

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

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

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

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(Yes + Maybe + No + Don't know)

'Would not recommend' percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(No)

(Yes + Maybe + No + Don't know)

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		The quality of care is 10 out of 10. All very good, thank you.		No, I cannot think of anything. I have not encountered any problems at all.	Female	26-35	White British	
2	Acute Stroke Unit	Extremely Likely		All of the staff are so kind, caring, friendly and most definitely overworked. K. and W. from Sodexo are brilliant.		More staff would be good, especially at night. My word these people earn their corn. It is sad to see just what is expected from them, especially if you get an elderly patient that requires so much more attention. But they still then have to play catch up before going off duty. Cleanliness is great. The food is very good. I have so much admiration for them all.	Female	46-55	White British	
3	Acute Stroke	Extremely likely					Female	56-65	White British	

	Unit									
4	Acute Stroke Unit	Extremely likely		Good care, nice staff.			Female	over 65	White British	
5	Acute Stroke Unit	Extremely likely		Lovely care.			Female	over 65	White British	
6	Acute Stroke Unit	Extremely likely					Male	over 65	White British	
7	Acute Stroke Unit	Extremely Likely		The friendliness of all the staff.			Female	over 65	White British	
8	Acute Stroke Unit	Likely					Male	over 65	White British	
9	Acute Stroke Unit	Likely					Female	over 65	White British	
10	Capener Ward	Extremely Likely		Staff and level of care. Very good, prompt attention.		No - very satisfied as it is.	Female	26-35	White British	
11	Capener Ward	Extremely Likely		Good.			Male	26-35	White British	
12	Capener Ward	Extremely likely		Excellent care. Well organised. Good teamwork.		More staff evenings.	Female	36-45	White British	
13	Capener Ward	Extremely Likely		Very well managed and organised.		More staff needed but appreciate the problem.	Female	36-45	White British	
14	Capener Ward	Extremely Likely		Well looked after by all the staff. You don't go			Male	36-45	White British	

				unnoticed.						
15	Capener Ward	Extremely Likely		The staff work very hard.			Female	46-55	White British	
16	Capener Ward	Extremely likely		Lucky to have such a super NHS. Treatment and staff wonderful.		No.	Female	56-65	White British	
17	Capener Ward	Extremely Likely		The staff are very friendly.			Male	56-65	White British	
18	Capener Ward	Extremely likely		Very friendly and efficient staff, allowing my husband to visit outside the already generous visiting times allowed. This has helped me greatly with coping with stresses and worries.		Nothing that could suggest to better what you are doing.	Female	over 65	White British	
19	Capener Ward	Extremely likely		I have been really cared for. Nothing has been too much for all the staff on the ward (both nursing & catering). Extremely friendly & exceptionally kind. I could not have had better care &			Female	over 65	White British	

				consideration.						
20	Capener Ward	Extremely Likely		The experience of care has been excellent.		Sometimes there is a need for anxious patients just to have someone available to talk to.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		All staff very kind and helpful.		Reduce the nurses' hours.	Female	over 65	White British	
22	Capener Ward	Extremely Likely		Very helpful. Cannot do enough for you.		Very pleased with it as it is.	Female	over 65	White British	
23	Capener Ward	Extremely Likely		Everyone is very caring.		Improve the quality of the food.	Female	over 65	White British	
24	Capener Ward	Extremely Likely				Fine as it is.	Female	over 65	White British	
25	Capener Ward	Extremely Likely		Staff very good but not enough of them!		More staff.	Female	over 65	White British	
26	Capener Ward	Extremely Likely		Food not that good but everything else perfect.		Satisfied as it is.	Male	over 65	White British	
27	Capener Ward	Extremely Likely		All staff very friendly.		Happy as it is.	Female	over 65	White British	
28	Capener Ward	Extremely Likely		Staff have been good, including the non-medical.			Female	over 65	White British	
29	Capener Ward	Extremely Likely		The staff are caring and attentive.			Female	over 65	White British	
30	Capener Ward	Extremely Likely		Very friendly staff - keen to ensure I was comfortable.			Female	over 65	White British	
31	Capener	Extremely		Well treated.			Female	over	White	

	Ward	Likely		Looked after very well by all of the staff				65	British	
32	Capener Ward	Extremely Likely		Well looked after by the staff.			Male	over 65	White British	
33	Capener Ward	Extremely Likely		Hardworking staff.			Female	over 65	White British	
34	Capener Ward	Extremely Likely		The staff are friendly and helpful.			Female	over 65	White British	
35	Capener Ward	Extremely Likely		Full marks for everything. Clean friendly attentive.		Very satisfied the way it is.	Female	over 65	White British	
36	Capener Ward	Extremely Likely		Very caring and obliging. Everyone very helpful.		A larger staff would help.	Female	over 65	White British	
37	Capener Ward	Extremely Likely		The staff are wonderful - cannot praise them enough.		Very satisfied as it is.	Female	over 65	White British	
38	Capener Ward	Likely		All staff extremely professional and very caring at all times.		Keep pressing this lousy government for additional funding for the NHS which it 'says' it believes in?!	Female	over 65	White British	
39	Capener Ward	Likely		Cannot trust staff. Has lost a wrist band and communication within ward is poor.		The response by ambulance took many hours, leaving the patient unable to move - a bad experience which exasperated an already bad experience with her medical treatment. The patient was dependent on	Female	over 65	White British	

						a male neighbour to help.				
40	Caroline Thorpe Ward	Extremely Likely		Ward staff are very helpful. Always clean. I, as a parent, have also been well-treated.		No. My care has been very good, thank you. The nurses are brilliant - all so kind and caring.	Female	16-25	White British	
41	Caroline Thorpe Ward	Extremely Likely		Always immediately available, when required. Nice, friendly people.		No. In my opinion, you are doing a great job. I think you are better than Bristol, especially in communication.	Female	16-25	White British	
42	Caroline Thorpe Ward	Extremely Likely		There is not one single person on this ward that I could find any fault. All so kind, caring and understanding.		No - not one single issue at all. The care shown to our son and also to us as parents has been first class. A big thank you to you all.	Male	Under 16	White British	
43	Caroline Thorpe Ward	Extremely Likely		The staff are all very kind and welcoming - so kind, courteous and very professional in the way they do their job. Also, very considerate to the parents.		At this moment in time, no. All very good thank you. If we do think of anything we will let you know. Awaiting a bed in Bristol but Caroline Thorpe have been superb.	Male	Under 16	White British	
44	Caroline Thorpe Ward	Extremely Likely		100% quality care and treatment from the moment you arrive on the ward. I am very		No, these wonderful staff are the tops. J. - what an absolute star, also L., a student I believe. Everything J. did she	Female	Under 16	White British	

				impressed.		explained both to me and to her so L. under this type of guidance will no doubt be very well-trained.				
45	Caroline Thorpe Ward	Extremely Likely		Amazing care and treatment from the moment we arrived.		Not really. No faults at all with the care and kindness shown to us all as a family. Well impressed by the quality of care shown.	Male	Under 16	White British	
46	Caroline Thorpe Ward	Extremely Likely		The nurses and doctors are wonderful. All so kind and caring.		No. Everything has been brilliant on the ward. We were a bit disappointed last evening due to lack of communication - told going to theatre by 9pm, then not a word until 11pm but no-one told us why a delay so communication could be better. Also, Caroline Thorpe were not told until the last minute our daughter was coming to this ward. But Caroline Thorpe have been absolutely superb. Thank you.	Female	Under 16	White British	
47	Caroline Thorpe Ward	Extremely Likely		Everyone is so kind, very clever and logical doctors, nursing staff are fabulous.		As a visitor to Devon, I am more than happy the way both myself, as a parent, and my son have been so well treated.	Male	Under 16	White British	
48	Caroline Thorpe	Extremely Likely		Will do anything to help, so friendly		I don't think so. Medical-wise, it would be great if	Male	Under 16	White British	

	Ward			and professional.		we could purchase food from the trolley, even making some form of a donation. I am aware of the voucher system but expensive for a parent with children.				
49	Caroline Thorpe Ward	Extremely Likely		From the moment we arrived, everyone has been on the ball. All help given has been first class. Staff very professional - going way over and above.		No. We don't think so, everyone and everything has been 1st class.	Female	Under 16	White British	
50	Caroline Thorpe Ward	Extremely Likely		As a French person, it is difficult to explain but very good. Thank you.		The hospital has a doctor that speaks French so all very good. Thank you.	Female	Under 16	Other ethnic group	
51	Caroline Thorpe Ward	Extremely Likely		As usual, fantastic care and quality treatment from very professional staff.		No way, because of the complex problems our son has. We are amazed and so pleased the way in which we are treated by Dr. R. and her team, treating a very rare condition. A huge thank you to you all. M., H., L. and G. - everyone really.	Male	Under 16	White British	
52	Caroline Thorpe	Extremely Likely		Seen immediately. Very kind,		Everything explained. Everything was done as	Female	Under 16	White British	

	Ward			professional staff.		stated that it would be. The staff are brilliant. A very clean ward. Our daughter enjoyed her lunch so all good. Thank you.				
53	Caroline Thorpe Ward	Extremely Likely		All very kind and informative at all times.		No. Everyone has been so supportive of us as a family. All our needs catered for - right from entering the hospital and through A&E to the present time. Very clean ward.	Female	Under 16	White British	
54	Caroline Thorpe Ward	Extremely Likely		The staff. So kind, welcoming, friendly and extremely efficient.		Very difficult to complain. The staff are absolutely on the ball at all times, so more than happy. Thank you.	Female	Under 16	White British	
55	Caroline Thorpe Ward	Extremely Likely		The staff are great - very thorough and professional.		Not really. Been happy with everything so far. Due to be let home later today. My usual gripe is the amount of time taken for discharge, surely taking up a bed, a bed that could be cleaned etc. ready for the next patient. This is not a knock re: this ward, which is marvellous, but a general observation.	Male	Under 16	White British	
56	Caroline Thorpe Ward	Extremely Likely		Been here many times and always the same top quality care.		Medically, the staff on the ward are all lovely people doing a great job. Been here three or four times	Male	Under 16	White British	

						and feel sorry for the nurses having to keep asking the same admittance questions time after time, surely wasting their time. Now then, this ward is 1st class. An issue with A&E after all tests with triage nurse yesterday. All questions answered, all tests done, then eventually get to see the main doctor and presumably information not passed on / or maybe not read, having to go through the same questions all over again. But this is not a problem with this ward. We have always been looked after.				
57	Caroline Thorpe Ward	Extremely Likely		As a visitor to England, I am being treated very well indeed.		No. The staff here are adorable. Some of the nurses even try to communicate with us in our French language. Thank you to all the very nice staff.	Female	Under 16	Other ethnic group	
58	Caroline Thorpe Ward	Extremely Likely		Staff so friendly and helpful at all times. Nothing is too much trouble for anyone. T. (physio) and G.H.		No medical issues regarding the fabulous care on the ward. Just a comment for you. It would be good to have a little more flexibility with	Female	Under 16	White British	

				(nurse) have been absolutely spot on - so kind and supportive.		mealtimes as all children need food at different times - not set times.				
59	Caroline Thorpe Ward	Extremely Likely		The ward in my opinion is outstanding. We are so lucky to have such a place to bring our children.		No, the staff here are just amazing to both parents and the children. I once again stress just how fortunate we are to have a ward like this plus the quality of the very professional staff that run it.	Male	Under 16	White British	
60	Caroline Thorpe Ward	Extremely Likely		All so friendly, kind and caring. Nothing is too much trouble to any of the staff.		As my answer is no, I think that answers your question. My experience here has always been of the highest quality. Thank you.	Female	Under 16	White British	
61	Caroline Thorpe Ward	Extremely Likely		All staff, from consultants to Sodexo staff, are all so kind, caring and respectful.		No - all good, thanks. In fact, very good indeed.	Female	Under 16	White British	
62	Caroline Thorpe Ward	Extremely Likely		10 out of 10. Amazing care. Thank you.		No, I don't think so. We, as parents, are absolutely delighted with the care so far for our son.	Male	Under 16	White British	
63	Caroline Thorpe Ward	Extremely Likely		We have had an excellent experience, thank you. Staff have been amazing - all		Not as far as we are concerned. The whole experience, from admittance to discharge (later today). So, all good,	Male	Under 16	White British	

				so very helpful.		thank you.				
64	Caroline Thorpe Ward	Extremely Likely		Brilliant. Absolutely brilliant. 100% quality care, kindness and understanding.		Difficult question. No, not really. Actually, care has been way above my expectations. Thank you.	Male	Under 16	White British	
65	Caroline Thorpe Ward	Extremely Likely		Staff all kind and understanding.		All wonderful.	Female	Under 16	White British	
66	Caroline Thorpe Ward	Extremely Likely		The staff are really nice.		All good.	Female	Under 16	White British	
67	Caroline Thorpe Ward	Likely		Friendly, caring staff.		Medical, plus our care as parents, has been fine. The only thing I can think of is a more flexible mealtime around breakfast as our son eats at all sorts of times. Also, food for parents - it is rather expensive for food daily with a long-term patient. It would be good if we could purchase food off the food trolley, making a donation to the ward whatever to cover the cost but, apart from that, everything is 100% good quality, professional care.	Male	Under 16	White British	
68	Caroline Thorpe	Unlikely		The nurses are all child-friendly.		It is noisy at night and keeps me awake.	Male	Under 16	White British	

	Ward			(response from patient).						
69	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer		Everyone polite + helpful.	Bigger room.	Male	6-8	White British	
70	Caroline Thorpe Ward	Yes, I do	Patient	There was a lot of support for my boy - play room was a great hit. My boy loved the school. Thank you for all the hard work you doing.	Had our own room - my boy had loads to do.		Male	6-8	White British	
71	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff were incredibly friendly and caring and also a special mention to S. and co. in A&E who were amazing.	Speed and efficiency.	Discharge could have been quicker.	Male	6-8	White British	
72	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Fantastic level of care. Ultimate professionals. Thoughtful, caring, calming staff. Informative - explained everything that was happening.	The speed at which O. was seen, assessed, treated. The level of care given by al the staff.	Nothing - it was amazing and we are really grateful. You do a fantastic job in challenging circumstances. Thank you.	Male	6-8	White British	
73	Caroline Thorpe Ward	Yes, I do	Patient Parent / guardian / carer	The staff were all amazing. The care that L. & I had whilst here was	L. loved the playroom.	Nothing. You were all amazing. BIG Thank you from Z. & L.	Female	6-8	White British	

				excellent. And the ward was clean & tidy.						
74	Caroline Thorpe Ward	Yes, I do	Patient Parent / guardian / carer	The staff have been very kind and looked after me very well.	The staff made me feel happy.	Cheesecake for breakfast.	Female	9-11	White British	
75	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	We felt our daughter was so well looked after. The staff are all so kind and caring.	The care she received was amazing and the staff so reassuring.	Nothing - everything was very good.	Female	9-11	White British	
76	Caroline Thorpe Ward	Yes, I do	Patient	Because the nurses / doctors are really child - friendly and very helpful.	Good comfy bed, great TV and the nurses looked after me x.		Male	9-11	White British	
77	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	After long wait in A&E, children's ward was lovely + very helpful. This is not my hospital as I live in Taunton and it was much better experience.	Wait in A&E after coming in ambulance having two other small children and husband in car not seeing dr. for 4hrs they could not go home till midnight.	Seen dr. soon due to the situation. We don't live here and had 2 small children with not knowing.	Female	12-16	White British	
78	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff are very friendly and helpful.	The ward was very accommodating, allowing me to stay with my daughter overnight.		Female	12-16	White British	
79	Caroline Thorpe	Yes, I do	Parent / guardian / carer				Female	under 6	White British	I DO NOT wish my anonymised

	Ward									comments to be made public
80	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	It is an amazing ward & all staff go above & beyond on a daily basis. Any questions or queries are dealt with immediately. I couldn't ask for a better group of people to look after my little girl!	Stay was great (albeit the reason we were in to start with). My little girl has been very relaxed happy during her stay & that's all we could ask for.	Nothing whatsoever!!	Female	under 6	White British	
81	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Nice coloured in numbers above the beds & nice beds. Amazing staff & people. A. is nice & took great care of me. TVs are great - her words.	Lovely staff who helped as I am disabled & couldn't access parents room. Great with my daughter & her care.	No - everything was great.	Female	under 6	White British	
82	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Very caring staff, very kind and understanding to yours and your child's needs. Things explained clearly.	Excellent facilities to keep your child entertained.		Male	under 6	White British	
83	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Lovely, friendly nurses! Always happy to help us. Thanks.	The fantastic playroom my kids loved it.	Rooms were really hot - could of done with fan.	Male	under 6	White British	

84	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Quick and really friendly. Thank you for this not being traumatic - we were really at ease.	Didn't stay.		Female		White British	
85	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The staff were all friendly and helpful and made our hospital stay as pleasant an experience as possible.	The nurses, doctors and ancillary staff were all professional and kind and made us feel confident and at ease.	Nothing during our stay. We were very happy with everything.	Female		White British	
86	Caroline Thorpe Ward	Yes, I do	Patient	Because the nurses + doctors where nice.	Was kept doing things rather than being board.	Nothing.	Female		White British	
87	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Because the staff are very helpful and are good with the children that stay.	Really good staff - been very great.	Nothing.	Male		White British	
88	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The care given by all the staff is absolutely fantastic. All smiling, happy people who do a wonderful job.	The care given to my son.	Nothing at all.	Male		White British	
89	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Because these amazing nurses / team couldn't do anything better?? So very kind.						

90	Fortescue Ward	Extremely Likely		All the staff are so kind and friendly.		More than happy with my care. K. is wonderful.	Female	over 65	White British	
91	Fortescue Ward	Extremely Likely		All the staff are fine, full of praise for the young nurses. Well, I do not know how they cope. Some patients are very awkward though.		Not really. When I go home I shall be alone. I have always been independent. I hope my sister will help look after me.	Male	over 65	White British	
92	Fortescue Ward	Extremely Likely		Lovely place. So good and clean. Food good		Not really. I have answered these questions on behalf of my mother. Thank you for her care.	Female	over 65	White British	
93	Fortescue Ward	Extremely Likely		Nice people and nice food.		Recycle more.	Male	over 65	White British	
94	Fortescue Ward	Likely		The doctors are good.		I have some tablets that the doctors have just prescribed but I don't know what they are for.	Male	over 65	White British	
95	Fortescue Ward	Likely		The nurses come when you ring.		All good.	Female	over 65	White British	
96	Fortescue Ward	Likely		Help is there when I need it.		All good.	Female	over 65	White British	
97	Glossop Ward	Extremely Likely		The staff have been really good.		TV prices are ridiculous. A communal room with TV would be better.	Male	26-35	White British	
98	Glossop Ward	Extremely Likely		Well looked after by everyone.		Absolutely fine. Thank you so much. Plus, may I take this opportunity of, once again, thanking the truly wonderful life-saving staff on ICU.	Female	26-35	White British	

99	Glossop Ward	Extremely likely		Good care, nothing to moan about.			Male	36-45		
100	Glossop Ward	Extremely likely		Because all the staff were great and very caring.			Male	36-45		
101	Glossop Ward	Extremely Likely		Well looked after by very good staff. The amount of work they do and is expected of them is amazing. I and other patients last night witnessed a very poorly man, obviously in a bad way, yet the staff coped amazingly well, remaining calm as they looked after him and doing whatever they did to bring him round and get him settled and comfortable.		No complaints, food good, so clean, the staff are truly amazing.	Male	36-45	White British	
102	Glossop Ward	Extremely Likely		The staff are all very caring and efficient.		Very satisfied but the television price is ridiculous.	Male	36-45	White British	
103	Glossop Ward	Extremely Likely		Looked after very well, especially		Not really, what more can they do? Like all of us, the	Male	56-65	White British	

				considering the workload these people have. Goodness me, they earn every penny they get paid. 12 hour shifts! They must be on their knees yet always a smile, always ready to stay over if required. They never seem to work to the watch - very impressed.		staff are only human with one pair of hands but I think they need at least four pairs of hands (and legs) at times.				
104	Glossop Ward	Extremely Likely		The staff are on the ball - very attentive.		More staff. Their patience is unbelievable.	Male	56-65	White British	
105	Glossop Ward	Extremely likely					Male	over 65		
106	Glossop Ward	Extremely likely		The care & kindness shown to our mum was exceptional. Thank you.			Female	over 65		
107	Glossop Ward	Extremely likely		Very friendly staff.			Male	over 65		
108	Glossop Ward	Extremely likely					Female	over 65		
109	Glossop Ward	Extremely likely		I could not have wished for better care and			Female	over 65		

				<p>treatment from anywhere else. The care I have received has been excellent and the treatment also. I have been spoken to and treated with kindness. Thank you so much for looking after me and getting me better as you always do.</p>						
110	Glossop Ward	Extremely Likely		<p>Communication skills, the way they approach patients, their kindness and welcoming is excellent.</p>		<p>Not really. Clean, good food. I have an issue with the TVs flashing all the time. Doctors, nurses and Sodexo staff all doing a fabulous job.</p>	Female	over 65	White British	
111	Glossop Ward	Extremely Likely		<p>Absolutely no problem at all, the care shown is amazing.</p>		<p>The staff are fabulous, from the doctors to the catering / cleaning staff. L. from Sodexo - always a smile and kind word. My only suggestion would be to speed up departure once doctors have given the opportunity for discharge and why such a long wait for tablets from pharmacy. Surely, if quicker, a bed would become available. Multiply</p>	Male	over 65	White British	

						this by whatever number of patients are discharged daily and I am sure it would add up to quite a lot of beds becoming available much quicker.				
112	Glossop Ward	Extremely Likely		Top notch. Very, very good, very friendly professional. Very understaffed.		I do not have much time left in my life with cancer. I have just lost my wife - passed away on Victoria Ward last Friday. My care here has been fantastic but I am having trouble getting my head around things.	Male	over 65	White British	
113	Glossop Ward	Extremely Likely		All the doctors and nurses are so nice.		More nurses. At present, overworked, very long shifts.	Female	over 65	White British	
114	Glossop Ward	Extremely Likely		The staff are all wonderful.		No. Good as it is.	Male	over 65	White British	
115	Glossop Ward	Extremely Likely		The ward is well-managed. The staff are very efficient.		No.	Male	over 65	White British	
116	Glossop Ward	Extremely Likely		Very well looked after by everyone. All so kind.		No. I would like to thank, on behalf of the family, the care and kindness shown not just by the medical staff. The Sodexo staff are so pleasant and also deserve a mention.	Male	over 65	White British	
117	Glossop Ward	Extremely Likely		In a word 'excellent'. In two words 'absolutely		No, all is very good - way above what I expected. Cleanliness, food, kind and	Male	over 65	White British	

				fantastic'.		very hardworking staff - always busy and always giving 100%.				
118	Glossop Ward	Likely		The staff have been kind, caring and always helpful.		Not really, just waiting to be stair-assessed before discharge.	Male	36-45	White British	
119	Glossop Ward	Likely		Professional, caring staff. Comfortable, clean, quiet side-rooms / bays. Good food.			Male	46-55		
120	Glossop Ward	Likely		Doing a job exactly as I expected.		No, the hospital provides a quality service, of course curtailed no doubt by lack of funding in our area.	Female	46-55	White British	
121	Glossop Ward	Likely					Male	56-65		
122	Glossop Ward	Likely		Staff very amiable and helpful		At times the feelings of the patient can be overlooked.	Female	over 65	White British	
123	Glossop Ward	Likely		Well it is a hospital - cannot always get much sleep at night. The staff are very good though.		My wife deals with all of my needs and keeps me up-to-date with what is going on. Rather be home of course.	Male	over 65	White British	
124	Glossop Ward	Unlikely		I had stitches in my head on Thursday but no examination since.			Female	over 65	White British	
125	King George V Ward	Extremely likely		Really friendly staff!			Female	26-35	White British	

126	King George V Ward	Extremely Likely		The nurses have been absolutely wonderful. All so caring.		The ward has been excellent. All very kind and caring. A&E were so busy yesterday but experience has so far been very good.	Female	26-35	White British	
127	King George V Ward	Extremely Likely		Been well looked after by everyone.			Female	26-35	White British	
128	King George V Ward	Extremely Likely		Friendly, cheerful and calm.			Female	26-35	White British	
129	King George V Ward	Extremely likely		Staff were professional and kind. I could see they were very busy all the time but always made time.			Female	36-45	White British	
130	King George V Ward	Extremely likely		All staff are so friendly & helpful. Thank you.			Female	36-45	White British	
131	King George V Ward	Extremely likely		All the staff have been fantastic, kind, patient & hardworking. Thank you to you all.		N/A.		36-45	White British	
132	King George V Ward	Extremely Likely		The staff have been excellent.			Female	36-45	White British	
133	King George V Ward	Extremely Likely		The staff are so wonderful, so professional, all of		Medical staff plus cleanliness is good. The food, as a vegan, is	Female	36-45	White British	

				them, even while under so much pressure, always work doing their best.		sometimes an issue but Sam (Sodexo) usually gets me sorted. The TV is ridiculous, running down while not watching so I just watch the free stuff.				
134	King George V Ward	Extremely likely		My treatment on the ward has been brilliant. The nurses and all other staff that come on the ward are very nice, kind and professional, my experience was nice.			Female	46-55	White British	
135	King George V Ward	Extremely Likely		Staff nice and friendly, including non-medical.			Female	46-55	White British	
136	King George V Ward	Extremely Likely		Pleasant and friendly staff - including non-medical.			Female	46-55	White British	
137	King George V Ward	Extremely Likely		Very good. The night nurse (H.) was absolutely wonderful.		Not really. Everything is very good, very good indeed actually. A credit to the NHS.	Female	46-55	White British	
138	King George V Ward	Extremely Likely		All staff are friendly.		Understaffed at times.	Female	46-55	White British	
139	King George V Ward	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be

										made public
140	King George V Ward	Extremely likely		Being a frequent visitor recently, I can say I had a real fear of hospital. But I feel the staff of KGV are just like coming back to see best friends. They are under such pressure yet always have time for every patient, such a wonderful team and Thank you to every one of them and Urology doctors.		Perfect as it is.		56-65	White British	
141	King George V Ward	Extremely Likely		Well looked after by all staff.			Female	56-65	White British	
142	King George V Ward	Extremely Likely		It is the staff. All of them, from Sodexo to consultants. They all go the extra mile - nothing, absolutely nothing, is too much trouble for them.		No, a difficult question as, in my experience, way, way above expectations. Thank you.	Female	56-65	Mixed / Multiple ethnic groups	
143	King George V	Extremely Likely		The staff are so attentive and the			Female	over 65	White British	

	Ward			ward is clean.						
144	King George V Ward	Extremely Likely		So pleasant.			Female	over 65	White British	
145	King George V Ward	Extremely Likely		Staff pleasant and hardworking, nothing too much trouble.			Female	over 65	White British	
146	King George V Ward	Extremely Likely		Everyone is kind and attentive.			Female	over 65	White British	
147	King George V Ward	Extremely Likely		Because everyone has been attentive.			Female	over 65	White British	
148	King George V Ward	Extremely Likely		Cheerful and friendly. A good atmosphere.		More staff in general - with the accent on medical.	Female	over 65	White British	
149	King George V Ward	Extremely likely		The staff on the ward have treated me like a queen. I would like to give them all 10 out of 10.						
150	King George V Ward	Likely		Everyone has been really nice, all caring, so helpful.		Medical all good. In my opinion, very understaffed, so hardworking, very hygienic, so all good.	Female	16-25	White British	
151	King George V Ward			Kindness shown at all times by all the staff. Everything kept clean. Attention to detail all the time. I			Female	56-65	White British	

				would recommend your ward to friends and family if they needed similar care and treatment.						
152	Lundy Ward	Extremely likely		I was dealt with quickly and was frequently kept up to date with my progress.			Male	16-25	White British	
153	Lundy Ward	Extremely likely		You looked after me and made me feel special and my teddy Thomas in day surgery.		Keep being awesome.	Male	26-35	White British	
154	Lundy Ward	Extremely likely		The care I received on Lundy ward was second to none! The staff here are amazing! Nothing is too much trouble and they always have a smile even when it's chaos! The cleaning and food quality is superb and even though I was in a lot of pain I was treated like a king! I would like to say a huge thank you, to S., J.,		Give all the nurses on Lundy ward a big pay rise because they really deserve it!		26-35	White British	

				T., A., T. and all the staff who looked after me! Thank you so much!						
155	Lundy Ward	Extremely Likely		Kind and caring, well looked after.		More communication with patients.	Male	26-35	White British	
156	Lundy Ward	Extremely Likely		The staff are friendly and helpful.		Food portions.	Male	26-35	White British	
157	Lundy Ward	Extremely likely		I received the best care whilst here. Every step of my stay was comfortable and well cared for. The hospital is very clean, with happy, friendly staff with a real care for the patients. Thank you so much. Better than any other hospital I've been in previously.			Male	36-45	White British	
158	Lundy Ward	Extremely likely		The ward is very clean and the rooms are pleasant. The staff were outstanding - very friendly. Thank you.		I am an ex-serviceman so used to eating rations and unpleasant food. I have to say that the hospital food is really bad. Improving the food would be a good move.	Male	36-45	White British	
159	Lundy	Extremely		All the nursing		A day room with TV which	Male	36-45	White	

	Ward	likely		staff, doctors & cleaners were very respectful & supportive. Nothing was too much trouble. A big thank you to all.		would be more sociable & could act as a waiting room to free up beds when discharged.			British	
160	Lundy Ward	Extremely Likely		Staff excellent.			Male	36-45	White British	
161	Lundy Ward	Extremely likely		Very professional, caring, friendly staff - nurses, medics + housekeepers etc. Quiet, relaxing surrounds. Very comfortable, clean, modern side room.		I was very pleased + grateful for excellent care I received.	Male	46-55	White British	
162	Lundy Ward	Extremely likely		The nurses and staff have been so helpful kind and understanding.			Female	46-55	White British	
163	Lundy Ward	Extremely likely		Couldn't have asked for any better treatment, nurses and staff were brilliant, the staff should be praised for all their work! It seems that the NHS are			Male	46-55	White British	

				always criticised in the media for not meeting some target or other but should instead be praised for what they achieve. Many thanks. Grateful patient.						
164	Lundy Ward	Extremely Likely		Friendliness of staff. All helpful.		Communication could be improved - some doctors better than others.	Male	46-55	White British	
165	Lundy Ward	Extremely Likely		Very clean ward. The staff are kind, professional and efficient,		Beds could be made more suited to rapid use of toilet which is needed at times. Not a criticism.	Male	46-55	White British	
166	Lundy Ward	Extremely Likely		Staff lovely - can't do enough.			Female	46-55	White British	
167	Lundy Ward	Extremely Likely		Very warm and helpful.		A&E needs improving. The seats are uncomfortable planks. Also, the food needs improvement.	Male	46-55	White British	
168	Lundy Ward	Extremely likely		Friendly staff always willing to help. Nothing too much trouble to help even when busy. From drs, nurse and support staff.		None.	Male	56-65	White British	
169	Lundy Ward	Extremely likely		First class care in every aspect. Nights kept		Keep up the good work.	Male	56-65	Other ethnic group	

				peaceful with dimmed lights & quiet voices. Success!						
170	Lundy Ward	Extremely Likely		All staff, including non-medical, are good.			Male	56-65	White British	
171	Lundy Ward	Extremely Likely		All staff are friendly and professional.			Male	56-65	White British	
172	Lundy Ward	Extremely Likely		Clean, pleasant environment, staff good, including non-medical.			Male	56-65	White British	
173	Lundy Ward	Extremely Likely		Friendliness of staff.		Doctors not always very communicative which can be frustrating.	Male	56-65	White British	
174	Lundy Ward	Extremely Likely		1st class service.			Male	56-65	Other ethnic group	
175	Lundy Ward	Extremely Likely		The staff are good, including non-medical.		There appears to be less disabled bays in the main car park.	Male	56-65	White British	
176	Lundy Ward	Extremely Likely		Clean ward. Welcoming staff, including non-medical.			Male	56-65	White British	
177	Lundy Ward	Extremely Likely		Excellent. Well looked after by all staff.			Male	56-65	White British	
178	Lundy Ward	Extremely likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be

										made public
179	Lundy Ward	Extremely likely		Excellent care and treatment from a very friendly and efficient staff. Many thanks to all who cared for me during my stay here.			Male	over 65	White British	
180	Lundy Ward	Extremely likely		Great bunch of nurses. Very caring. Always willing to help, 150 percent recommend.		None.	Male	over 65	White British	
181	Lundy Ward	Extremely likely		Friendly staff with 'prof' edge.		Have patients that don't moan as much.	Male	over 65	White British	
182	Lundy Ward	Extremely likely		Very pleasant staff - helpful in every way.		Give your staff out a gold medal.	Male	over 65	White British	
183	Lundy Ward	Extremely likely		The care received is fantastic. The extortionate price of a bottle of water is my only complaint. £1.50 for a 500ml bottle from a vending machine is ridiculous. It's disappointment that at a time of being vulnerable ,			Female	over 65	White British	

				Sodexo feels it can charge that for such an everyday object. Very disappointed.						
184	Lundy Ward	Extremely likely		The nursing staff were exceptional in the care & attention I received, also the surgeon & theatre staff were very good.		With the exception of food everything else was excellent.	Male	over 65	White British	
185	Lundy Ward	Extremely likely		Treatment has been excellent.		No.	Male	over 65	White British	
186	Lundy Ward	Extremely likely		Well organised, friendly staff. Well trained in their disciplines. Clean & tidy ward.		Tried, but have not found any yet!	Male	over 65	White British	
187	Lundy Ward	Extremely likely		Competent + caring.		No.	Male	over 65	White British	
188	Lundy Ward	Extremely likely		Excellent nursing and friendly staff. Everything clean and tidy. Many thanks to the doctors.		Very good as it is.	Male	over 65	White British	
189	Lundy Ward	Extremely likely		Received nothing but friendly, efficient & professional care (It was almost a		No - for all the right reasons.	Male	over 65	White British	

				pleasure!)						
190	Lundy Ward	Extremely likely		So kind, can't fault it in anyway. So good.			Male	over 65	White British	
191	Lundy Ward	Extremely likely		My thanks to the wonderful nurses and others who cared for me in Lundy Ward, 10-15th July. Their caring with kindness and professionalism was second to none.		Very satisfied.	Male	over 65	White British	
192	Lundy Ward	Extremely Likely		Efficient and do a good job.			Male	over 65	White British	
193	Lundy Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
194	Lundy Ward	Extremely Likely		Everyone very pleasant, helpful and cheerful.		Staff are overworked but knows that finance is the problem.	Male	over 65	White British	
195	Lundy Ward	Extremely Likely		Very caring attitude - nothing too much trouble.		Very satisfied as it is.	Male	over 65	White British	
196	Lundy Ward	Extremely Likely		A good experience. The staff are efficient, friendly and the ward is very clean.		Satisfied as it is.	Male	over 65	White British	
197	Lundy Ward	Extremely Likely		Early days but seems very efficient.		Good as it is. It can be a little noisy.	Male	over 65	White British	

198	Lundy Ward	Extremely Likely		Nurses and all staff wonderful.		Very happy as it is.	Male	over 65	White British	
199	Lundy Ward	Extremely Likely		The whole experience is very good. The staff are wonderful across the board.		No. Nobody should have any complaints.	Male	over 65	White British	
200	Lundy Ward	Extremely Likely		Treatment has been good.		The admissions lounge needs improvement.	Male	over 65	White British	
201	Lundy Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
202	Lundy Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
203	Lundy Ward	Extremely Likely		Very good staff.			Male	over 65	White British	
204	Lundy Ward	Extremely Likely		Good service.		More openness after surgery i.e. with an explanation.	Male	over 65	White British	
205	Lundy Ward	Extremely Likely		A very good ward. Very helpful staff.			Male	over 65	White British	
206	Lundy Ward	Extremely Likely		Well treated. The care received has been good.			Male	over 65	White British	
207	Lundy Ward	Extremely Likely		The staff are polite and considerate.			Male	over 65	White British	
208	Lundy Ward	Extremely likely		Because of the nursing staff. They are not valued enough and are very underpaid for all their responsibilities. They were so very						

				helpful and compassionate.						
209	Lundy Ward	Extremely Likely								
210	Lundy Ward	Likely		With the experience we have had with Musgrove Park, the staff here are fantastic! The staff are very caring and professional in their job.		None at all.	Male	26-35	White British	
211	Lundy Ward	Likely		I was well looked after. All staff were considerate and caring. Food was varied and tasty (one exception was a plate of breaded haddock & chips!) my room was spotless & then the advantage of an en-suite.		I know there are staff shortages but their 12.5 hour shifts are exhausting. They have my admiration and appreciation.		over 65	White British	
212	Lundy Ward	Likely		Busy turnover. Exceptional patience with the patients.			Male	over 65	White British	
213	Lundy Ward	Likely		Been three times in six months. No complaints.			Male	over 65	White British	

				Satisfied.						
214	Lundy Ward	Likely		Staff good but very busy at times.		Satisfied as it is.	Male	over 65	White British	
215	Lundy Ward	Likely		All staff very good but does not like being in hospital.		No.	Male	over 65	White British	
216	Lundy Ward			All staff are good and welcoming.			Male	over 65	White British	
217	MAU	Extremely Likely		All been friendly, nothing is too much trouble for them.		No, all clean, good food. Impressive service in my opinion.	Female	56-65	White British	
218	MAU	Extremely Likely		Everything is very good, thank you. If it wasn't, believe me I would tell you.		No, the service provided here is fabulous. Such hardworking, kind and caring staff.	Male	56-65	White British	
219	MAU	Extremely Likely		The care has been excellent.			Male	56-65	White British	
220	MAU	Extremely Likely		The doctors, nurses and Sodexo staff are all brilliant. So noisy at times as patients getting admitted at all hours.		As a holiday-maker, I am impressed with my care. Regarding the noise, some patients have no respect for others with TV blaring. I would recommend the offer of ear plugs and night masks to help with sleep.	Female	over 65	White British	
221	MAU	Extremely Likely		Main reason is that I am being very well-treated by the lovely staff.		Not really. To be honest, I have been flown back from Turkey and I am in Barnstaple under the care of my daughters so I don't really know what is	Male	over 65	White British	

						happening but all is good here. Thank you.				
222	MAU	Extremely Likely		I have been treated very well.			Female	over 65	Prefer not to say	
223	MAU	Extremely Likely		The staff relax you easily.			Female	over 65	White British	
224	MAU	Extremely Likely		Well looked after.		More medical staff. They all appear to be very busy.	Female	over 65	White British	
225	MAU	Extremely Likely		The staff, including Sodexo staff, are so attentive.			Female	over 65	White British	
226	MAU	Likely		Positive response from staff.			Male	over 65	White British	
227	Staples Ward	Extremely Likely		The staff are so kind, caring, and so helpful. As visitors from the USA, we are very impressed. My word, this is very good care.		This hospital is amazing. The Nurses are truly wonderful. Nurse S. - well, he is so kind, understanding and so supportive to us. A few jokes (which is good to make us smile) but the serious things are carried out with 100% efficiency. What more can I say? If I could state all of the staff names I would. So, a huge thank you to all.	Male	over 65	Other ethnic group	
228	Staples Ward	Extremely Likely		Absolutely brilliant. What the staff cannot provide the good Lord will.		The hospital and God will look after me. Bless you and all the team.	Female	over 65	White British	
229	Staples	Extremely		The staff are all so		No - everything is really	Female	over	White	

	Ward	Likely		kind and caring.		good, the staff all work so hard, doing all they can to treat and care for us all.		65	British	
230	Staples Ward	Extremely Likely		Brilliant staff along with the Good Lord. The nurses also look after me.		No and if I need anything else God will provide.	Female	over 65	White British	
231	Staples Ward	Likely		Most of the staff are very good indeed - some not so. They do not seem to understand.		It would be nice to have a little TV in here. The days seem never-ending and the nights seem longer. The food is not to my taste but that is probably me. I wish there wasn't pickle, mayonnaise etc. on the sandwiches but just a plain sandwich would be much better. Jacket potatoes are good.	Male	56-65	White British	
232	Staples Ward	Likely		Most of the time the care is excellent. Obviously, at times so overstretched. It must be difficult for them.		No. This and other hospitals have enough issues and things to do without me complaining. So clean and tidy. The food is more than acceptable. So, good really.	Female	over 65	White British	
233	Tarka Ward	Extremely likely		Came onto Tarka Ward after hernia op. All staff were very welcoming + helpful, nothing too much trouble.		Fantastic service on Tarka Ward. Needs to be introduced on KG5.	Female	46-55	White British	

				All the staff were very cheerful when coming on duty and on leaving. Nice, relaxed ward.						
234	Tarka Ward	Extremely likely		The kindness & care given to me was fantastic. They couldn't do enough for me no matter what time or how busy they were. Wonderful staff, you should be very proud. A credit to the NHS.		Make TV / wifi affordable.	Male	46-55	White British	
235	Tarka Ward	Extremely Likely		Just general attitude and professional care.		Medical, cleanliness, food is excellent. The TV cost is a disgrace. How long-term patients are expected to pay or senior citizens I do not know.	Male	46-55	White British	
236	Tarka Ward	Extremely likely		Excellent care. Very attentive to individual needs. Made my first major surgery worry-free.			Male	56-65	White British	
237	Tarka Ward	Extremely likely		Everyone has been very helpful and friendly.		Keep doing what you do because you all do an amazing job. Everyone has been so friendly.	Female	56-65	White British	

238	Tarka Ward	Extremely likely		The care I have been given here is exceptional. Everybody who has been involved in my care and recovery from my total knee replacement has been wonderful - with no exceptions!		Perhaps reduce the waiting times in the admissions lounge. I found that the hardest part.	Male	56-65	White British	
239	Tarka Ward	Extremely Likely		Fabulous.		Fantastic staff. All wonderful people - so kind, caring. Spotlessly clean, food acceptable. All good. Thanks.	Male	56-65	White British	
240	Tarka Ward	Extremely Likely		Very friendly, kind and gentle. Nothing is too much trouble. Spotlessly clean, good food etc.		I have no issues at all. The staff and procedure have been all good.	Female	56-65	White British	
241	Tarka Ward	Extremely likely		Everyone very pleasant & willing. Excellent care from everyone. Well done!			Female	over 65	White British	
242	Tarka Ward	Extremely likely		Space between beds. Generous explain for [illegible]. Very lean looking,		No.	Male	over 65	White British	

				calming colour scheme. High quality of all the fixtures & fittings. Above all the quality of the staff - patient caring & kind.						
243	Tarka Ward	Extremely likely		Nurses and staff have been excellent - looked after me very well over my sickness period. Physios have also played a major part in my recovery. Food has been very good and enjoyable to eat. I have no complaints about my time in hospital and enjoyed my short time here. Special thanks to Dr A. for my hip replacement.			Male	over 65	White British	
244	Tarka Ward	Extremely likely		Nursing care.		Spending more money on NHS.	Male	over 65	White British	
245	Tarka Ward	Extremely likely		Care extremely satisfactory.			Male	over 65	White British	
246	Tarka	Extremely		Because all of the		My only suggestion would	Female	over	White	

	Ward	likely		staff are so happy and caring and helpful. Even at the end of their shifts they are still smiling. Brilliant.		be to have a better way for ladies who need to pee while in bed, on the same lines as the gentlemen's.		65	British	
247	Tarka Ward	Extremely likely		Good service, interested staff and good food.		Keep going.	Male	over 65	White British	
248	Tarka Ward	Extremely likely		We are all so lucky to have such treatment regardless of social status.		The staff are exemplary but the procedure whereby two staff nurses need to be at morphine changeover is happening in the middle of the night.	Female	over 65	White British	
249	Tarka Ward	Extremely likely		The best treatment a man can have. Thank you all very much.			Male	over 65	White British	
250	Tarka Ward	Extremely likely		Care is very good, staff very helpful.			Male	over 65	White British	
251	Tarka Ward	Extremely likely					Male	over 65	White British	
252	Tarka Ward	Extremely likely		Care is so good. A little lonely in side room.			Female	over 65	White British	
253	Tarka Ward	Extremely Likely					Female	over 65	White British	
254	Tarka Ward	Extremely Likely		Well looked after by all.		Drugs are slow in coming to the ward.	Male	over 65	White British	
255	Tarka Ward	Extremely Likely		Everything - the care and treatment. Food		Administration of drugs from pharmacy for patients going home needs	Male	over 65	White British	

				was good.		improvement.				
256	Tarka Ward	Extremely Likely		Friendly staff.			Male	over 65	White British	
257	Tarka Ward	Extremely Likely		Well treated by all the staff.			Male	over 65	White British	
258	Tarka Ward	Extremely Likely		Very well looked after.			Male	over 65	White British	
259	Tarka Ward	Extremely Likely		Well looked after by all the staff - including non-medical staff.			Male	over 65	White British	
260	Tarka Ward	Extremely Likely		The staff on this ward are incredible - so friendly, kind and caring.		This ward has been fantastic, nurses so hardworking. Communication could be much better in day surgery, waiting from 7.30am and not being operated on until late pm. Not a complaint - an observation.	Male	over 65	White British	
261	Tarka Ward	Extremely Likely		Brilliant, absolutely brilliant, everyone. 1st class care and treatment.		The ward is fabulous, such hardworking, caring people. A shame I had to wait so long to come in to get hip done but all sorted. Thank you.	Male	over 65	White British	
262	Tarka Ward	Extremely Likely		Very good care and treatment from all the staff.		No, not really. More than happy, thank you.	Female	over 65	White British	
263	Tarka Ward	Extremely Likely		I cannot find one fault. All of the staff are incredible.		Difficult, but no. I cannot believe the standard and quality of care. Way above expectations. Good to	Female	over 65	White British	

						people watch and see how others are treated.				
264	Tarka Ward	Extremely Likely		Right up there. Tops!! So kind, caring, doing whatever they can at all times.		Medical and aftercare superb. It would be good, as it is 2016, to have better facilities for ladies to use when lying in bed to pass urine as can be embarrassing when cardboard collapses.	Female	over 65	White British	
265	Tarka Ward	Extremely Likely		General quality of care is excellent. Cleanliness and food all good. Nurses and physios all caring people.		No. All spot on. Thank you. Very pleased.	Male	over 65	White British	
266	Tarka Ward	Extremely Likely		The quality of care given by the understaffed staff.		All excellent care, thanks. I did ask what material was used in my knee procedure - had to wait for physio to tell me.	Male	over 65	White British	
267	Tarka Ward	Likely					Female	over 65	White British	
268	Tarka Ward	Likely		Clean and pleasant ward.			Male	over 65	White British	
269	Tarka Ward			I came onto this ward after my op. The staff have been very helpful and friendly throughout my stay.		All the staff are lovely people and very friendly.	Female	56-65	White British	

270	Tarka Ward			I would recommend this ward. The nurses look after you & they are very friendly, they work hard but still find time to speak to you.			Female	over 65	White British	
271	Victoria Ward	Extremely likely		Very kind & friendly staff & very caring & patient.		Nothing - it's excellent. Thank you.	Female	46-55	White British	
272	Victoria Ward	Extremely likely		Friendly staff, great care, nice ward.		I think all the hot drinks seem to be quite close together.	Female	46-55	White British	
273	Victoria Ward	Extremely Likely		Good, clean ward. Nice feeling regarding the kind and caring staff. They are all very, very good.		No problems, as such, but as a patient that suffers anxiety, it would be good for information regarding how long before I go to Exeter.	Male	46-55	White British	
274	Victoria Ward	Extremely Likely		Staff are all very polite, kind and helpful.		Not really, everything seems spot on.	Male	46-55	White British	
275	Victoria Ward	Extremely likely					Male	56-65	White British	I DO NOT wish my anonymised comments to be made public
276	Victoria Ward	Extremely Likely		Wonderful, genuine, kind, friendly, caring people - lifesavers.		This is a hospital - not a hotel, but my word it could be. Thank you all for your wonderful care while I am	Male	56-65	White British	

						in here. Looking forward to Exeter to get everything sorted. All very good, thank you.				
277	Victoria Ward	Extremely Likely		It's the staff. They are all absolutely marvellous. 100% lifesavers.		No, all is way above my expectations, absolutely superb people.	Female	56-65	White British	
278	Victoria Ward	Extremely Likely		I have been treated so well by wonderful, professional people. Wonderful, absolutely wonderful.		No, nothing. Food good, clean, wonderful staff.	Female	56-65	White British	
279	Victoria Ward	Extremely Likely		10 out of 10 for all of the staff from cleaners to consultants.		Difficult question but nothing I can really think of. This hospital is wonderful.	Male	56-65	White British	
280	Victoria Ward	Extremely likely					Female	over 65	White British	I DO NOT wish my anonymised comments to be made public
281	Victoria Ward	Extremely Likely		Everyone is so helpful and friendly.		More medical staff.	Female	over 65	White British	
282	Victoria Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
283	Victoria Ward	Extremely Likely		The staff are truly fantastic. All of them are wonderful, caring		The ward is so clean. I am not too keen on the food but that could be me as I am a very fussy eater.	Female	over 65	White British	

				people.		Medical care is 100%				
284	Victoria Ward	Extremely Likely		Everyone is all so lovely from Sodexo to the consultants. I am very impressed.		No, I don't think so. Everything is so good, such professional people. Thank you.	Female	over 65	White British	
285	Victoria Ward	Extremely Likely		Everyone is so kind and caring. Nothing is too much trouble to the wonderful people.		Medical care is amazing, cleanliness is excellent. The food is acceptable but could improve. However, the lady that serves the food is wonderful, always a smile and a kind word. I think her name is L. I wish the TV was not so expensive and I think it is wrong that the time runs down while not using it.	Female	over 65	White British	
286	Victoria Ward	Extremely Likely		Brilliant, everyone is absolutely brilliant.		No, absolutely not. Unfortunately, I have just lost my wife after treatment in Seamoor Unit so I am thinking the stress of that has not helped but everyone here is so kind and understanding. A huge thank you to you all.	Male	over 65	White British	
287	Victoria Ward	Extremely Likely		Treated very well by all the staff.		My only problem is all the waiting to go to Exeter - so frustrating. But, apart from that, all good.	Male	over 65	White British	