

Acute Inpatient Wards - North Devon District Hospital - ‘Friends and Family Test’ Patient Feedback - Jun-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		All very kind. The nurses seem to be able to anticipate your needs.		No - everything seems good. I am in the hands of these lovely people. Hopefully, I will improve to do more myself.	Female	over 65	White British	No tick
2	Acute Stroke Unit	Extremely Likely		Staff, superb care. All so kind, helpful and friendly.		Not really, I cannot fault anything with the unit. Very impressed by the care I am receiving.	Male	56-65	White British	No tick
3	Acute Stroke Unit	Extremely Likely		The care and treatment I have received has been absolutely brilliant.		As a holidaymaker in North Devon, I am so impressed with the care given to me. Thank you to everyone. A. has been spot on.	Male	over 65	White British	No tick
4	Acute Stroke Unit	Extremely Likely		Staff very efficient and cheerful - a good team.		Nothing to complain about.	Female	over 65	White British	No tick
5	Acute Stroke Unit	Extremely Likely		Everybody very kind.		Make all the other wards as good as this one.	Female	36-45	White British	No tick

6	Acute Stroke Unit	Extremely likely		The level of care was exceptionally good, staff were very caring and efficient. Cleanliness very good. Food & service was great.		It it ain't broke don't fix it.	Female	over 65	White British	No tick
7	Acute Stroke Unit	Extremely likely		All the staff are friendly, caring, supportive, professional & efficient. The care has been excellent, absolutely faultless.		Not easy to think of anything, we would have to get very petty to find something.	Female	46-55	White British	No tick
8	Acute Stroke Unit	Extremely likely		The love and care alongside the professionalism of all the staff shown to our loved one as well as all the family has been exemplary.		Carry on as you are - don't change anything!	Female	46-55	White British	No tick
9	Acute Stroke Unit	Extremely likely		I think it is so good to say thank you and have the opportunity to show one's appreciation of all the help that we have been given. Also found		None. Your hospital is a truly lovely one & the whole staff are so kind & helpful. The food was great, such a selection. I was quite satisfied not to have my relatives travel a long way to see me.	Female	over 65	White British	No tick

				admission ward MAU very kind efficient & helpful.						
10	Capener Ward	Extremely Likely		The nurses work very hard doing absolutely everything they can for you.		No - all good thank you. No complaints.	Female	over 65	White British	No tick
11	Capener Ward	Extremely Likely		Absolutely brilliant care, truly first class. Everyone from A&E, theatre, recovery. Thank you.		No, I don't think so. Excellent, professional service given by all staff. One issue, the TV cost. In my opinion, a complete rip- off. How your time can run down overnight, well words fail me.	Female	over 65	White British	No tick
12	Capener Ward	Extremely Likely		Really good quality and consistent care from fabulous staff. They really do care. A. is superb - deserves a mention.		In a word, no. Absolutely fabulous care all the way through. Thank you.	Male	26-35	White British	No tick
13	Capener Ward	Extremely Likely		The staff are all fantastic. Brilliant.		No, I don't think so. The food is okay, very clean and nurses great.	Female	26-35	White British	No tick
14	Capener Ward	Extremely Likely		What can I say? The staff here are amazing, R. from Sodexo - always a smile from a hardworking lady. Nursing staff – J.,		A difficult question. All so clean, the food is more than acceptable. Medical care is excellent.	Female	over 65	White British	No tick

				A. I cannot remember a lot of their names but they all do a fantastic job.						
15	Capener Ward	Extremely Likely		Perfect, absolutely perfect.		Not at the moment. All is very good, thank you.	Male	56-65	White British	No tick
16	Capener Ward	Extremely Likely		Everyone cares for their patients.		Improve A &E waiting time.	Female	over 65	White British	No tick
17	Capener Ward	Extremely Likely		Staff friendly towards patients - including non-medical staff.			Male	over 65	White British	No tick
18	Capener Ward	Extremely Likely		Service and staff have been good.			Male	over 65	White British	No tick
19	Capener Ward	Extremely Likely		Well looked after by everyone, including non-medical.			Male	16-25	White British	No tick
20	Capener Ward	Extremely Likely					Male	over 65	White British	No tick
21	Capener Ward	Extremely likely		Quick and efficient response. No unduly lengthy waits, particularly helpful and friendly staff in every department and a pleasant and relaxed atmosphere.			Female	over 65	White British	No tick
22	Capener Ward	Extremely likely		Very friendly staff and caring.			Male	56-65	White British	No tick

23	Capener Ward	Extremely likely		The whole of the staff were kind & considerate & treated all the patients the same. & all the nursing staff had a smile even when under pressure.		The staff seem to be under a considerable amount of pressure & perhaps it would make life more bearable if more funds would be found to take on more staff.	Male	over 65	White British	No tick
24	Capener Ward	Extremely likely		All my needs were met, genuinely caring staff.			Male	16-25	White British	No tick
25	Capener Ward	Extremely likely		Day staff A., S. & carers & housekeeping etc. were all helpful & friendly. The tea ladies were nice + funny.		No.	Male	56-65	Other ethnic group	No tick
26	Capener Ward	Likely				Night staff should wear soft soled shoes.	Male	over 65	White British	No tick
27	Capener Ward	Likely		Excellent care. Friendly staff.		N/A.	Male	over 65	White British	No tick
28	Capener Ward	Likely				Increase the staff.	Male	over 65	White British	No tick
29	Caroline Thorpe Ward	Extremely Likely		Very helpful staff, always there for any help or advice. Plus the school, play room etc. Delighted with the professional care received.		As a regular here, the staff all know me / us. Always kind, caring and attentive. So, no, I think it is difficult to improve on what you are already doing. Thank you.	Male	Under 16	White British	No tick

30	Caroline Thorpe Ward	Extremely Likely		Very good quality staff. Very kind, friendly and welcoming.		No, all of the care given has been of the highest standard. Excellent ward staff. Cleanliness and food also very good.	Female	Under 16	White British	No tick
31	Caroline Thorpe Ward	Extremely Likely		All good staff are so caring and kind.		No, all very good actually. Very good indeed.	Female	Under 16	White British	No tick
32	Caroline Thorpe Ward	Extremely Likely		Friendly, good facilities. Medical staff all fantastic.		No, not really. More than happy for all the care shown and received by all the staff.	Male	Under 16	White British	No tick
33	Caroline Thorpe Ward	Extremely Likely		The staff are wonderful. Working under pressure and with lack of the latest medical facilities. The staff here are absolutely wonderful.		Obviously, my only concern is for our child. It would be good, if possible, to make life a little easier for parents that have to stay with their young children. In my opinion, the staff here are doing a great job without all the help to them that is available in a hospital nowadays e.g. Bristol.	Female	Under 16	White British	No tick
34	Caroline Thorpe Ward	Extremely Likely		What more can people ask? A truly wonderful ward, run by very professional staff.		No. My husband and I are more than delighted with the care given to our daughter. A huge thank you to you all. We are concerned though with closure rumours and hope this is not the case.	Female	Under 16	White British	No tick
35	Caroline	Extremely		This ward and staff		Not really. We feel the staff	Female	Under	Asian /	No tick

	Thorpe Ward	Likely		are truly wonderful. Always ready to help with anything. Very helpful people.		give 100% at all times. Cannot ask for more than that. A. is a wonderful, professional lady.		16	Asian British	
36	Caroline Thorpe Ward	Extremely Likely		Friendly, helpful, kind, cheerful, informative. Medical care wonderful. Also, very kind and helpful to us as parents.		No way. We are delighted with the care given. M. and M.G. have been so attentive and kind. Thank you.	Male	16-25	White British	No tick
37	Caroline Thorpe Ward	Extremely Likely		Although our daughter mainly has care in Bristol, whenever we come to Caroline Thorpe the care is very good.		This ward is fabulous. Communication is always excellent, being kept informed at all times whatever time of day or night.	Female	Under 16	White British	No tick
38	Caroline Thorpe Ward	Extremely Likely		As a visitor here from T., I and my mother have found the ward very reassuring.		I have been very happy with my care. Thank you for straightening my arm.	Female	Under 16	White British	No tick
39	Caroline Thorpe Ward	Extremely Likely		The nurses are all great. Funny distraction when giving needles. Very kind and friendly.		Not really. I don't like the food very much and sometimes the nurses and teacher bosses me about but I know they mean well.	Female	Under 16	White British	No tick
40	Caroline Thorpe	Extremely Likely		Very good. All the nurses keep a		Both mum and myself are very happy with my care.	Female	Under 16	White British	No tick

	Ward			check on me making sure I am well.		Nurses and doctors all good, the ward is nice and clean and the food is nice so far.				
41	Caroline Thorpe Ward	Extremely Likely		The staff all really care.		The volume on the TV is not loud enough and only children's channels.	Male	Under 16	White British	No tick
42	Caroline Thorpe Ward	Extremely Likely		The staff are kind and go the extra mile.		Everything is fantastic.	Female	Under 16	White British	No tick
43	Caroline Thorpe Ward	Extremely Likely		Attitude of staff is welcoming and caring.		All good.	Male	Under 16	White British	No tick
44	Caroline Thorpe Ward	Extremely Likely		Staff helpful and friendly.		TV to stay on longer please. More reading material for older children.	Male	Under 16	White British	No tick
45	Caroline Thorpe Ward	Extremely Likely		The staff are good and quick.		All good.	Male	Under 16	White British	No tick
46	Caroline Thorpe Ward	Likely		The level of service here is not as good as in Bristol where consultants and the expertise of staff is superb. Here, we are dependent on contacting Bristol and Bristol providing support which is at times slow. This is		The staff here are great. They are kind and listen to concerns. The concern was the delay in sending to Bristol to get expert attention. The delay gave us concern.	Female	Under 16	White British	No tick

				stressful.						
47	Caroline Thorpe Ward	Yes	Patient	The staff were all friendly, attentive and nothing was too much for them. Any questions asked were answered professionally.	The attentive, friendly staff were amazing. The teachers in the school room were great, playing games, doing crafts and maths (okay, maybe not the maths bit).	Nothing.	Male	6-8	White British	No tick
48	Caroline Thorpe Ward	Yes	Patient Parent / guardian / carer	Wonderful staff.	People are very nice.	More food!	Male	12-16	White British	No tick
49	Caroline Thorpe Ward	Yes	Parent / guardian / carer	Because all the staff are very attentive. In particular M. has been amazing in her care + support throughout our stay.	The care received. The hygiene of the ward. The friendliness and helpfulness of the staff.	Only criticism is a hook in the bathroom opposite the CAU ward - would have been useful to hang clothes as to keep them dry!!	Female		White British	No tick
50	Caroline Thorpe Ward	Yes	Parent / guardian / carer	Efficient, even though at times there were long waits. We were kept fully informed which made it so much easier.	Paging system following operation.		Male	under 6	White British	No tick
51	Caroline	Yes	Parent /	Made welcome,	Treatment / analysis	Get 111 to access things	Female	under	White	No tick

	Thorpe Ward		guardian / carer	good information & facilities.	for my daughter.	better earlier!		6	British	
52	Caroline Thorpe Ward	Yes	Parent / guardian / carer	Lovely staff who were very kind and calm! Thank you so much for your help.	Staff helped parent feel relaxed and explained things really well to me and my son.	Nothing.	Male	17-18	White British	No tick
53	Caroline Thorpe Ward	Yes	Parent / guardian / carer	The staff put both children & parents at ease & there was a lot to keep patients or siblings occupied.	Lots to do / very friendly, helpful staff.	Nothing.	Female	12-16	White British	No tick
54	Caroline Thorpe Ward	Yes	Parent / guardian / carer	The staff were kind and thoughtful. A. particularly was accommodating and reassuring. Five star.	The staff went above and beyond their call of duty and made a long night much more bearable.	Really nothing!	Female	9-11	White British	No tick
55	Caroline Thorpe Ward	Yes	Parent / guardian / carer	I gave this answer as the staff are very supportive and made me and my son feel comfortable and welcome into their ward family. The ward was clean and the staff very polite and quick at the jobs, doing at a high standard.	The work that staff put into their care and support. And playroom.	Nothing at all.	Male	under 6	White British	No tick

				Thank you for your support.						
56	Caroline Thorpe Ward	Yes	Parent / guardian / carer	The nurses and doctors were very helpful and treated my 16 year old like an adult.	Nurses, hot chocolate.	Plugged in the monitor - faulty monitor.	Male	12-16	White British	No tick
57	Caroline Thorpe Ward	Yes	Parent / guardian / carer	Plenty for the children to do and staff are very friendly and helpful.			Male	12-16	Mixed / Multiple ethnic groups	No tick
58	Caroline Thorpe Ward	Yes	Parent / guardian / carer	Everyone was very kind.	I liked the up and down bed, it was very comfy.	Let him go in the playroom and give him food (his words - I explained why he couldn't!)	Male	under 6	White British	No tick
59	Caroline Thorpe Ward	Yes	Parent / guardian / carer	Very helpful & very good at explaining everything to us & also very thorough with the tests!	Our little boy was very well looked after & everyone explained everything really well!	Nothing!	Female		White British	No tick
60	Fortescue Ward	Extremely Likely		The ward environment is nice. I have not come across a bad nurse yet.		None.	Female	over 65	White British	No tick
61	Fortescue Ward	Extremely Likely		They have managed my care well even though I am not on the stroke unit.		The food is rubbish - Derriford is excellent by comparison. Upset me yesterday when came to tell me to stop interrupting when the doctors are	Female	over 65	White British	No tick

						talking to me.				
62	Fortescue Ward	Extremely Likely		Everyone is happy.		Everything runs well.	Male	over 65	White British	No tick
63	Fortescue Ward	Extremely Likely		The staff are lovely and friendly.		An observation is that the loos are uncomfortable, my feet do not reach the floor. The seat is too big.	Male	over 65	White British	No tick
64	Fortescue Ward	Extremely Likely		The staff look after you well. The food is good. Everyone cares.		No - all good.	Male	56-65	White British	No tick
65	Fortescue Ward	Extremely Likely		Very helpful and attentive.		Lovely ward to be in.	Male	over 65	White British	No tick
66	Fortescue Ward	Extremely Likely		Some of the staff treat you as a person not a number.		Everything good, would not change anything.	Female	46-55	White British	No tick
67	Fortescue Ward	Extremely Likely		Cannot fault any of the staff.		Patient came to hospital unable to move. Patient obese and staff unable to handle patient with correct aids or knowledge.	Female	56-65	White British	No tick
68	Fortescue Ward	Likely		This hospital seems to have an ethos of patient friendliness.		Almost un-improvable.	Male	over 65	White British	No tick
69	Fortescue Ward	Neither Likely nor Unlikely		Had to wait a long time to get the commode.		Quicker response when needed - girls say 'in a min' and then forget you.	Female	over 65	White British	No tick
70	Fortescue Ward	Unlikely		Witnessing HCA having to put both self and patient at risk due to non-		Write on care plan [illegible] so both HCA and patient are not put in such a position or at risk.				No tick

				weight bearing and request that 2:1 should be practised and assured this would be provided. To witness patient almost falling - had I not been present to assist she would have.		Communication is the strongest tool.				
71	Glossop Ward	Extremely Likely		Treated with dignity, made to feel like a person rather than just a patient.		I cannot think of anything regarding medical care, cleanliness is excellent, food in itself is fine - I personally just wish it was hotter when given to us.	Female	56-65	White British	No tick
72	Glossop Ward	Extremely Likely		Nothing is too much trouble for anyone as they look after us. Wonderful people.		All the nurses are great. I would like to say L. and O. from Sodexo are so kind and so hardworking.	Female	56-65	White British	No tick
73	Glossop Ward	Extremely Likely		The staff, although always on the go, immediately seem to appear when needed.		I am happy with things, thank you. The food is not up to what I personally like but it is a hospital.	Female	46-55	White British	No tick
74	Glossop Ward	Extremely Likely		More than happy with the professional quality of care.		No complaints whatsoever. Food, cleanliness, all very good. The staff are very hardworking.	Male	over 65	White British	No tick
75	Glossop Ward	Extremely Likely		All very good.		I think the doctors will answer my questions after	Male	over 65	White British	No tick

						all my tests. We will see what happens.				
76	Glossop Ward	Extremely Likely		We are the patient's family and, as far as we can see, he is being treated very well. Every treatment and care possible is being provided.		Food good, so clean, medical treatment all fine. So, no, nothing we can add.	Male	over 65	White British	No tick
77	Glossop Ward	Extremely Likely		First class care by all the staff.		No. Everything is good. P. and the nurses are great - always there when needed.	Male	56-65	White British	No tick
78	Glossop Ward	Extremely Likely		Doctors, nurses, healthcare assistants, Sodexo staff, all so kind, caring, obliging and reassuring.		Nothing at all. I will, however, point out that in my opinion the nurses are so, so busy - surely understaffed with all the very vulnerable people that they have to look after.	Female	56-65	White British	No tick
79	Glossop Ward	Extremely Likely		Just the quality of the care shown by the dedicated staff.		Nothing really. Everyone gives their best - cannot ask for more.	Female	56-65	White British	No tick
80	Glossop Ward	Extremely Likely		Never had any complaints yet. Always very well looked after. First class care and treatment.		This is a hospital. What more can you ask? Lifesavers, all of you. Clean, good food. I would use the TV but cannot afford it.	Male	over 65	White British	No tick
81	Glossop Ward	Extremely Likely		The staff are all very kind and		No way. S. (student nurse) is brilliant as are the other	Male	over 65	White British	No tick

				helpful. Nothing is too much trouble for them.		staff. Cleanliness and food are very good. The TV is very expensive. We all worry about the closures everyone is reading about - hope it is all false.				
82	Glossop Ward	Extremely Likely		The staff are all so professional and dedicated.		Very difficult to answer this question so, no, nothing I can think of. Think the staff are outstanding and let's face it this is why we are in here. The food is okay, a bit bland. Spotlessly clean. Sodexo are hardworking, just like all the other staff.	Female	over 65	White British	No tick
83	Glossop Ward	Extremely Likely		To be honest, I am very surprised at the care I am receiving. After all we read in The Journal. The staff are wonderful.		No. The medical staff are all very good, always available when needed. The food is acceptable. Very, very clean. But really it all comes down to the wonderful hardworking staff.	Female	over 65	White British	No tick
84	Glossop Ward	Extremely Likely		I have had first class care since arriving. Wonderful, extremely hardworking and very caring people that work on the ward. All so professional.		I cannot say any more than I already have. Cannot fault anything the way I have been treated from ambulance staff to present staff on Glossop Ward. A huge thank you to the NHS and Barnstaple hospital.	Female	over 65	White British	No tick

85	Glossop Ward	Extremely Likely		Nurses all so kind. Nothing is too much trouble for anyone.		Very satisfied the way it is.	Female	46-55	White British	No tick
86	Glossop Ward	Extremely Likely		Dedication of staff to your comfort. There is always someone at hand if needed.		Satisfied as it is.	Female	over 65	White British	No tick
87	Glossop Ward	Extremely Likely		Staff dedicated, caring. Nothing is too much trouble. Occasionally a few problems at night.		Please, please can we have some hot food? It is always cool by the time it reaches the ward.	Female	over 65	White British	No tick
88	Glossop Ward	Extremely Likely		Very caring, all the staff are very efficient.		Excellent as it is but information about facilities in the hospital e.g. shop would be appreciated.	Female	over 65	White British	No tick
89	Glossop Ward	Extremely Likely		The staff are very hardworking.		Very good as it is.	Male	over 65	White British	No tick
90	Glossop Ward	Extremely Likely		Standard of care.		Cannot be improved.	Male	over 65	White British	No tick
91	Glossop Ward	Extremely Likely		All staff so helpful.		No - satisfied as it is.	Female	over 65	White British	No tick
92	Glossop Ward	Extremely Likely		Communications so good with the staff.		Superb as it is.	Male	over 65	White British	No tick
93	Glossop Ward	Extremely Likely		Nurses very helpful.		Satisfied as it is.	Male	over 65	White British	No tick
94	Glossop Ward	Extremely likely		Everyone is so efficient, kind and understanding on this ward. While			Female	56-65		No tick

				being in hospital cannot be called a pleasure, at least it is made bearable, and more, by the welcoming staff.						
95	Glossop Ward	Extremely likely		Because all the nurses of high or low rating are very friendly and makes you think it's one large family & the use of first names is highly thought of as a degree of nicety one rarely comes across. Very hardworking group of people.			Female	over 65		No tick
96	Glossop Ward	Likely		Kindness of the nurses.		The food could be better.	Female	over 65	White British	No tick
97	Glossop Ward	Likely		Caring staff, housekeeper very good.				over 65		No tick
98	King George V Ward	Extremely Likely		My first real time in hospital and I am very impressed with the care provided. Excellent care actually.		No. As a visitor to the area, I am very impressed with the care given by all of the staff. Thank you.	Female	56-65	White British	No tick
99	King George V	Extremely Likely		The nurses are brilliant - all so		The reason I answered in a negative way regarding my	Female	26-35	White British	No tick

	Ward			kind and caring.		care is because my husband and I feel the doctors have been failing to communicate in a proper way. Thank goodness the nurses, especially H., have been absolutely brilliant. They have done their best to keep me informed.				
100	King George V Ward	Extremely Likely		The very pleasant attention from all of the staff. They are all so good.		Not really. I can quite honestly say that I can't think of anything.	Female	over 65	White British	No tick
101	King George V Ward	Extremely Likely		Very comfortable and homely. Great staff.		Nothing but praise for all the staff. S. (Sodexo) always has a smile.	Female	over 65	White British	No tick
102	King George V Ward	Extremely Likely		A bright, clean and friendly ward.		No.	Female	56-65	White British	No tick
103	King George V Ward	Extremely Likely		Treated well. The staff have been very attentive.			Female	46-55	White British	No tick
104	King George V Ward	Extremely Likely		Friendly, very helpful and quiet.		Doctors need to talk to the patient and not between themselves. Still awaiting feedback on blood.	Female	26-35	White British	No tick
105	King George V Ward	Extremely Likely		All the staff, including non-medical, have been great.		No.	Female	26-35	White British	No tick
106	King George V	Extremely Likely		Staff friendly and very attentive.			Female	36-45	White British	No tick

	Ward									
107	King George V Ward	Extremely Likely		Been well treated by all the staff.		The TV is not working properly - called for assistance from operators of system but no answer from phone call and wasted £17.50.	Female	46-55	White British	No tick
108	King George V Ward	Extremely Likely		Staff nice, very clean ward.			Female	over 65	White British	No tick
109	King George V Ward	Extremely Likely		All staff are first class, including non-medical.			Female	over 65	White British	No tick
110	King George V Ward	Extremely Likely		Very bright ward, staff excellent, food good.			Female	over 65	White British	No tick
111	King George V Ward	Extremely Likely		All the staff are good and welcoming.		The TV costs are very expensive.	Female	56-65	White British	No tick
112	King George V Ward	Extremely Likely		All the staff are good.		Need to supply reading books on a trolley.	Female	over 65	White British	No tick
113	King George V Ward	Extremely Likely		Because it's a nice, quiet ward.			Female	26-35	White British	No tick
114	King George V Ward	Extremely likely		Because, you have all been great. The colour scheme is wonderful. Keep up the good work.			Female	56-65	White British	No tick
115	King George V Ward	Extremely likely		All staff were on the ball and willing to help in any way		Check dates on equipment.	Female	36-45	White British	No tick

				they could. Kind of like home from home.						
116	King George V Ward	Extremely likely		The wonderful caring staff.		Stop closing wards and stretching staff to the limits, look after the brilliant team you have.	Female	56-65	White British	No tick
117	King George V Ward	Extremely likely		Everyone very friendly & helpful.		No.	Female	over 65	White British	No tick
118	King George V Ward	Extremely likely		Staff are lovely, very friendly, always have your interest at heart. Always have time for you even if they're busy.						No tick
119	King George V Ward	Extremely likely		The staff on this ward have given me all the TLC that we needed. Top marks to everyone.		No!	Female	over 65	White British	No tick
120	King George V Ward	Extremely likely		Nothing too much trouble for the staff looking after me and other patients, treated with dignity & respect, can't remember all the names of the staff that looked after			Female	56-65	White British	No tick

				me but K., K., D., A. & M. are a credit to the ward along with all the Sodexo staff & Mr G. & his team.						
121	King George V Ward	Extremely likely		This surgical ward is faultless. I am not commenting on medical wards.			Female	over 65	White British	No tick
122	King George V Ward	Extremely likely		All the staff work very hard.		Could do with a few more HCA's around the wards.	Female	26-35	White British	No tick
123	King George V Ward	Extremely likely		Kind, helpful, friendly.			Female	56-65	White British	No tick
124	King George V Ward	Extremely likely		All of the staff are really kind and lovely. Nothing was too much trouble for anyone.		It would be so much better if the lights were turned out at night. Also, the drinking water really does taste vile!	Female	36-45	White British	No tick
125	King George V Ward	Extremely likely		The staff are all so caring - the hospital is very clean and well run.			Female	over 65	White British	No tick
126	King George V Ward	Extremely likely		Simple really. Couldn't have been cared for any better. A big, big thank you to you all.			Female	56-65	White British	No tick
127	King	Likely		The staff are		Letter to follow	Female	over	White	No tick

	George V Ward			excellent.				65	British	
128	King George V Ward	Likely		The team were all very helpful and looked after me very well.			Female	56-65	White British	No tick
129	King George V Ward	Likely		Very kind and friendly staff. Small, intimate ward.		All lights out at night.	Female	56-65	White British	No tick
130	Lundy Ward	Extremely Likely		I could not have asked for better care and treatment. Truly wonderful people.		No. I could not have asked for better care, thank you.	Male	over 65	White British	No tick
131	Lundy Ward	Extremely Likely		It is the excellent, caring staff.		In my opinion, the bay could be cleaned better. The food I find awful - even when trying to buy other food in the hospital the choice is so limited. Also, not fit for healthy eating. Doctors and hardworking nurses are brilliant.	Male	56-65	White British	No tick
132	Lundy Ward	Extremely Likely		The care. Yes, in two words, 'The Care'.		The care here is first class. Nice and clean, food acceptable. The only thing of note is when first admitted to the ward there was no low fat food to eat - only cheese sandwiches etc. For a diabetic, not good. It would be nice to	Male	over 65	White British	No tick

						have a choice of decaffeinated drinks on the trolley.				
133	Lundy Ward	Extremely Likely		No complaints whatsoever from A&E through to Lundy Ward. First class.		What can I say? Fabulous care, en-suite room. My word, excellent, absolutely excellent care. I cannot speak highly enough of this hospital.	Male	over 65	White British	No tick
134	Lundy Ward	Extremely Likely		Very professional and friendly.			Male	56-65	White British	No tick
135	Lundy Ward	Extremely Likely		Extremely professional and helpful.			Male	over 65	White British	No tick
136	Lundy Ward	Extremely Likely		Well looked after, clean and professional.			Male	26-35	White British	No tick
137	Lundy Ward	Extremely Likely		Been well looked after by all - including non-medical staff.			Male	over 65	White British	No tick
138	Lundy Ward	Extremely Likely		Staff friendly.			Male	26-35	White British	No tick
139	Lundy Ward	Extremely Likely		No complaints. The staff, including non-medical, have been good.		Night-time noise can be reduced if possible.	Male	over 65	White British	No tick
140	Lundy Ward	Extremely Likely		Friendly and attentive staff.		Free wifi.	Male	26-35	White British	No tick
141	Lundy Ward	Extremely likely		Friendliness & caring from staff and privacy afforded by rooms		Teach your canteen staff that dairy-free means no dairy (again).	Male	over 65	White British	No tick

				and very small bays.						
142	Lundy Ward	Extremely likely		The attention from all staff is brilliant.		Supply earphones to radio & TV.	Male	over 65	White British	No tick
143	Lundy Ward	Extremely likely		I was looked after by all of the staff very well. I witnessed an emergency situation beside me, where the crash team attended the scene in about 30-90 seconds. They saved the man's life.		Keep up the fantastic service.	Male	26-35	White British	No tick
144	Lundy Ward	Extremely likely		It's a bright, modern, compact bay (3) with toilet and shower facilities close by. Most of staff are helpful and very caring.		As a person who manages a colostomy, a small table or drop down shelf in the toilet to put bags and other equipment on would be useful. A plug in the wash hand basin would also help K.D. (stoma nurse) may be able to advise.	Male	over 65	White British	No tick
145	Lundy Ward	Extremely likely		This ward has been amazing and so welcoming. All staff were fantastic. R. was amazing and so friendly, nothing			Female	26-35	White British	No tick

				was too much and he really made it a lot easier.						
146	Lundy Ward	Extremely likely		Care and attention was all fantastic.			Male	46-55	White British	No tick
147	Lundy Ward	Likely		Most of the staff are really, really, good. Temps / bank nurses are not so up to speed in my opinion but, my word, in general the staff are amazing.		The staff are all so overworked, weekends especially. I feel for them when driving - tiredness can kill. Surely, when nursing, the same applies.	Male	46-55	White British	No tick
148	Lundy Ward	Likely		This was my first ever overnight stay in hospital so I don't have anything to compare it with. However nurses were friendly & polite & doctors & consultant explained things well & clearly. I have no complaints about my time in Lundy ward.		The room was very hot. I would have liked to have been able to moderate the heat somehow. The fan was my saving grace but even with this on full blast it was stifling.	Male	56-65	White British	No tick
149	Staples Ward	Extremely Likely		Staff wonderful.		All good.	Female	over 65	White British	No tick
150	Staples	Extremely		The general			Male	over	White	No tick

	Ward	Likely		attention by staff is good.				65	British	
151	Staples Ward	Extremely Likely		The staff are fantastic.		All good.	Male	over 65	White British	No tick
152	Staples Ward	Extremely Likely		The care and affection shown by the staff.		All good.	Male	over 65	White British	No tick
153	Staples Ward	Unlikely		The doctor is arrogant and rude - not acceptable. He knows best (!) and will not listen. Nurses - most are nice, the female ones.		The doctor and some of the male staff need to alter their manners to both patients and family.	Male	26-35	White British	No tick
154	Tarka Ward	Extremely Likely		Absolutely brilliant, treated with respect, courtesy, and made very welcome.		None whatsoever. After all you read in the Journal etc. my experience here has been excellent. Let us hope we can keep our local hospital giving the first rate service it provides. Thank you.	Male	over 65	White British	No tick
155	Tarka Ward	Extremely Likely		Constant, professional care, always a smile from the staff.			Female	56-65	White British	No tick
156	Tarka Ward	Extremely Likely		The staff are all wonderful. Nothing is too much trouble for them. Angels.		Sorry, I cannot think of anything. So clean, food more than acceptable. Thank you to everyone.	Female	over 65	White British	No tick
157	Tarka	Extremely		With staff and		Amazing, caring people,	Female	46-55	White	No tick

	Ward	Likely		consultants like Mr K., what can I say? All hardworking - Sodexo, nurses, students and doctors all deserve respect, so hardworking.		nothing I can think of to improve it. Let us hope we do not lose our local facilities.			British	
158	Tarka Ward	Extremely Likely		The staff are so nice, very caring, doing an absolutely fantastic job.		This ward is fantastic. Food, cleanliness, doctors, nurses - all spot on. TV is a bit pricey for long-term patients, especially as time runs down while away in theatre, asleep, x-rays etc. Medical assessment could come here and learn a few things, especially the bank nurses. What a shame. (These people are in the minority, thank goodness).	Female	36-45	White British	No tick
159	Tarka Ward	Extremely Likely		100% quality care. What more can I say?		No, all good. Clean, good food, brilliant but underpaid and underrated staff.	Male	over 65	White British	No tick
160	Tarka Ward	Extremely Likely		Staff good, very friendly.		The food is too bland.	Female	over 65	White British	No tick
161	Tarka Ward	Extremely Likely		Everyone is so kind and considerate.		The lights are too bright during the day.	Female	over 65	White British	No tick
162	Tarka Ward	Extremely Likely		Service and cleanliness are good.		More co-ordination between the wards due to past midnight transfer from	Male	56-65	White British	No tick

						one to the other.				
163	Tarka Ward	Extremely Likely		Absolutely brilliant, including non-medical staff.			Female	36-45	White British	No tick
164	Tarka Ward	Extremely Likely		Very clean, staff very friendly.			Female	36-45	White British	No tick
165	Tarka Ward	Extremely likely								No tick
166	Tarka Ward	Extremely likely		1st class from all staff, nothing is too much trouble for NHS workers and outside contractors. Also, the food is very good.		None.	Male	over 65	White British	No tick
167	Tarka Ward	Extremely likely		Friendly, efficient service. Lovely hospital!! Very caring staff who work very hard. Cannot fault the staff or hospital.			Female	over 65	White British	No tick
168	Tarka Ward	Extremely likely					Female	56-65	White British	I DO NOT wish my anonymised comments to be made public
169	Tarka Ward	Extremely likely		All staff like my friends.			Male	over 65	White British	No tick
170	Tarka Ward	Extremely likely		Everyone is friendly & caring. Nothing is too much bother.			Male	over 65	White British	No tick

				Many, many thanks.						
171	Tarka Ward	Extremely likely		The staff are extremely kind and professional going about their jobs. Nothing is too much trouble which I feel enables you to progress with your recovery. The ward is also very clean.			Female	56-65	White British	No tick
172	Tarka Ward	Extremely likely		I was treated very well by all staff on the ward with dignity + respect and my care was excellent.			Female	56-65	White British	No tick
173	Tarka Ward	Extremely likely		How lucky we are to have wonderful, dedicated staff. Not just here, my whole experience. My op - thank you Mr T.						No tick
174	Tarka Ward	Extremely likely		The service here at the hospital has been exceptionally good. I felt, safe, comfortable and very well looked			Female	36-45	Asian / Asian British	No tick

				after at all times on all the wards.						
175	Tarka Ward	Extremely likely		Excellent support and care.		Wifi!	Female	56-65	White British	No tick
176	Tarka Ward	Extremely likely		Happy with treatment received.			Female	over 65	White British	No tick
177	Tarka Ward	Extremely likely		The doctors and staff have been wonderful - so caring, so polite, so kind, so professional. There is no way you could fault them, Thank you, I have a new lease of life.		Absolutely none.	Female	over 65	White British	No tick
178	Tarka Ward	Likely		The staff are very good and patient.		The food needs improvement - bland and unappealing to look at.	Male	56-65	White British	No tick
179	Tarka Ward	Likely		Good treatment, staff very good, including non-medical			Female	over 65	White British	No tick
180	Victoria Ward	Extremely Likely		Very clean. A happy and friendly atmosphere.		Need wifi on the ward in this day and age.	Male	56-65	White British	No tick
181	Victoria Ward	Extremely Likely		Cleanliness. Staff friendliness.		Food portion size is small at times.	Male	56-65	White British	No tick
182	Victoria Ward	Extremely Likely					Male	over 65	White British	I DO NOT wish my anonymised comments to be

										made public
183	Victoria Ward	Extremely Likely		A very pleasant ward. The staff are friendly. A nice atmosphere.		Cannot be faulted as it is. Some anxiety due to delays in moving to Exeter.	Female	over 65	White British	No tick
184	Victoria Ward	Extremely Likely		Cleanliness. Excellent. Nothing is too much trouble.		Patient is an invalid and feels that there should be somewhere to sit away from the smokers who should not be in the vicinity of the main entrance.	Female	over 65	White British	No tick
185	Victoria Ward	Extremely Likely		Brilliant ward. Nothing is too much trouble.		No complaints - very good as it is.	Female	56-65	White British	No tick
186	Victoria Ward	Extremely Likely		Staff and cleanliness excellent - even the food is good.		Frustrated by lack of medical activity during weekends.	Male	56-65	White British	No tick
187	Victoria Ward	Extremely Likely		Attention to detail by all staff.		Make the consultants work at weekends.	Male	over 65	White British	No tick
188	Victoria Ward	Extremely Likely		All staff wonderful - always available.		Satisfied as it is.	Male	Prefer not to say	White British	No tick
189	Victoria Ward	Extremely Likely		All nurses very efficient. The ward is very clean.		No fears - some worries. Some doctors are more thorough than others. More information required and quieter nights!	Male	over 65	Asian / Asian British	No tick
190	Victoria Ward	Extremely Likely		The treatment received since coming in has been excellent.		No.	Male	over 65	White British	No tick
191	Victoria	Extremely		I have been well-			Male	over	Asian /	No tick

	Ward	Likely		treated by all staff - medical and non-medical.				65	Asian British	
192	Victoria Ward	Extremely Likely		Very well-treated by all staff.			Female	over 65	White British	No tick
193	Victoria Ward	Extremely Likely		The staff are pleasant and welcoming.			Male	over 65	White British	No tick
194	Victoria Ward	Extremely Likely		Friendly.			Male	56-65	White British	No tick
195	Victoria Ward	Extremely Likely		Looking after me well.			Male	over 65	White British	No tick
196	Victoria Ward	Extremely Likely		Nothing too much trouble for the staff.			Female	56-65	White British	No tick
197	Victoria Ward	Extremely Likely		Everything runs smoothly.			Female	over 65	White British	No tick
198	Victoria Ward	Extremely Likely		Very good.			Female	over 65	White British	No tick
199	Victoria Ward	Extremely Likely		Good staff.		Improve the temperature of the food.	Female	over 65	White British	No tick
200	Victoria Ward	Extremely Likely		Excellent staff.			Female	over 65	White British	No tick
201	Victoria Ward	Extremely Likely		The staff are excellent - well looked after by everyone.			Male	over 65	White British	No tick
202	Victoria Ward	Extremely likely		I have been very well cared for excellent. Many thanks.			Female	over 65	White British	No tick
203	Victoria Ward	Extremely likely		Because I cannot give praise		There is no way that you can improve the service.	Female	over 65	White British	No tick

				enough. The staff are pleasant, happy.		No way that you need to improve your service.				
204	Victoria Ward	Extremely likely		Very caring.		None.	Male	56-65	White British	No tick
205	Victoria Ward	Extremely likely		Everyone very friendly and helpful, doctors very informative, ward staff very friendly.			Male	over 65	White British	No tick
206	Victoria Ward	Extremely likely		Excellent care from everyone who worked on the ward. Care & consideration always shown - night or day. Grateful thanks.			Female	over 65	White British	No tick
207	Victoria Ward	Extremely likely		Staff great.			Male	56-65	White British	No tick
208	Victoria Ward	Extremely likely		Couldn't have had better care. Staff in all depts. wonderful & very caring. Hospital lovely & clean.		None.		over 65	White British	No tick
209	Victoria Ward	Extremely likely		I could not fault the staff and their care from the doctors, nurses to the domestic staff who always looked		More funding available to the NHS to enable you to keep up your standard of care.	Female	over 65	White British	No tick

				cheerful & enquired how we were feeling. The food was enjoyable with a good choice every day.						
210	Victoria Ward	Likely		The main reason is I was extremely impressed with the standard of the food served.					White British	No tick