extremely Likely					Female	Over 65	White British	Do not publish
352	Victoria Ward	Extremely Likely		I found the nursing staff excellent, the treatment excellent. The attitude of staff to patients 100%. But they are put upon and need more nursing staff and less office wallers. Tired staff lead to accidents and missed diagnoses. I feel privilege to have been looked after by the dedicated staff of Victoria ward. Thank you. I love you all.		Stop pampering to the CEOs. [illegible] your efforts to the staff and appreciate them. Think nurse, think care or lose them.	Male	Over 65	White British	
353	Victoria Ward	Extremely Likely		Lovely atmosphere. Efficient & caring staff.			Female	Over 65	White British	
354	Victoria Ward	Extremely Likely		Because of the care I was given being most excellent.			Female	Over 65	White British	
355	Victoria	Extremely		Everyone in Victoria			Male	Over	White	

	Ward	Likely		Ward has been extremely helpful and had very good care.				65	British	
356	Victoria Ward	Extremely Likely		All staff very nice & very helpful.				Over 65	White British	
357	Victoria Ward	Extremely Likely		The care shown by the staff was first class. Nothing was too much trouble.		It it's not broken don't fix it.	Male	Over 65	White British	
358	Victoria Ward	Likely		The care, the doctors, nurses, Sodexo, all very good. Clean, good food etc.		My care on the ward is fine. I just wish they would hurry up and repair the light in the toilet. It is not good to use with the door half open. Note: our volunteer spoke with a member of staff from Facilities who was on the ward and he fixed the problem immediately.	Male	over 65	White British	
359	Victoria Ward	Likely					Male	Over 65	White British	
360	Victoria Ward	Likely		Treated well and good communication.						
361	Victoria Ward	Likely		The food is very good. I was very impressed with the staff from other countries.		Too much hassle first thing in the morning. It would be nice if some things could be spread out i.e. blood tests, physio, blood pressure, etc. All come while trying to eat breakfast.	Female	Over 65	White British	
362	Victoria Ward	Neither Likely nor Unlikely				No.	Female	over 65	White British	
363	Victoria Ward	Neither Likely nor Unlikely		The hospital appears to be inefficient and badly run when			Male	over 65	White British	

				compared with other hospitals although the ward itself is ok.						
364	Victoria Ward	Neither Likely nor Unlikely		Night shift came on duty & there was a problem in another bay. A new patient in my bay was very unwell & desperate for some water. I asked a nurse and it was over 45mins before it came. Another patient had meals delivered & taken away by Sodexo an hour later but he needed to be fed and helped to drink. Insufficient staff available. Also, a nurse said she'd come & remove my cannula - 2 days later on discharge I still had it in! Not enough 'low level' staff to do menial tasks.			Male	56-65	White British	
365	Victoria Ward	Unlikely		Last night had many interruptions. Noisy patients on the ward.		Cannot be done without more investment.	Male	over 65	White British	
366	Victoria Ward	Extremely Unlikely		Extreme inability to communicate between departments in the following: 1) personal hygiene		Better communication between departments.	Male	Over 65	White British	

				requirements; 2) medical requirements; 3) invalid requirements. Needs urgent communication between departments on what has been agreed in the first & following instances.						
367	Victoria Ward	<i>Not entered</i>					Male	Over 65	White British	