

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

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

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

Children and young person's FFT card question: *Would you tell your friends that this is a good hospital ward to come to? Response options: Yes, Maybe, No, Don't know.*

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

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

	Ward / Unit	Friends and Family Test response	Children and young person's FFT card completed by: Patient or Parent / guardian / carer Easy read FFT card completed by: Patient or Family member / Carer)	Reason given for the Friends and Family Test response	Children and young person's FFT card What do you think was good about your stay?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	Acute Short Stay Unit	Extremely Likely		The staff are friendly and helpful. The food is good.			Male	over 65	White British	
2	Acute Short Stay Unit	Extremely Likely		Excellent and friendly staff.			Male	over 65	White British	
3	Acute Short Stay Unit	Extremely Likely		Well looked after.			Male	over 65	Other ethnic group	
4	Acute Short Stay Unit	Extremely Likely		It is a fantastic unit. The staff are kind and caring.		The fantastic staff are unreal the way they treat the patients. It is nice to see the way other vulnerable patients are respected and looked after as well. I personally do not like the food very much (insufficient choice) but each to their own.	Female	over 65	White British	
5	Acute Short Stay Unit	Extremely Likely		I have been in most wards in this hospital and I must say I am		The hospital are doing their level best doing anything possible to keep us	Female	over 65	White British	

				very impressed. The nurses are angels, so hardworking and dedicated and we are being very well looked after.		comfortable and looked after. The ward is very clean. One thing I will say, I am not happy with the food choices, but that seems to be not just me.				
6	Acute Short Stay Unit	Extremely Likely		The nurses have been so kind to me. Nothing is too much trouble at any time.		No - nothing, absolutely nothing at all. Fantastic, dedicated and professional staff.	Female	over 65	White British	
7	Acute Short Stay Unit	Extremely Likely		Very good, always kind and helpful, and the staff listen.		I have been very well looked after.	Female	over 65	White British	
8	Acute Short Stay Unit	Extremely Likely		Absolutely amazing staff, and I really mean that. I cannot speak highly enough of them - from the domestics to the consultants.		To be honest, I have not even thought to find anything detrimental on the ward. As I said earlier, I am so pleased with the kindness and care shown to me.	Female	over 65	White British	
9	Acute Short Stay Unit	Extremely Likely		The staff are truly amazing, all so dedicated in their work.		My medical care has been fine. I have at times got a bit fed up with repeating my answers over and over again to many different doctors but I do realise this has to be done regularly I suppose. I think the cleanliness is very good, both on this ward and A&E. I have not noticed anything yet to fault or comment on.	Male	26-35	White British	
10	Acute Short Stay Unit	Extremely Likely		Because they are efficient and caring and try to do their best for the patients.			Female	over 65	White British	
11	Acute	Extremely		Very kind and helpful			Female	over 65	White	

	Short Stay Unit	Likely		staff.					British	
12	Acute Short Stay Unit	Extremely Likely		Very friendly and helpful staff.			Female	over 65	White British	
13	Acute Short Stay Unit	Yes	Patient				Male	Over 65	White British	Do not publish
14	Acute Short Stay Unit	Yes	Patient	Standard of care excellent.		Couldn't have been improved upon as all staff have been attentive and caring.	Female	Over 65	White British	
15	Capener Ward	Extremely Likely		The staff are very kind and friendly, so helpful.		Apart from more staff, everything seems fine. I think it is wonderful to see volunteers chatting to different patients, giving their time to listen that nurses do not have.	Female	56-65	White British	
16	Capener Ward	Extremely Likely		Nothing whatsoever to fault it. 100% professional staff.		More than happy with everything regarding my care and treatment. Thank you to you all.	Female	over 65	White British	
17	Capener Ward	Extremely Likely		All the staff are very kind and helpful. Nothing is any bother for them.		The ward is lovely and clean. The food is not too bad considering. My medical care is fabulous.	Female	over 65	White British	
18	Capener Ward	Extremely Likely		The frontline staff are truly amazing. They are remarkable people.		It would be nice to have a quiet hour or so after lunch. Also, for the consultant not to say different things every day regarding my care.	Female	over 65	White British	
19	Capener Ward	Extremely Likely		Generally speaking, I would give the ward 10 out of 10. The nursing staff are wonderful, truly wonderful.		As a holidaymaker here, I would like to say a huge thank you for your help and care after my accident.	Female	56-65	White British	

20	Capener Ward	Extremely Likely		Very happy with my fabulous care. Wonderful, kind and caring nursing. Hardworking staff.		Only to get the staff a little more help. All so hardworking from the wonderful Sodexo staff through to consultants.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		The staff are always running around, but always approachable and always ready to help at all times.		Not really. Everyone is doing the best that they can possibly do. Just awaiting to see about my home care plan, then hoping to go home.	Male	over 65	White British	
22	Capener Ward	Extremely Likely		Well looked after by overworked staff.		Appears to be short of staff.	Female	over 65	White British	
23	Capener Ward	Extremely Likely		Very helpful staff.			Female	36-45	White British	
24	Capener Ward	Extremely Likely		The care has been excellent.			Female	over 65	White British	
25	Capener Ward	Extremely Likely		Treated very well by all the staff.		Improve the A&E turnaround.	Male	over 65	White British	
26	Capener Ward	Extremely Likely		Staff are friendly and helpful.		Perhaps look at putting toilet rolls on either side. This would help patients with disabilities.	Male	over 65	White British	
27	Capener Ward	Extremely Likely		Well looked after by excellent staff.			Male	over 65	White British	
28	Capener Ward	Extremely Likely		The staff have given me so much help and care. I can't express my thankfulness. Always friendly & smiling even after a long shift and I wasn't left to wait for them to answer my call bell. I am extremely grateful for the care of consultant, doctors &			Female	Over 65	White British	

				all staff. Impressed with cleanliness & my stay has been a very pleasant experience.						
29	Capener Ward	Extremely Likely		Nursing staff very helpful and attentive. Doctors quick to assess and respond. Smiles all round.			Male	26-35	White British	
30	Capener Ward	Extremely Likely		Service and staff were excellent.			Male	Over 65	White British	
31	Capener Ward	Likely		Just one member of staff who drags it down a little. Generally speaking, the nurses are amazing. Just the one who needs to alter her attitude.		Once again, generally speaking, my care has been good. I feel I have to point out that in my case I do suffer with a mental illness which is, unfortunately not respected by all members of staff. After 15 years of my treatment, it is a shame that when people have a physical illness it is not a problem to get your needs across but a mental illness cannot be seen. Remember that!	Prefer not to say	26-35	White British	
32	Capener Ward	Neither Likely nor Unlikely		The nurses and HCA staff have been amazing, especially [names withheld]. The food isn't very good but I understand there is only a small budget. At times the ward has been noisy & it's hard to sleep but that can't be helped.		Better communication from some of the doctors as to future treatment plans.				

33	Caroline Thorpe Ward	Extremely Likely		The staff are kind - mum comes every day.		Everyone is kind and the food fine. I just wish I did not have to be in hospital.	Female	Under 16	White British	
34	Caroline Thorpe Ward	Extremely Likely		All the staff are kind to me.		All good.	Male	Under 16	White British	
35	Caroline Thorpe Ward	Extremely Likely					Female	Under 16	White British	
36	Caroline Thorpe Ward	Extremely Likely		Fantastic. All the staff make you very welcome and relaxed. Everything from the start has been explained, so I would just like to thank all the staff here and in Bristol.		Medically, all is absolutely brilliant. One suggestion (not a complaint) our baby was taken to HDU and shame not enough space for a bed for mother or father to stay next to her and be with her all the time.	Female	Under 16	White British	
37	Caroline Thorpe Ward	Extremely Likely		The staff are all on the ball. Very Good, absolutely brilliant.		No worries - nothing at all actually, to be honest. Myself plus mum and dad have been very well looked after - we are very impressed.	Male	16-25	White British	
38	Caroline Thorpe Ward	Likely		Most of the staff are nice.		One member of staff was a bit rude (<i>Note: the volunteer referred this to the ward manager</i>)	Female	Under 16	White British	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	At a time when all we are doing is worrying about our little girl, everyone has been so thoughtful, friendly and kind.	The facilities and wonderful staff.	Nothing.	Female	Under 6	White British	
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly ward & well cared for.	All fine.		Male	12-15	White British	
41	Caroline	Yes	Parent/Guardian/	Friendly, helpful			Female	Under	White	

	Thorpe Ward		Carer	staff. Thank you.				6	British	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	[Name withheld] has been treated very kindly by [names withheld]. They have ensured he understands what/why things happening to him. Thank you.	[Names withheld] have ensured that [name withheld]'s physical & emotional needs have been met, whilst he has been on Caroline Thorpe Ward.		Male	12-15	White British	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff on C/T Ward are amazing. They have shown so much kindness, care and compassion to us. They looked after our son so well. We would like to thank [name withheld] for being so lovely to us.		We were in hospital for 71 days and it would have been good to have wifi.	Female	Under 6	White British	
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lots of attention from doctors, nurses & HCAs.			Female	Under 6	White British	
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have been coming here for several years, firstly with my daughter due to allergies and today for [name withheld]. The care is fantastic, the staff are friendly and communicate brilliantly. We are so, so lucky to have this service. Thank you. x	It's clean, airy and well facilitated. The staff are brilliant and the care [illegible]. The bed is great.	No. It was perfect. Thank you x.	Female		White British	

46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely bedside care, attentive, nice facilities, etc.	Care quality, facilities.			Under 6	White British	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Our son has been cared for to an excellent standard from being admitted to discharge. Great staff and clean, safe environment. Top marks.	Excellent.	Nothing.	Male	12-15	White British	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were greeted with friendly staff members who offered refreshments and catered for me to express as baby 5 days old. They were fantastic with our son. Very relaxed environment.	Nurse [name withheld] (overnight) was amazing to both myself and baby. Massive credit to the ward. 110% for help & advice.	Nothing!	Female	Under 6	White British	
49	Caroline Thorpe Ward	Yes	Patient	I like this place because it is warm and great food and the beds are really soft.	The food was amazing and everything else.	Nothing.	Male	9-11	White British	
50	Caroline Thorpe Ward	Yes	Patient	All the nurses are very nice and they treated me very well and doctors.	That the doctors were nice.	Nothing.	Female	9-11	White British	
51	Caroline Thorpe Ward	Yes		You are good cared for my lill one and doctor comfort me as well. Keep smiling. Keep the good work.	Everything.	I was happy with everything.	Female	Under 6	Asian / Asian British	
52	Caroline Thorpe	Yes	Parent/Guardian/Carer	Very friendly.						

	Ward									
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful & friendly.			Female	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Patient					12-15	White British	Do not publish
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because doctors & nurses are really nice here.	Lots of things to do to keep me entertained.	Nothing.	Female	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly & helpful staff (nurses, Dr & cleaners).	Comfy place to sleep. Lots of coffee. Friendly staff.	Nothing.	Female	Under 6	White British	
57	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	It was our son's birthday & the staff made him feel very special & even gave him 2 birthday presents.	Staff were caring.	N/A.	Male	6-8	White British	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Well looked after by nurses.	Toy room and nursing care.			Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
60	Caroline Thorpe Ward	Yes		[Name withheld] says: "The nurses are nice". Mum & dad: "Amazing nurses with such a caring & kind attitude. Couldn't have wished for better care for [name withheld]. You all really are amazing".	[Name withheld]: "The beds moved!" The speed which [name withheld] recovered in which I am sure was down to the care she received.	Nothing! Everything was perfect. Well, apart from the Shepherd's Pie!!	Female	9-11	White British	

61	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are very friendly & help with anything you need.	Being asked if I need a drink. Showing me what I needed to know e.g. kitchen, toilet.		Female	Under 6	White British	
62	Caroline Thorpe Ward	Yes		The staff here were supportive, reassuring, so kind to [name withheld] and I. Nothing was ever too much for them to help me with. Care is second to none.	The fact the staff tried to keep our spirits high and concerns explained.	Absolutely nothing.				
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Thorough, efficient & caring staff.	Spent all day here - no issues at all.	Nothing.	Female	6-8	White British	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent staff. Excellent attitude - caring for both patient & parent. Thank you.	Everything from menus to care.	Nothing I can think of.	Male	6-8	White British	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Caring and attentive staff that helped my daughter feel at ease.	Everyone was kind & efficient.		Female	6-8	White British	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent service always.				Under 6	White British	
67	Caroline Thorpe Ward	Yes	Patient	The staff.	The staff.	A&E didn't do my cannula properly.	Female	12-15	White British	
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everything amazing. Comfort/facilities. Best thing - the staff. Kindness & compassion.	The staff - amazing. Kindness and care we received. Expertise of	Nothing.	Male	Under 6	White British	

					everyone on the ward.					
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good treatment of my child.	The nurses were excellent.	Nothing.		9-11	White British	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff wonderful - friendly, caring, nothing too much trouble. Well equipped for all ages. Can we say a huge 'thank you' to everyone!	Care & attention received.	Communication with surgical team - because we were being slotted into a busy surgical list not knowing what is happening is always difficult. However, we were kept well informed at all stages.	Male	12-15	White British	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful, friendly staff. Seen quickly and happy with the checks and plan going forward with our baby.	Staff.	N/A.	Male	Under 6	White British	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Caring staff & knowledgeable - particularly [name withheld]. Thank you.	[Name withheld]'s calm demeanour reassured me and my family. She was attentive to our baby's needs and explained everything to us.	Keeping us more informed when we first arrived. We were left alone for over an hour waiting for results. Would've been nice to be checked on just to keep us updated.				
73	Caroline Thorpe Ward	Yes	Patient	Everyone has been really kind and made me better.	The staff looked after me.	Nothing.	Female	6-8	White British	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	Do not publish
75	Caroline Thorpe Ward	Yes	Patient	On the ball, efficient & looked after me well.	Made me welcome & supportive.		Male	16-18	White British	

76	Fortescue Ward	Extremely Likely		The staff have been so kind in their treatment of me, showing warmth and kindness at all times.		No, I don't think I have any problems. Thank you to all the wonderful staff.	Male	over 65	White British	
77	Fortescue Ward	Extremely Likely		Wonderful, caring medical staff. Friendly and informative support staff. Really good atmosphere that puts the patient first and supports relatives.		No - keep up the good work!	Male	Over 65	White British	
78	Fortescue Ward	Extremely Likely		Because I think your all very good.		Can't think of anything and just carry on with the good job that your doing.	Female	Over 65	White British	
79	Fortescue Ward	Extremely Likely		Nurses very friendly & helpful.		No.	Male	Over 65	White British	
80	Fortescue Ward	Extremely Likely		Care of my husband. Staying in Glossop Ward for the first start of treatment was excellent, followed by care in Fortescue Ward - again excellent for kindness & care and treatment, so thank you so much all of you.		Very informative, caring & pro-active at all times.	Male		White British	
81	Fortescue Ward	Extremely Likely		Received a good deal of support and have a high level of care with help to resolve long term quality of life. Many thanks.			Female	Over 65	White British	
82	Fortescue	Likely		The nurses do what		I don't like the food - more	Male	over 65	White	

	Ward			they can but we do have to wait sometimes. Need more staff.		greens/plain vegetables. I am looking forward to getting better and going home. I am waiting to hear about help at home.			British	
83	Fortescue Ward	Likely		They treated my mum with respect and kindness.			Female	Over 65	White British	
84	Glossop Ward	Extremely Likely		Well looked after by the nurses and others.		A bit noisy at night due to staff talking.	Female	over 65	White British	
85	Glossop Ward	Extremely Likely		Been well looked after by all members of staff.			Male	over 65	White British	
86	Glossop Ward	Extremely Likely		Fully recommend this ward for the friendliness and understanding.			Male	56-65	White British	
87	Glossop Ward	Extremely Likely		Food very good. The staff are excellent.			Male	over 65	White British	
88	Glossop Ward	Extremely Likely		All the staff have been friendly and welcoming.		The ward is too hot at times.	Male	26-35	White British	
89	Glossop Ward	Extremely Likely		The staff are very friendly so easy to talk to.		Very satisfied the way it is.	Female	56-65	White British	
90	Glossop Ward	Extremely Likely		The staff are kind and friendly. Nothing is too much trouble.		Very satisfied as it is.	Female	over 65	White British	
91	Glossop Ward	Extremely Likely		Nothing is too much trouble.		First class as it is.	Male	over 65	White British	
92	Glossop Ward	Extremely Likely		The staff are very friendly and efficient.		The TV is too expensive. It should be free. The side cabinets open the wrong way on this side of the ward.	Male	over 65	White British	
93	Glossop Ward	Extremely Likely		The efficiency of the nurses for such long			Male	46-55	White British	

				periods. Nothing is too much trouble.						
94	Glossop Ward	Extremely Likely		Friendliness and capability of the staff.		More availability of doctors at the weekend.	Male	over 65	White British	
95	Glossop Ward	Extremely Likely		All the staff are so good.		It is fine as it is.	Male	over 65	White British	
96	Glossop Ward	Extremely Likely		The care, kindness and dedication of all the staff.		I feel that the distribution of food should be varied so that the same people are not always served last.	Female	over 65	White British	
97	Glossop Ward	Extremely Likely		Nursing staff are good,			Male	36-45	White British	
98	Glossop Ward	Likely		The staff are good.		Not at the moment.	Female	56-65	White British	
99	Glossop Ward	Likely		The ward is fine but the lady in the bed opposite is very disruptive.		Very good as it is.	Female	over 65	White British	
100	Glossop Ward	Likely		The staff are good.			Male	56-65	White British	
101	Intensive Care Unit	Extremely Likely		As a holidaymaker in Devon, I can truly say the experience (although I would rather not be here, of course) has been amazing - truly wonderful, kind, dedicated and professional staff.		No way at all. This hospital has saved my life. What more can I say? Only a huge thank you.	Female	over 65	White British	
102	King George V Ward	Extremely Likely		So clean. Everyone is so caring and friendly. I am on holiday in North Devon and very impressed with		No. I am very impressed with the quality of care.	Female	36-45	White British	

				services to date.						
103	King George V Ward	Extremely Likely		Absolutely brilliant. So kind. Nothing is any trouble from reception right through to the consultants, doctors and nurses, plus Sodexo staff. All good.		As a retired sister/matron, I can honestly say my experience on KGV has been way above expectations and I thank the staff for their care.	Female	56-65	White British	
104	King George V Ward	Extremely Likely		As a holidaymaker in Devon, I can honestly say, as a lady who has unfortunately been in a lot of hospitals (including abroad) my husband and I say this is by far the best I have ever been in. A truly amazing experience. The staff have been absolutely golden.		Impossible for me to make one negative comment. I just give praise to you all, plus a huge thank you to all the wonderful staff for what you have done for me.	Female	over 65	White British	
105	King George V Ward	Extremely Likely		Excellent ward. Everyone so helpful and polite. Nothing is too much trouble for any of the staff.		Not really. All pretty rosy really.	Male	36-45	White British	
106	King George V Ward	Extremely Likely		10 out of 10. Very hardworking. Made very welcome. The staff are just fabulous really.		To be honest, my family and I cannot even think of one thing more that you could have done. Thank you everyone.	Female	46-55	White British	
107	King George V Ward	Extremely Likely		The staff have been kind and welcoming. They even helped with my distraction		Nothing that comes to mind. All very good.	Female	16-25	White British	

				when I had my cannula fitted (I hate needles).						
108	King George V Ward	Extremely Likely		As usual, as this is my fourth time on this (and the old) ward, the staff are just fantastic. Nothing is too much trouble for any of them.		I really don't. I can only say 'good in all departments', including cleanliness and food.	Female	56-65	White British	
109	King George V Ward	Extremely Likely		I could not be more grateful with my care. The kindness shown not just to me but all of the other patients is way above expectations. Sodexo staff through to consultants - 100% quality care.		Being only 18, I would have liked one of my parents to be with me longer than the normal visiting hours. However, all of my care and treatment has been superb. Wonderful - the ward have just given the opportunity for my mum to come in.	Female	16-25	White British	
110	King George V Ward	Extremely Likely					Female	16-25	White British	
111	King George V Ward	Extremely Likely		Kind, friendly, doing as much as they can at all times. Oh so busy.		Nothing at all. I don't think improvement medically but, as a caeliac, it would be better to have a more varied diet.	Female	36-45	White British	
112	King George V Ward	Extremely Likely		The nursing staff are really good. Top quality care at all times.		Not really. All aspects on the ward are very good, including the food.	Female	26-35	White British	
113	King George V Ward	Extremely Likely		Medical care has been so professional - a credit to themselves and the hospital. I cannot believe how clean		Not at all. My care has been fantastic, absolutely fantastic.	Female	over 65	White British	

				the ward is.						
114	King George V Ward	Extremely Likely		Do not have any worries. The ward is amazing. All of the staff are so kind and caring.		Not at all, this ward is exceptional. Just one silly thing - over the weekend there was no soap in the bathroom and the loo roll is difficult to use. Simple things I know but at my age it was important to me, but the staff soon sorted it out.	Female	over 65	White British	
115	King George V Ward	Extremely Likely		Brilliant care shown by everyone. I cannot speak highly enough of the ward.		I cannot think of one single thing. My care has been first class. A big 'thank you' to everyone.	Male	56-65	White British	
116	King George V Ward	Extremely Likely		I give the nurses and care staff 10 out of 10. Absolutely first class. In actual fact, I would like to point out one particular pair from Sodexo. I don't know if they are husband and wife but they are a great team. The lady that brings the food and drinks. So, as you can no doubt tell, I am impressed. My only downer is the food. I am sorry but the hot meals - all seem overcooked to me. But that is a criticism - not a complaint.		Basically, I would try to improve on the care. Also, be good to have a colour chart explaining the level of the nurses on duty i.e. HCA, nurses, staff nurses or sister.	Male	over 65	White British	
117	King George V	Extremely Likely		All the staff most caring. Professional.			Female	56-65	White British	

	Ward			Nothing too much trouble. Show compassion to the elderly patients. Ward/bathrooms very clean. Great team!						
118	King George V Ward	Extremely Likely		Very well looked after. Very good hospital.				Over 65	White British	
119	King George V Ward	Extremely Likely		Dedication of the staff from top to bottom, to looking after their patients.				Over 65	White British	
120	King George V Ward	Extremely Likely		Very helpful, efficient staff who went above and beyond their duties, [names withheld] and the nurse on duty on 16.7.17 especially.		None.	Female	36-45	White British	
121	King George V Ward	Extremely Likely		The staff were all friendly and efficient. I was very impressed by their dedication.		As I said, I have no complaints. Everyone from the porters, nurses, doctors, cleaners, were helpful and caring. Well done.	Female	Over 65	White British	
122	King George V Ward	Extremely Likely		Even though the nurses are busy, always really good with explaining things in layman's terms. Always checking we are comfy.			Female	26-35	White British	
123	King George V Ward	Extremely Likely		The staff have been very helpful and kind during my stay.						

				Keeping my back pain as easy as possible including, heat pad. Thank you all for all the care you gave me.						
124	Lundy Ward	Extremely Likely		The staff are marvellous. When people do their level best to try and save your sight what more can you say? The staff are all very professional.		Not really. I am just so pleased that I have had this operation done. I would just like to say thank you to all of the team. I hope we continue to keep and even expand our services in NDDH.	Female	over 65	White British	
125	Lundy Ward	Extremely Likely		10 out of 10. Very kind, welcoming and extremely professional staff. All kind, showing warmth and attentive at all times.		Nothing I can think of. All clean and food more than acceptable, The nurses are a credit to our hospital.	Male	over 65	White British	
126	Lundy Ward	Extremely Likely		The staff/treatment, from cleaners through to consultants, has been first class. Nothing any trouble to anyone at any time.		Only to say, please keep up the wonderful work that you are doing here. The standard you have is very high. Please keep it that way. I personally would like to thank everyone for their care. From the second my cancer care started to this present moment in time, my care has been brilliant.	Male	over 65	White British	
127	Lundy Ward	Extremely Likely		The best care I have received. The nursing staff are wonderful - the best I have ever come across.		No. I only hope everyone else has come up with similar feedback as I have given because I think our hospital is wonderful, The staff are truly	Female	56-65	White British	

						amazing.				
128	Lundy Ward	Extremely Likely		To be honest I cannot find enough words of thanks to every single member of staff. I am amazed by the warmth, the kindness - I could go on and on. Even having a good laugh with the staff whilst washing my hair yesterday. I can truly say I have never been cared for with so much kindness in my life.		From my previous words, absolutely not. Amazing people, giving amazing quality and professional care.	Female	over 65	White British	
129	Lundy Ward	Extremely Likely		As a disabled person, I have to get on with things. My mother is a star at home and the other stars are here, taking care of all my needs. I also have chemo of my liver and once again wonderful staff.		No. I am shown so much respect. I am also treated with so much dignity as I need bed baths as not able to clean myself. What more can I say? Incredible staff - everyone.	Female	46-55	White British	
130	Lundy Ward	Extremely Likely		12 out of 10 if I could. Always checking on us, making sure we are well. The staff are all very caring and kind.		My only comment would be my privacy. I was a little unsure when first on the ward. However, after speaking to one of the staff nurses, I have one to one in a private room. The staff have provided the highest standard of care I think possible and that includes the meal ladies	Female	46-55	White British	

						and cleaning staff.				
131	Lundy Ward	Extremely Likely		The staff are very caring and so professional. They seem to be so rushed off their feet. Obviously, though, very capable at doing their job.		Seen immediately by the doctors on arrival in A&E. Diagnosed my problem and told me course of action required and then straight to MAU. I had wonderful care there before being transferred to Lundy Ward where the standard of care and treatment has continued to be of a very high standard. My thanks to the very professional doctor in A&E. She was so precise, caring and yet comforting to both my wife and I during the early stages - a credit to herself and our hospital.	Male	56-65	White British	
132	Lundy Ward	Extremely Likely		Well looked after by all.		My dietary consideration was not taken on board.	Female	over 65	White British	
133	Lundy Ward	Extremely Likely		So caring and happy staff, including non-medical.			Female	over 65	White British	
134	Lundy Ward	Extremely Likely		All the staff have been helpful and friendly.			Male	over 65	White British	
135	Lundy Ward	Extremely Likely		Everyone is treated with respect.			Female	46-55	White British	
136	Lundy Ward	Extremely Likely		Concerned staff. Ward nice and bright.			Female	over 65	White British	
137	Lundy Ward	Extremely Likely		Have been well treated by all.			Female	56-65	White British	
138	Lundy Ward	Extremely Likely		Well looked after by excellent staff.			Male	over 65	White British	
139	Lundy	Extremely		Everything good -		Must keep everything open.	Male	over 65	White	

	Ward	Likely		kindness, friendliness, medical expertise.					British	
140	Lundy Ward	Extremely Likely		Care and ambience excellent.			Male	over 65	White British	
141	Lundy Ward	Extremely Likely		Kindness, helpfulness, cleanliness - all excellent. Nothing is too much trouble.		Satisfied as it is.	Female	over 65	White British	
142	Lundy Ward	Extremely Likely		The staff are so good.		Need to overcome the problem of long delays in pharmacy.	Female	over 65	White British	
143	Lundy Ward	Extremely Likely		Very friendly.			Female	over 65	White British	
144	Lundy Ward	Extremely Likely		The care has been so good.		Only more money needed.	Female	over 65	White British	
145	Lundy Ward	Extremely Likely		Staff very good.		Satisfied the way it is.	Male	36-45	White British	
146	Lundy Ward	Extremely Likely		Good atmosphere. Very friendly.		Very happy as it is.	Male	over 65	White British	
147	Lundy Ward	Extremely Likely		Great care and attention. Nothing too much trouble.			Male	Over 65	White British	
148	Lundy Ward	Extremely Likely		All staff was very friendly and nothing was too much trouble.		Just keep doing exactly what you have been.	Female	46-55	White British	
149	Lundy Ward	Extremely Likely		Friendly, efficient staff. Overworked but always have time to deal with questions or concerns.			Male	Over 65	White British	
150	Lundy Ward	Extremely Likely		From the moment I arrived I have received nothing but			Male	Over 65	White British	

				consideration and kindness from all the nurses & doctors, which definitely speeded my recovery. I must also praise the catering staff for likewise treatment. God bless all in the NDDH.						
151	Lundy Ward	Extremely Likely		Unaware any choice was open to me.			Male	Over 65	White British	
152	Lundy Ward	Extremely Likely		The toilet in same room as I needed to go at any time. Very good for sleeping. Staff very nice & caring.			Male	Over 65	White British	
153	Lundy Ward	Extremely Likely		[Names withheld] are amazing!!			Male	Over 65		
154	Lundy Ward	Extremely Likely		Caring, professional staff. I felt safe and well looked after. My stay was not planned, but myself and my family felt well informed about what was happening.			Female	46-55	White British	
155	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
156	Staples Ward (Stroke Unit)	Extremely Likely		Sorry - don't want to comment.			Male	Prefer not to say	White British	
157	Staples	Extremely		All the staff are very		Satisfied the way it is.	Female	over 65	White	

	Ward (Stroke Unit)	Likely		caring.					British	
158	Staples Ward (Stroke Unit)	Extremely Likely		Nothing is too much trouble.		Very good as it is.	Female	over 65	White British	
159	Staples Ward (Stroke Unit)	Extremely Likely		A clean ward. The staff are very helpful.		It is fine as it is.	Female	over 65	White British	
160	Staples Ward (Stroke Unit)	Extremely Likely		The staff are all helpful, kind and happy.		Very good as it is. It is so important to have happy staff.	Female	over 65	White British	
161	Staples Ward (Stroke Unit)	Extremely Likely		All the staff are so caring and understanding. The cleanliness is second to none.		I have been in hospital for ten days and still not seen anyone regards my diabetes diet. This has been a problem.	Female	over 65	White British	
162	Staples Ward (Stroke Unit)	Extremely Likely		A friendly atmosphere. All the staff are good.		Satisfied as it is.	Female	56-65	White British	
163	Staples Ward (Stroke Unit)	Extremely Likely		Attention to detail. Very caring.		Satisfied as it is.	Female	over 65	White British	
164	Staples Ward (Stroke Unit)	Extremely Likely		The staff. Nothing is too much trouble.			Female	over 65	White British	
165	Staples Ward (Stroke Unit)	Extremely Likely		Everything is so good.		Changeovers can be quite noisy.	Male	over 65	White British	

166	Staples Ward (Stroke Unit)	Extremely Likely		I have no problem at all with Staples Ward. The staff are all kind and welcoming. Absolutely nothing is too much trouble.		None whatsoever. Everything is fine. A clean ward. The food is good. The staff are wonderful. What more can you ask for?	Female	over 65	White British	
167	Staples Ward (Stroke Unit)	Extremely Likely		Ten out of ten. All nice, polite staff and wonderful bedside manners. A credit to the hospital.		All medical care is fine. So clean and tidy. The food is good. I have one suggestion - it would be great to have volunteers around the wards to chat to. Company would be good for us. Would it be possible to put Radio Devon on the TV/radio to give patients a local radio station to listen to?	Female	over 65	White British	
168	Staples Ward (Stroke Unit)	Extremely Likely		At least 9 out of 10. Nothing is too much trouble for any of the fabulous staff.		Not really. I admit to being confused sometimes which makes it difficult to think properly. I try my best though to answer all questions and the nurses are always there to help me.	Male	over 65	White British	
169	Staples Ward (Stroke Unit)	Extremely Likely		The staff are amazing, so professional - everything seems to flow nicely. The ward is spotless at all times. The food is very good with a very good choice.		Nothing going wrong to fix - very good indeed.	Female	over 65	White British	
170	Staples Ward (Stroke Unit)	Extremely Likely		I say excellent because of the staff. They are just so on the ball at all times.		No. Obviously a new ward and it seems that all the wheels are turning nicely and staying on track.	Female	over 65	White British	

171	Staples Ward (Stroke Unit)	Extremely Likely		Not a problem. The nurses are lovely - so kind and considerate at all times.		No, nothing at all that I can see. In my opinion, even better than when I was here when our son was born, and there were no problems then either.	Female	Under 16	White British	
172	Staples Ward (Stroke Unit)	Likely		Some staff are more friendly than others but good on the whole.		More physiotherapy would help.	Male	over 65	White British	
173	Staples Ward (Stroke Unit)	Unlikely		Nurses vary.		Some nurses need to show more understanding.	Female	over 65	White British	
174	Tarka Ward	Extremely Likely		It is the quality of the care. Absolutely wonderful staff.		Not really. From what I can see, I cannot imagine that the hospital could do any more for us.	Female	over 65	White British	
175	Tarka Ward	Extremely Likely		Most definitely the best care I could have wished for. Wonderful staff.		No. Everything is fine, thank you - care, food, cleanliness. Cannot fault it.	Female	over 65	White British	
176	Tarka Ward	Extremely Likely		The staff are excellent, so kind and friendly. Nothing is too much trouble for them at any time, day or night.		My medical care and treatment has been first class. I personally have found the mattress rather uncomfortable although bed adjustment is great. A pity about the TV costs. I understand the need for charging but I am finding it a bit rich that your viewing time runs down when the TV is switched off. The food is ideal - so really, apart from nitpicking, I am very impressed.	Male	16-25	White British	

177	Tarka Ward	Extremely Likely		I cannot fault any aspect of my care. I have been looked after extremely well. [Name withheld] is a superb man - a gentlemen who treats his patients with respect at all times.		I am sorry but I cannot think of anything. I would like to say a huge thank you to all of the staff on Tarka.	Male	over 65	White British	
178	Tarka Ward	Extremely Likely		At my age, I was honestly not looking good forward to my surgery/anaesthetic etc. However, the hospital and the ward have been first class.		None whatsoever. I am not even going to start thinking about any negatives. All good, thank you.	Male	over 65	White British	
179	Tarka Ward	Extremely Likely		I feel the staff on Tarka are doing a magnificent job when you take into consideration the staffing and resources nowadays.		Nothing I can think of. All seems as good as they can get it.	Male	over 65	White British	
180	Tarka Ward	Extremely Likely		100%. I can honestly say that it doesn't get any better.		I don't think there is, thank you. In my opinion, everything the staff are doing, they are doing very well.	Male	over 65	White British	
181	Tarka Ward	Extremely Likely		Friendly and helpful staff.			Male	over 65	White British	
182	Tarka Ward	Extremely Likely		Very friendly and welcoming staff.			Male	56-65	White British	
183	Tarka Ward	Extremely Likely		A very good ward with friendly staff.			Female	over 65	White British	
184	Tarka Ward	Extremely Likely		Because the staff are caring and			Female	over 65	White British	

				understanding.						
185	Tarka Ward	Extremely Likely		Friendly and welcoming staff.			Male	over 65	White British	
186	Tarka Ward	Extremely Likely		Nurses are brilliant.		Food could be improved but more pay for nurses most important.	Female	over 65	White British	
187	Tarka Ward	Extremely Likely		The ward is very clean and the care is excellent.		Very good as it is.	Female	over 65	White British	
188	Tarka Ward	Extremely Likely		Cleanliness. Friendliness of the staff.		The food is only ok.	Male	over 65	White British	
189	Tarka Ward	Extremely Likely		Clean. Friendly.		Satisfied as it is.	Male	56-65	White British	
190	Tarka Ward	Extremely Likely		Ward very spacious. Staff friendly and efficient.		The food is awful.	Male	over 65	White British	
191	Tarka Ward	Extremely Likely		Staff very good and helpful.		Some confusion on admission - could be smoother.	Male	46-55	White British	
192	Tarka Ward	Extremely Likely		Cleanliness. Friendly staff.		Not at the moment - only arrived yesterday.	Male	over 65	White British	
193	Tarka Ward	Extremely Likely		The staff are very good but the warning bell is a bit severe and loud.		More money.	Male	over 65	White British	
194	Tarka Ward	Extremely Likely		Everything very good. Organisation very good.		Satisfied as it is.	Male	over 65	White British	
195	Tarka Ward	Extremely Likely		Staff brilliant. Care top class. Very clean. Food great.			Female	46-55	White British	
196	Tarka Ward	Extremely Likely		Fantastic care. Everyone so helpful & kind. First class care by first class staff. Thank you all			Female	56-65	White British	

				very, very much.						
197	Tarka Ward	Extremely Likely		Staff all very friendly and helpful. A well-lead team, remaining professional at all times. Thank you.			Female	56-65		
198	Tarka Ward	Extremely Likely		All the staff are friendly & helpful.			Female	56-65	White British	
199	Tarka Ward	Extremely Likely		All staff throughout my care plan have been amazing. Nothing too much trouble. Staff are very friendly & accommodating. They do their job so good. Nurses, doctors, surgeons, dinner staff and physios are brilliant!! Thank you xx.		It's wonderful.	Female	46-55	White British	
200	Tarka Ward	Extremely Likely		From the surgeon down to the nurses, everybody has been extremely efficient & kind.		None.	Female	Over 65	White British	
201	Tarka Ward	Extremely Likely		Everyone was kind & friendly.		No.	Female	46-55	White British	
202	Tarka Ward	Extremely Likely		Staff. Very friendly, approachable. Environment as pleasant as a hospital can be.			Male	46-55	White British	
203	Tarka Ward	Extremely Likely		Nothing was too much trouble for the staff and they were there in the hour of		Nothing major but did not really catch up with my belongings. Helpful if someone could put	Female	Over 65	White British	

				need. Several staff very clever at gauging a situation & gave support needed.		belongings in cupboard or drawer.				
204	Tarka Ward	Likely		Very clean. Staff very helpful.		No. Good as it is.	Female	over 65	White British	
205	Tarka Ward	Unlikely		Lack of communication & information. One nurse was particularly rude when I asked a question. A lot of staff chatter about their career paths and their social / personal / domestic circumstances while on duty.			Female	Over 65	White British	
206	Victoria Ward	Extremely Likely		All the staff are very caring.		The important features are excellent i.e. care and treatment. A good team.	Male	over 65	White British	
207	Victoria Ward	Extremely Likely		Well looked after. Very friendly.		Very satisfied as it is.	Male	over 65	White British	
208	Victoria Ward	Extremely Likely		Peaceful. There is always someone at hand to help.		Satisfied as it is. Unable to get immediate response from ambulance so my son drove me to hospital but I understand the pressure on the service.	Male	over 65	White British	
209	Victoria Ward	Extremely Likely		The nurses are so helpful. The food is very good.		Very satisfied as it is.	Male	over 65	White British	
210	Victoria Ward	Extremely Likely		The service is excellent. All the staff are so helpful.		Excellent as it is. More nurses would reduce pressure - a long delay in A&E.	Male	over 65	White British	

211	Victoria Ward	Extremely Likely		The staff are brilliant.		Keep it as it is. Only a minor complaint is that ambulance not local and did not know his way around.	Male	over 65	White British	
212	Victoria Ward	Extremely Likely		Clean and tidy. Everyone is very helpful.		No.	Female	over 65	White British	
213	Victoria Ward	Extremely Likely		The staff have been very helpful.		Need to be less wasteful on drugs - too much medication is prescribed on discharge.	Female	over 65	White British	
214	Victoria Ward	Extremely Likely		Everyone is friendly and kind.		Satisfied as it is.	Female	over 65	White British	
215	Victoria Ward	Extremely Likely		As a visitor to North Devon, I am very impressed with Victoria Ward and, likewise, with MAU. I can only say that the staff here are so kind and welcoming.		Not really. All seems very good to me. I am pleased to report that I have witnessed so much care, respect, patience and understanding given to the elderly and confused. Well done.	Female	over 65	White British	
216	Victoria Ward	Extremely Likely		The staff are wonderful - in my case, lifesavers.		Nothing at all that I can see or think of. I have also been in ICU for a day or so and would like to say a huge thank you to those staff as well.	Male	36-45	White British	
217	Victoria Ward	Extremely Likely		Wonderful staff, absolutely outstanding people, batting way above expectations.		Nothing, absolutely nothing.	Male	over 65	White British	
218	Victoria Ward	Extremely Likely		The service provided by the staff is absolutely spot on. In my mind, there is no doubt about it these nurses work way too hard. Surely,		No, just amazing people doing an amazing job.	Male	over 65	White British	

				detrimental to their own health. All so professional.						
219	Victoria Ward	Extremely Likely		Wonderful staff and even wifi at times. I suppose it depends on how many using it. Extremely friendly staff and patients.		This is my second ward and both have been very good experience. Doing everything they can to help. One thing, our shower is not working. <i>(Note: our volunteer reported to this to the deputy ward manager).</i>	Male	over 65	White British	
220	Victoria Ward	Extremely Likely		Very friendly and caring staff. Nothing is too much trouble. So clean as well, plus no issues at all with the food.		Medically, so far all seems okay. Communication from the doctors has room for improvement about when I will be going to Exeter for treatment. The cost of the TV is a total rip-off. Wifi is great to have.	Male	46-55	White British	
221	Victoria Ward	Extremely Likely		Only came in yesterday. The staff are so kind. All so kind and helpful.		I live in a court of houses, so I feel very safe in here. It is nice to have company and the doctors are around. I am getting on a bit and been very lucky.	Female	over 65	White British	
222	Victoria Ward	Extremely Likely		The staff on this Victoria Ward are excellent, doing a very difficult job, always very busy. From cleaners to doctors, I appreciate all that is being done.		Nothing at all that I can think of. Always clean, food more than adequate, so I think they all do a great job.	Male	over 65	White British	
223	Victoria Ward	Extremely Likely		Absolutely fine. The staff are so professional, kind, caring and always		I have not been in here long enough really to make any assessment. If I notice anything I can assure you I will	Male	over 65	White British	

				there when you need them.		tell you. The paramedics and A&E were wonderful, also MAU. Very polite and caring. So, all very good - way above expectations after being brought in by ambulance.				
224	Victoria Ward	Extremely Likely		You want for nothing. Ask and the staff do their level best to provide it for you. No problem with cleanliness and the food. Doctors all seem to listen to you. The nursing staff are wonderful.		Not really, no. All is very good. Can't say no more.	Male	46-55	White British	
225	Victoria Ward	Extremely Likely		No complaints whatsoever. The staff are a very good team.		Been here on the ward four days and, to be honest, I cannot think of anything.	Male	46-55	White British	
226	Victoria Ward	Extremely Likely		Just the staff really. They all look after you so well. Thank you.		I don't think so. Everything is fine, thank you.	Female	over 65	White British	
227	Victoria Ward	Extremely Likely		Absolutely fine. Everyone is so helpful, kind and understanding.		Nothing at all that I can think of. So clean and the food is not bad at all. I am diabetic and well catered for.	Female	over 65	White British	
228	Victoria Ward	Extremely Likely		I would say: 'you will be very happy on this ward'. The staff are professional at all times and 100% dedication. They seem to be able to read your mind when you need something.		I, as the patient, plus my daughter cannot think of anything really. Spotlessly clean, showers etc. all very good. Just one thing - I do find the food to be a little bland at times.	Female	over 65	White British	

229	Victoria Ward	Extremely Likely		Excellent care. Thank you so much.			Female	Over 65	White British	
230	Victoria Ward	Extremely Likely		Treated with dignity and kindness by all in the ward. A special thanks to all the nurses who cared for me, especially [names withheld]. Thank you for looking after me - very much appreciated.				Over 65	White British	
231	Victoria Ward	Extremely Likely		Because I had the best treatment and respect from doctors, nurses and catering staff. Also, the ward was nice and clean. The cleaners did a wonderful job without disturbing the patients so all in all it was very pleasant.		No.	Female	Over 65	White British	
232	Victoria Ward	Extremely Likely		The staff were excellent. The food was good.			Male	Over 65	White British	
233	Victoria Ward	Extremely Likely		Everyone very kind & caring. Cannot fault the care I have received from everyone.			Male	Over 65	White British	
234	Victoria Ward	Extremely Likely					Male	Over 65	White British	
235	Victoria Ward	Extremely Likely		Excellent care.		All very good.	Female	Over 65	White British	
236	Victoria	Extremely		Everyone so helpful			Female	Over	White	

	Ward	Likely		& friendly.				65	British	
237	Victoria Ward	Extremely Likely		Made to feel welcome on the ward. Treated with respect and humility. Great, caring team.						
238	Victoria Ward	Extremely Likely		All the staff are extremely kind, respectful of the patients. I particularly admire the way they deal with people with dementia or family in a state of stress. I have never been in such a friendly, considerate hospital, whether in Britain, in France, in Algeria or Greece. Thank you.		Try not to give conflicting information. It is very difficult to face a stressful situation when information varies from one member of staff to another.	Male	Over 65	Other ethnic group	
239	Victoria Ward	Extremely Likely		Caring & professional.			Female	46-55	White British	
240	Victoria Ward	Extremely Likely		My stay in this hospital & Victoria Ward has been wonderful, especially the nursing care I have received. Cannot praise you all enough, not forgetting the doctors, of course. God bless you all.		Just carry on the good work you are already doing.	Female	Over 65	White British	
241	Victoria Ward	Extremely Likely		The whole experience was helped by the			Male	Over 65	White British	

				cheerfulness and helpfulness of the staff and [illegible]. Please excuse my writing.						
242	Victoria Ward	Extremely Likely					Male	46-55	White British	
243	Victoria Ward	Extremely Likely		The stay second to none. We certainly need the NHS. Think hard re-opening Holsworthy Hospital - we need the smaller ones.			Female	Over 65	White British	
244	Victoria Ward	Extremely Likely		Excellent care provided. All staff friendly and helpful.			Female	36-45	White British	
245	Victoria Ward	Likely		At times, difficult to get the attention of a nurse		Food could be more interesting.	Female	over 65	White British	
246	Victoria Ward	Likely		The only reason I did not give the top marks is that when I arrived on the ward I was not shown the layout at all - the toilets, shower etc. I had to find for myself. Spotlessly clean. The food is also very good. The TNA is an angel.		Only my earlier comment. This may have just been a one off. Generally speaking, all is very good.	Male	over 65	White British	
247	Victoria Ward	Likely		Good nurses & clean atmosphere / modern.		The ward was too hot!	Male	Over 65	White British	
248	Victoria Ward	Likely		The care and attention. Nice staff.			Male	Over 65	White British	

249	Victoria Ward	Likely		Friendly, caring, efficient staff. Very good treatment. N.D. Hospital is first class.			Male	Over 65	White British	
250	Victoria Ward	Likely								
251	Victoria Ward	Yes	Patient	Considerate, friendly, professional care.		Mobile pump so didn't have to ring / wait / be desperate when wanting toilet. May not be practical in wards but why not in side rooms? More 'automatic' water so, again, didn't have to keep asking for jug refills.	Female	56-65	White British	
252	Victoria Ward	Yes	Patient	Staff are very friendly. Ward is clean and spacious.			Male	Over 65	White British	
253	Victoria Ward	Yes	Patient	Kind/friendly staff. Near to home, friends and family.		More food choice – plain food. I never feel like anything too fussy/saucy when feeling poorly.	Female	36-45	White British	