

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

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

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

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

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

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

	Ward / Unit	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Alexandra Ward	Extremely Likely		Have been very well treated by everyone in this ward.			Male	over 65	White British	
2	Alexandra Ward	Extremely Likely		The staff have treated me very well.			Male	over 65	White British	
3	Alexandra Ward	Extremely Likely		Met with kindness & help.			Female	Over 65	White British	
4	Alexandra Ward	Neither Likely nor Unlikely					Female	Over 65	White British	
5	Capener Ward	Extremely Likely		Treated with dignity and respect.			Female	over 65	White British	
6	Capener Ward	Extremely Likely		Most of the staff are brilliant and understanding.		Cleanliness could improve.	Female	over 65	White British	
7	Capener Ward	Extremely Likely		Very satisfied with the service I've received.			Male	over 65	White British	
8	Capener Ward	Extremely Likely		Very pleasant and hardworking staff.			Male	over 65	White British	

9	Capener Ward	Extremely Likely		Very quick to respond.		No. Satisfied as it is.	Female	over 65	White British	
10	Capener Ward	Extremely Likely		The industry and efficiency of the staff.		The food tends to be on the cold side.	Male	over 65	White British	
11	Capener Ward	Extremely Likely		Very efficient and prompt with responses.		Satisfied as it is.	Male	over 65	White British	
12	Capener Ward	Extremely Likely		Friendly staff. They are just like family.		No. Keep it as it is.	Male	56-65	White British	
13	Capener Ward	Extremely Likely		All the staff are extremely helpful.		Need more staff - the nurses are always under pressure.	Male	over 65	White British	
14	Capener Ward	Extremely Likely		Extremely helpful and friendly. Prompt attention.		The care is excellent but the TV is expensive and does not work. Wifi is also needed.	Female	46-55	White British	
15	Capener Ward	Extremely Likely		All the staff are so good. The food is good. 5-star hotel.		No. It is superb as it is.	Male	over 65	White British	
16	Capener Ward	Extremely Likely		The staff are good.		The TV should be free and wifi available.	Male	16-25	White British	
17	Capener Ward	Extremely Likely		The staff are superb, absolutely superb. Nothing is too much trouble for them.		No. I come from abroad. All is very good. Even the food is ok.	Male	36-45	Other ethnic group	
18	Capener Ward	Extremely Likely		Everyone is kind, friendly and caring. The staff are all very professional.		I do not think so. The staff are doing all they can. The doctors are good. Thank goodness there are no closures at the hospital - wonderful news.	Male	36-45	White British	
19	Capener Ward	Extremely Likely		Their attitude in the way they treat you. Very kind and caring staff.		My treatment has been brilliant. May I point out that the bedside lockers are all right-hand opening. This means the patients have to lean right out of bed to gain any access at all. May I suggest either getting a few	Female	over 65	White British	

						left-hand openers and then using them to suit the beds or changing sides with the chairs for the cabinets - problem solved.				
20	Capener Ward	Extremely Likely					Female	over 65	White British	
21	Capener Ward	Extremely Likely		Just the lovely staff. They are so helpful at all times. Nothing is too much trouble for any of them.		Not really. In my opinion, the hospital does everything to the best of their ability. Food and cleanliness are good. The treatment is of a very high professional standard.	Female	over 65	White British	
22	Capener Ward	Extremely Likely		Doctors quickly assessed my problem and started my treatment straightaway. The staff are all very supportive.		No. Delighted to be treated the way I am plus, to be honest, delighted to see the way the other very poorly and vulnerable patients are looked after.	Female	over 65	White British	
23	Capener Ward	Extremely Likely		Thanking you all for a caring stay. Fantastic staff (work very hard). Food enjoyable.			Male	Over 65	White British	
24	Capener Ward	Likely		The nurses are very good.		Communications could be improved between all staff and the patient. The TV is very expensive and unreliable. I have entered £40 and it does not work.	Male	46-55	White British	
25	Capener Ward	Likely		All the staff are very good.		Satisfied as it is.	Female	over 65	White British	
26	Capener Ward	Likely		Care in the ward is good but my response is influenced by errors		Communication is terrible at all levels between nurses, doctors and the patient.	Male	16-25	White British	

				in diagnosis.						
27	Capener Ward	Likely		The staff were responsive and always ready to listen.		Fan in day room - very stuffy.	Female	Over 65	White British	
28	Capener Ward	Neither Likely nor Unlikely		Too noisy and crowded. The staff are unreliable and procedures are always delayed/late. This is of great concern.		The whole system needs coordinating. Following a previous period as inpatient, the aftercare provision at home was haphazard.	Male	over 65	White British	
29	Capener Ward	<i>Not entered</i>		New care plans.						
30	Caroline Thorpe Ward	Extremely Likely		The staff have been excellent. Absolutely 100% professional in their work.		Absolute quality care for both myself and my little one. It is so nice to have the parents' room on the ward. It would be good to be given a head up in each bay/room regarding the meal voucher service provided.	Male	Under 16	White British	
31	Caroline Thorpe Ward	Extremely Likely		10 out of 10 to all of these super people. [Name withheld] (student) has been a star along with the rest of the staff.		I am amazed to be honest the way we as parents and our son are being cared for. Thank you.	Male	Under 16	White British	
32	Caroline Thorpe Ward	Extremely Likely		The nurses are really good - all taking care of me in a nice way.		No. Everything is fine, thank you. The food is good. Also, being found things to do to occupy my time. Good to have wifi.	Female	Under 16	White British	
33	Caroline Thorpe Ward	Extremely Likely		I think I have been looked after very well, thank you. The nurses are lovely.		We are visitors to Devon on a half-term holiday. Our daughter unfortunately had to come into Barnstaple	Female	Under 16	White British	

						Hospital. I must say the care shown both to her and me, her mother, has been first class at all times. So impressed. Also, wonderfully cared for in A&E.				
34	Caroline Thorpe Ward	Extremely Likely		Amazing. All the staff have been so kind and reassuring at all times. A very calming influence.		Caroline Thorpe Ward has been a wonderful experience - the way in which we have all been treated and cared for. I would like to point out the length of time we did have to wait in A&E with a very poorly child - not a complaint but a point to think about.	Male	Under 16	White British	
35	Caroline Thorpe Ward	Extremely Likely		All the staff are very willing and helpful.		Nothing at all that I can think of. We are both being cared for very well, thank you. The nursing staff are of the highest quality.	Female	Under 16	White British	
36	Caroline Thorpe Ward	Extremely Likely		The staff have all been brilliant. Nothing is too much trouble for anyone.		Nothing I can see or think of - just fabulous, kind and professional care.	Male	Under 16	White British	
37	Caroline Thorpe Ward	Extremely Likely		The staff are welcoming.		Everything seems fine. I like the food. The nurses (especially the students) are brilliant.	Female	Under 16	White British	
38	Caroline Thorpe Ward	Extremely Likely		All of the staff are so kind and caring, looking after my welfare as well as our son.		Most definitely not. The staff are all giving their best.	Male	Under 16	White British	
39	Caroline Thorpe Ward	Extremely Likely		10 out of 10. Everything needing to be done has been done. A&E were also		I have been on the ward before and I can assure you the standard of care has changed way for the better.	Male	Under 16	White British	

				first class. Arrived on Caroline Thorpe at approximately 6am. Made very welcome. Once our son was made comfy, the staff then made sure I was as comfortable as possible. Very impressed.		Everything seems to have been thought through and all the staff are very professional.				
40	Caroline Thorpe Ward	Extremely Likely		Made welcome. Very good care. Looked after in a kind way.		I keep on having to come back to the hospital with severe headaches. For some reason, the doctors are mainly interested in telling me I spend too much time on my phone, get a better diet, and generally change my way of life. They do not seem to listen that I do have a good diet and I do not spend my life on my phone. If I do, I use it as a distraction to take my mind off my pain. I feel sorry for my mum keeping on having to bring me back here. I just wish the doctors would take me seriously.	Female	Under 16	White British	
41	Caroline Thorpe Ward	Likely		The nursing staff are wonderful. One hiccup, unfortunately, is the lack of communication between staff. Our son was given food when he should have		Good quality care. I just want to point out to people that they must communicate more.	Male	Under 16	White British	

				been 'nil by mouth'. This delayed his surgery but all is well now and sorted. The ward manager does know and is following it up to find out where things went wrong.						
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	M. has received excellent care from all the doctors and nurses. They are all very caring and accommodating.	Nothing was too much trouble.	Nothing.	Female	6-8	White British	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have been in and out of different hospitals with our daughter following seizures. We have come to Devon on holiday when she had another cluster of seizures. This is the first time that the professionals have explained things clearly to us. We have found all the staff caring and professional. E. is normally scared of doctors and nurses, but she has had fun whilst she has been here and she has felt safe. The team	The nurses and doctors worked really well together, excellent team work which ultimately benefits the patients. Thank you. The facilities for the children and parents are excellent.	Get rid of patient line!! This private company make so much money off patients being ill. I have never known them to work correctly - the sound never works well.	Female	Under 6	White British	

				communicated with her team in [omitted] and we have finally started treatment for her. Thank you all so much.						
44	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	6-8	White British	Do not publish
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic & caring, staff really helpful & understanding at this emotional time.	The care given has been fabulous & F. has had lots of ideas of games to play to pass the time.		Male	Under 6	White British	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff, great with my 4-year old. Patient. Informative. Quick.	Staff. Attention. Care of parents.		Male	Under 6	White British	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff have been fantastic. My son broke his arm and was very scared of having treatment but everyone took loads of time making him feel better. Everything was very prompt and nothing was too much trouble.	Staff are lovely, facilities were great and this ward made my son feel secure when has was scared.	Nothing.	Male	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff are so friendly, patient and understanding.	The staff done everything to make me feel at ease.	Nothing - everything I was happy with.	Male	Under 6	White British	
49	Caroline Thorpe	Yes	Parent/Guardian/Carer	Staff very friendly and helpful. Quick	Team worked well together.		Female	Under 6	White British	

	Ward			assessment and well explained.						
50	Caroline Thorpe Ward	Yes	Patient				Female	9-11	White British	Do not publish
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely team.			Male	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff, doctors & nurses are all brilliant, very child-friendly & also reassuring to us as parents. We had to wait a rather long time to receive our prescription but I understand this is no fault of the primary care staff.	Doctors & nurses were lovely, very reassuring with our 3-yr old, as me as a parent. The nurse from Plymouth University was especially helpful, as was the night nurse.	Possibly having the option to pick up the prescription later on as it took a while to be processed.	Male	Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful & friendly staff.	Everyone was very helpful and made us feel welcome.	Nothing.	Female	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very informative and thorough, helpful and caring.	Mum was able to stay.		Female	12-15	White British	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly/empathetic staff.			Male	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Doctors and nurses have been brilliant and very thorough. Everyone has been lovely and kind. Thank you!	Everyone was very helpful.	Nothing.	Female	Under 6	White British	
57	Caroline	Yes	Parent/Guardian/				Male	Under	White	Do not publish

	Thorpe Ward		Carer					6	British	
58	Caroline Thorpe Ward	Yes	Not entered	Excellent care as always!	Everything was perfect. Polite, efficient staff. Attentive throughout.	N/A.	Male	12-15	White British	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff were friendly and polite and kind to us. They took really good care of my son.	Clear information from staff about what was happening. Friendly staff.	Nothing.	Male	9-11	White British	
61	Caroline Thorpe Ward	Yes	Patient	I gave this answer because all the people here were kind, caring and considerate.	Everything.	Hot chocolate was amazing - could do with squirty cream.	Female	12-15	White British	
62	Caroline Thorpe Ward	Yes	Patient	Because everybody was really nice and took care of me very well.						
63	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because all staff really looked after my daughter & also myself. All really friendly & couldn't be more supportive & helpful.	Staff & playroom.		Female	Under 6	White British	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone has been so amazing in my son's care and also in supporting me through a stressful time. I can't thank	Everything.	Nothing.	Male	Under 6	White British	

				you all enough.						
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent staff. Very good care.	Good staff.		Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Brilliant care throughout. We have been reassured, able to stay with our daughter & cared for. Everything has been explained.	Caring & dedication from entire staff team. Surgeons & team explained her operation to us.	Can't think of anything.				
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very friendly. Good care.	Well looked after.		Female	16-18	White British	
68	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We have no complaints regarding any of our daughter's treatment. The staff were quite simply amazing!!	Staff were very friendly & efficient. We were made to feel comfortable and our concerns were addressed.		Female	9-11	White British	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Prompt, appropriate care. Nice ward environment.			Female	9-11	White British	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Everything.		Female		Mixed / Multiple ethnic groups	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	An excellent ward. All staff very professional and friendly. A big thank you to my daughter's nurse.	Also, the food was to a very good standard. Don't let anyone knock the NHS. These people deserve more for what they do.	Sadly being let down by governments!				

72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very accommodating to parents. Made welcome.			Male	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Investigations & tests have been thorough. Staff have all been kind & caring and explained everything clearly to us all.	The staff were all kind and listened to me. Thank you.	'Air-conditioning type' noise kept us awake, but not sure this can be changed!	Female	12-15	White British	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were very friendly & helpful - nothing too much trouble. Very clean.			Male	12-15	White British	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	9-11	White British	
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was very kind & welcoming, [Names withheld] both made sure us, as parents, were fine as well as baby. Used our names & baby's which was a nice touch.	Milk kitchen easy to use & felt everyone was here to help us. From call to 111, out-of-hours doctor & straight to ward, smooth transition, everyone knew what was happening.		Male	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were efficient & friendly. They did everything they could to make our stay as comfortable as they could.	I felt the staff listened to me & my husband.	Nothing.	Male	Under 6	White British	
78	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent staff at every level & in all disciplines. Fantastic	Efficient. Everything explained. Named	No. Excellent service.	Female	Under 6	White British	

				having named nurse for continuity & reassurance. Our nurse was amazing & our daughter loved her! Thank you.	nurse. Felt like everyone had time when dealing with our daughter. Amazingly reassuring for open access.					
79	Caroline Thorpe Ward	Yes	Patient	Nurses were kind.	Quiet & friendly - kept well informed.	N/A.	Male	6-8	White British	
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	6-8	White British	Do not publish
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff on the ward were good.	The staff were very good at Caroline Thorpe.	Long waiting time from A&E to ward. Also, doctor shut treatment room door on leaving room which deadlocked door so we were unable to get out at 4am!!	Female		White British	
82	Caroline Thorpe Ward	Yes	Patient	Friendly and helpful staff.	Always checking if I was happy and ok.	Dunno.	Male	12-15	Mixed / Multiple ethnic groups	
83	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Caring, compassionate staff. Staff have time to reassure/explain etc. Parents room is a really lovely idea & much appreciated.	Staff were excellent. Parents room is a really great idea. Ward well-resourced for staff & toys etc.	Air-conditioning on whole ward. Was exceptionally hot for patients & staff. Staff were great in getting fans etc. but ward should be air-conditioned.	Female	Under 6	White British	
84	Caroline Thorpe Ward	Yes	Not entered	Because you stay up all night caring about the people who are hurt. I think that's very good!!	Everyone was very kind and look after me really well.		Female	6-8	White British	
85	Caroline	Yes	Parent/Guardian/	Very helpful and	Everything.	Nothing.	Male	Under	White	

	Thorpe Ward		Carer	polite. Always available when needed.				6	British	
86	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff always friendly & helpful.	Facilities.	Nothing.	Female	Under 6	White British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Good care. Not long waiting today. Care. Good advice.	Doctors and nurses made child feel reassured.	Was happy with the service, can't think of anything.	Male	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Quick response from lovely friendly nurses & doctors. Kind & considerate. Looked after both me & the baby. Felt very welcomed. Thank you!						
89	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff have all been wonderful with him and provided him with great care.	The staff was great and the toys etc. provided kept him busy.		Male	Under 6	White British	
90	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really friendly & helpful staff.	The kind nurses.	Nothing.	Male	Under 6	White British	
91	Fortescue Ward	Extremely Likely		Everyone has been so kind and understanding.			Female	over 65	White British	
92	Fortescue Ward	Extremely Likely		The care and treatment received has been good.		The only suggestion I would like to make is a separate room for private discussions.	Female	56-65	White British	
93	Fortescue Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
94	Fortescue Ward	Extremely Likely		Everything is wonderful, thank you. Our nurses are lovely people.		No complaints at all. The food is great. It is the nurses that are wonderful and helpful.	Male	over 65	White British	

95	Fortescue Ward	Extremely Likely		The staff are very kind.			Female	Over 65	White British	
96	Fortescue Ward	Extremely Likely		Very friendly, wonderful care and staff. I felt like a royal.			Female	Over 65	White British	
97	Fortescue Ward	Extremely Likely		All the staff on Fortescue Ward were absolutely wonderful. The paramedics that brought me in were extremely kind. I can't remember too much about A&E or MAU but I am sure they were as good as everyone else. Right from Drs to sisters to nurses & care assistants and I thank them so much for my care and all the wonderful treatment I had.		We need more nurses in respect of below staff nurse level of which there is a need always.	Female	Over 65	White British	
98	Fortescue Ward	Extremely Likely		The doctors and nurses are first class and have given me the best care I could have had. They are all very caring and do their best to help you. I would recommend Fortescue Ward to anyone. Also, I would like to say thank you		None at all apart from more much needed nurses to help ease the shortage.	Female	Over 65	White British	

				to the paramedic and the ambulance people. In my experience the care I have received is second to none so thank you all once again.						
99	Fortescue Ward	Extremely Likely		All staff really friendly and efficient.			Female	Over 65	White British	
100	Fortescue Ward	Extremely Likely		The nurses & care staff were very kind to my mother!		Some of the junior doctors need to speak more clearly to their patients!	Female	46-55	White British	
101	Fortescue Ward	Extremely Likely		Can't find anything wrong.		No. All good.	Female	Over 65	White British	
102	Fortescue Ward	Extremely Likely		Everyone was very helpful & friendly in the ward & we became almost a family within the ward. I'd almost certainly recommend the ward to anyone else.		Don't get us up so early.	Female	Over 65	White British	
103	Fortescue Ward	Extremely Likely		Brilliant care provided by all nurses and HCAs. Wards are kept clean and tidy. Should be credited for the continuous hard work that they do!		N/A.	Female	16-25	White British	
104	Fortescue Ward	Extremely Likely		Access to info from staff was excellent. Care was respectful of my mother's personal needs.		Food pretty poor I'm informed by mum!		Over 65	White British	

105	Fortescue Ward	Extremely Likely		It has been lovely. Every member of staff that I have met have been very kind and great. Beautifully clean. Excellent food.		Pay staff more. Have more staff.	Female	Over 65	White British	
106	Fortescue Ward	Extremely Likely		I was looked after very well.		N/A.	Female	Over 65	Black / African / Caribbean / Black British	
107	Fortescue Ward	Extremely Likely		Everything was satisfactory.			Female	Over 65	White British	
108	Fortescue Ward	Likely		Well looked after.			Female	over 65	White British	
109	Fortescue Ward	Likely		The doctors and nurses and so kind.		Difficult as I get a bit confused, but I'm okay.	Male	over 65	White British	
110	Fortescue Ward	Likely		My reason for choosing 'Likely' is because my mum was brought in on medically & mentally. The ward has done an amazing job of making her better and bringing her back to the reality of life. I would like to praise the staff to the highest level. The level of care in this Fortescue Ward is outstanding & could make a huge difference to her daughter's life too.		With all the wards working together as a team to help improve the level of care & initial outcome of the patients. More care needed in the NHS too.	Female	56-65	White British	
111	Glossop	Extremely		I have been treated			Male	over 65	White	

	Ward	Likely		very well by everyone.					British	
112	Glossop Ward	Extremely Likely		They are their best looking after the patients.			Female	over 65	White British	
113	Glossop Ward	Extremely Likely		I have been well looked after by all in the ward.			Male	36-45	White British	
114	Glossop Ward	Extremely Likely		Well looked after by all, including non-medical.			Female	over 65	White British	
115	Glossop Ward	Extremely Likely		Everyone helpful. A clean ward.		When given refreshments, don't always get a napkin which means sometimes fingers etc. are quite messy.	Female	over 65	White British	
116	Glossop Ward	Extremely Likely		Well looked after but not sure who is who sometimes.			Female	over 65	White British	
117	Glossop Ward	Extremely Likely		Well looked after by friendly staff who can never do enough to help.			Male	56-65	White British	
118	Glossop Ward	Extremely Likely		Treated with privacy and respect by all. Very warm-hearted and pleasant.			Male	56-65	White British	
119	Glossop Ward	Extremely Likely		The staff are very helpful and friendly.		A&E wait was in excess of 9hrs.	Male	over 65	White British	
120	Glossop Ward	Extremely Likely		Very helpful and friendly staff.			Female	over 65	White British	
121	Glossop Ward	Extremely Likely		Fabulous, absolutely fabulous. All the staff are amazing - worth their weight in gold.		What a difficult question. Nothing I can think of. Very grateful to the hospital and the staff.	Female	over 65	White British	
122	Glossop Ward	Extremely Likely		All of the staff are very kind, showing very attentive care at		The only thing I can say is how small the toilet/washrooms are. They could do with being	Female	56-65	White British	

				all times. I am very impressed by everyone and everything.		a little bigger and a hook on the door for our dressing gowns. However, medical care has been fine. The food and cleanliness are very good. All in all, a good experience.				
123	Glossop Ward	Extremely Likely		All so friendly, kind and helpful. So organised and very professional.		Honestly, to be fair I cannot think of anything that needs doing. The staff certainly seem to me to be doing a fabulous job from Sodexo through to consultants.	Female	56-65	White British	
124	Glossop Ward	Extremely Likely		All of the staff treat you with so much respect. I think kindness is shown by every one of these very hardworking nurses. It is so hot on the ward - a shame there is no air-conditioning.		Only as mentioned earlier regarding staffing levels and temperature on the ward. Medically, everything has been really good.	Male	over 65	White British	
125	Glossop Ward	Extremely Likely		The staff are remarkable people, always there and ready to help.		Not really. I come here quite regularly and always looked after by special people.	Male	46-55	White British	
126	Glossop Ward	Extremely Likely		The staff look after us very well.		Make everybody contribute financially.	Male	over 65	White British	
127	Glossop Ward	Extremely Likely		The cheerful nature of the staff.		Communication from ward to ward and one shift to another could be improved.	Female	over 65	White British	
128	Glossop Ward	Extremely Likely		Very caring and friendly.		No - very satisfied as it is.	Female	over 65	White British	
129	Glossop Ward	Extremely Likely		The staff are wonderful.		Very good as it is.	Female	over 65	White British	
130	Glossop Ward	Extremely Likely		The nursing is first class.		Superb as it is.	Male	over 65	White British	

131	Glossop Ward	Extremely Likely		It has been a fantastic experience - first time in hospital.		Satisfied as it is.	Male	over 65	White British	
132	Glossop Ward	Extremely Likely		Nothing is too much trouble. Very friendly.		More funding needed.	Male	over 65	White British	
133	Glossop Ward	Extremely Likely		Only arrived last night - somewhat confused.		Too early to say.	Male	over 65	White British	
134	Glossop Ward	Extremely Likely		So cheerful.		Satisfied as it is.	Female	over 65	White British	
135	Glossop Ward	Extremely Likely		Looked after fairly well.			Male	26-35	White British	
136	Glossop Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
137	Glossop Ward	Extremely Likely		First class treatment from all the staff.			Male	over 65	White British	
138	Glossop Ward	Extremely Likely		The staff are very pleasant and understanding.			Male	over 65	White British	
139	Glossop Ward	Extremely Likely		Staff were very informative and nice. They made the stay very comfortable. Nothing was any trouble for them.		Have a sink in the shower room as well.	Female	56-65	White British	
140	Glossop Ward	Extremely Likely		The attention to the details of my care, following admission via A&E and MAU. The professional approach to medical care. The staff need recognition.		As stated, the service is excellent.		Over 65	White British	
141	Glossop Ward	Likely		In terms of Glossop Ward, I have found the way they		I have no qualms at all with the Glossop Ward. I do find the transition a little upsetting	Male	over 65	White British	

				communicate and good team work. I have been very impressed by their work ethic. A credit to themselves.		re: moving from A&E, then to MAU, before finishing up on Glossop Ward.				
142	Glossop Ward	Neither Likely nor Unlikely		Not too sure.			Male	over 65	White British	
143	Intensive Care Unit	Extremely Likely		The service as a whole has been good. The staff are helpful. The food is good. Kept well informed.		Everyone is doing a good job here. I have been dealing with this hospital for many years. I think it is a fantastic hospital. I would not want to go anywhere else.	Female	over 65	White British	
144	Intensive Care Unit	Extremely Likely		Rushed into hospital. Theatre staff / anaesthetist absolutely marvellous - explained all the risks involved. After surgery, taken into ICU for 10 days. The staff kept both myself and my husband fully informed at all times. I would like to take this opportunity to thank all of the staff involved from the moment I arrived at the hospital and through ICU. Thank you for saving my life.		Nothing at all. These people are all truly amazing, dedicated and professional the way they go about caring for very poorly people.	Female	56-65	White British	

145	King George V Ward	Extremely Likely		Could not be better. It is a long time since I have been in hospital. I am delighted with the care.		None. All the staff are kind, caring and very professional.	Female	Prefer not to say	White British	
146	King George V Ward	Extremely Likely		The way we are treated at all times with total kindness and compassion.		Very difficult. The staff are absolutely wonderful. I do miss a day room though.	Female	over 65	White British	
147	King George V Ward	Extremely Likely		The brilliant attitude of the staff. All so caring.		Not really. First class care.	Female	Prefer not to say	White British	
148	King George V Ward	Extremely Likely		Absolutely fine. No problems. Really good staff.		I cannot think of anything.	Female	26-35	White British	
149	King George V Ward	Extremely Likely		Friendly, caring. All professional. Healthcare assistant has been wonderful.		The ward is fine as is the food. Clean as a whistle. Staff all good. A&E is very uncomfortable when waiting 13 hours on a trolley but the staff, once again, were wonderful.	Female	over 65	White British	
150	King George V Ward	Extremely Likely		Very caring, attentive staff.		No, not in my opinion. Everything seems absolutely fine.	Male	56-65	White British	
151	King George V Ward	Extremely Likely		A very clean ward. The staff are wonderful.		Very happy with it.	Female	46-55	Mixed / Multiple ethnic groups	
152	King George V Ward	Extremely Likely		All the staff are very friendly.		Satisfied as it is.	Female	36-45	White British	
153	King George V Ward	Extremely Likely		The staff are all so helpful.		Satisfied as it is.	Female	16-25	White British	

154	King George V Ward	Extremely Likely		Friendly staff - all so helpful.		Satisfied as it is.	Female	16-25	White British	
155	King George V Ward	Extremely Likely		The staff have been excellent. Nothing is too much trouble.		Satisfied as it is.	Male	over 65	White British	
156	King George V Ward	Extremely Likely		It cannot be faulted. The staff are always at hand.		No. Very good as it is.	Female	over 65	White British	
157	King George V Ward	Extremely Likely		My third visit. The staff are all excellent.		Transport can be a problem - I have to book a taxi to get home.	Female	over 65	White British	
158	King George V Ward	Extremely Likely		The ward is excellent. The staff and food are good.		Very satisfied as it is.	Male	over 65	White British	
159	King George V Ward	Extremely Likely		The care is excellent. The nursing is first class.		I find the nights a bit noisy but understand the problems.	Female	over 65	White British	
160	King George V Ward	Extremely Likely		Looked after me very well indeed. I cannot thank you enough.		No. As a farmer's wife, I have sympathy with the staff as they like me have to run around all the time. They never stop but always have a lovely smile and a kind word.	Female	26-35	White British	
161	King George V Ward	Extremely Likely		The staff made me feel welcome, kindness shown etc.		Nothing I can think of. I cannot comment on food as have not eaten much. The ward is clean. Doctors and nurses hopefully sorting out my problem after my tests.	Female	16-25	White British	
162	King George V Ward	Extremely Likely		The patience of saints - always there to help. After my procedure on Tuesday, and then the following day in the excessive heat,		I do not think so. Everything we need as patients you seem to have, so all good. Lovely ward as well.	Female	36-45	White British	

				the care was the finest quality you could ask.						
163	King George V Ward	Extremely Likely		Been well looked after by a friendly staff.			Male	over 65	White British	
164	King George V Ward	Extremely Likely		The degree of professionalism in this ward has been high.			Male	over 65	White British	
165	King George V Ward	Extremely Likely		The staff have been brilliant.			Female	36-45	White British	
166	King George V Ward	Extremely Likely		Been well looked after by all the staff.			Female	26-35	White British	
167	King George V Ward	Extremely Likely		The service and friendliness from the staff has been excellent.		Improve A&E waiting time, if possible.	Male	over 65	White British	
168	King George V Ward	Extremely Likely		High level of care and attention by all the staff.			Female	26-35	White British	
169	King George V Ward	Extremely Likely		Very helpful and understanding.			Female	16-25	White British	
170	King George V Ward	Extremely Likely		I have been treated with respect and dignity by an understanding and friendly staff.			Female	46-55	White British	
171	King George V Ward	Extremely Likely		Your care for me was exemplary.		Your staff work very hard but they need more help.	Male	Over 65	White British	
172	King George V Ward	Extremely Likely		Really well looked after! Thank you.		None whatsoever.	Female	Over 65	Asian / Asian British	

173	King George V Ward	Extremely Likely		Staff were extremely helpful and cheerful at all times, making my stay as comfortable as was possible.			Male	26-35	White British	
174	King George V Ward	Extremely Likely		I suffer no fools gladly and I am rather impressed by the competent attitudes of all the staff who have dealt with my medical issues. However this does not mean you stop developing as a hospital as I can envisage bigger and better centres of excellence on this site.		Look at developing more centres of excellence.	Male	36-45	White British	
175	King George V Ward	Extremely Likely		Staff extremely helpful, friendly & attentive. All facilities clean & tidy. Decor - new & bright.		No.	Female	46-55	White British	
176	King George V Ward	Extremely Likely		I have received excellent care & attention by the staff on the ward, the doctors and the auxiliary staff.		I am very satisfied with the service I have received on the ward.	Female	Over 65	White British	
177	King George V Ward	Extremely Likely		I have been cared for by a very professional team who have been empathetic, caring		Air-conditioning.	Female	46-55	White British	

				and supportive.						
178	King George V Ward	Extremely Likely		Very helpful and friendly staff.		Thicker pillows air-conditioning.	Female	Over 65	White British	
179	King George V Ward	Extremely Likely		Looked after me so well & are lovely & caring.						
180	King George V Ward	Extremely Likely		Everyone has just been so kind and helpful during such a traumatic time for me. I am so thankful for all the support from the nurses and doctors who have helped during this time. Words are simply not enough.		N/A.	Female	16-25	Asian / Asian British	
181	King George V Ward	Extremely Likely		All members of staff are very friendly & helpful. Nothing is too much for anyone. Procedure was explained to me well. Bed is comfy! All staff were very kind to let my husband stay with me. Cannot fault anything really!		Set times that the doctors come around would be handy. I realise that they are busy but I wanted to go for a walk but didn't want to miss their visit!	Female	26-35	White British	
182	King George V Ward	Extremely Likely		Very professional and caring staff.			Male	56-65	White British	
183	King George V Ward	Extremely Likely		The staff are not only very helpful & caring but friendly as well. Made me feel very comfortable during			Female	26-35	White British	

				my stay & made sure I was kept up-to-date with my treatment info.						
184	King George V Ward	Extremely Likely		The staff were all so helpful and happy to help. Nothing too much trouble. Made you feel that you mattered. [Names withheld] need a special mention but really they were all special. [Names withheld] as students made you feel good about the future.				Over 65	White British	
185	King George V Ward	Likely		I have been in the ward too long but no complaints.		Satisfied as it is. I would have liked more help to walk.	Male	over 65	White British	
186	King George V Ward	Likely		Poor A&E timings. Staff fantastic in King George V Ward.		Get operation right first time?	Male	46-55	White British	
187	King George V Ward	Likely		Small ward & caring staff. Would have liked more information regarding internet & TV. Perhaps a sheet in the cupboards to give information.			Female	56-65	White British	
188	King George V Ward	Likely		Aside from my issue described overleaf, I have found my doctors & nurses to be attentive, caring, friendly & helpful. I		As with my previous laparoscopy in September 2016, I was admitted as I was unable to pass urine following a laparoscopy & diathermy treatment of endometriosis.	Female	26-35	White British	

				would like to emphasise how fantastic [Names withheld] from the day surgery unit have been. [Name withheld] even came to visit me on this ward this afternoon and all three couldn't have done more to help me!		Despite explaining these past complications & the pain I was in, I was told my bladder was empty at 135ml. When I begged them to scan again a short while later it turned out I had 450ml in me & in the first 10mins of having a catheter 600ml of urine was passed. I felt distressed and disappointed that my voice was not heard at first & that I had to go through unnecessary pain/discomfort.				
189	King George V Ward	Neither Likely nor Unlikely					Female	46-55	White British	Do not publish
190	King George V Ward	Neither Likely nor Unlikely		Not a very good experience. Seen quickly but some staff confused re: treatment plan. Not offered a drink or food, got it myself then told nil-by-mouth which was wrong. Nurse not very warm towards patient (my daughter) making her feel uncomfortable. Waited 2hrs for X-ray that was not required.			Female	16-25		
191	King George V Ward	Unlikely		[Name withheld] - lovely. But waited 90mins to get scan			Female	16-25		

				results. Other children at school making the whole process difficult and stressful.						
192	Lundy Ward	Extremely Likely		Because the service is very good.			Female	over 65	White British	
193	Lundy Ward	Extremely Likely		Very caring, attentive and efficient.		A very noisy ward at times overnight.	Male	56-65	White British	
194	Lundy Ward	Extremely Likely		Well looked after by all.			Male	over 65	White British	
195	Lundy Ward	Extremely Likely		The care and treatment from friendly staff.			Female	over 65	White British	
196	Lundy Ward	Extremely Likely		Very helpful and friendly staff.			Female	56-65	White British	
197	Lundy Ward	Extremely Likely		Over the moon. The care could not be better anywhere surely. The staff are amazing. They never stop, always on the go.		No complaints or criticism at all. Our hospital is marvellous.	Female	over 65	White British	
198	Lundy Ward	Extremely Likely		10 out of 10. What would we do without these wonderful caring people?		I don't think they can do any more than they do. Need another few pairs of hands I suppose. Lifesavers all of them	Female	over 65	White British	
199	Lundy Ward	Extremely Likely		I cannot praise the hospital and staff enough right up there at the top. The hospital have just saved my life. Can I say any more?		No. I refuse to even think of anything except praise for our hospital and our NHS. Thank you to you all for being so kind and caring.	Female	56-65	White British	
200	Lundy Ward	Extremely Likely		Because the service given has been			Male	over 65	White British	

				excellent.						
201	Lundy Ward	Extremely Likely		Well looked after by the staff, including non-medical.			Male	over 65	White British	
202	Lundy Ward	Extremely Likely		No complaints. Good service from all the staff.			Male	over 65	White British	
203	Lundy Ward	Extremely Likely		The staff are friendly. Comfortable. Well looked after.		The nurses need to introduce themselves more often to patients, especially new patients.	Male	26-35	White British	
204	Lundy Ward	Extremely Likely		The nursing and staff are brilliant. Nothing is too much trouble.			Male	over 65	White British	
205	Lundy Ward	Extremely Likely		The staff are so friendly and they explain everything to me.			Female	over 65	White British	
206	Lundy Ward	Extremely Likely		Well looked after by all.		Improve the turnaround time in obtaining medication on discharge.	Male	over 65	White British	
207	Lundy Ward	Extremely Likely		The nurses are very good.			Female	Over 65	White British	
208	Lundy Ward	Extremely Likely		The nursing staff are so cheerful and efficient - not to say patient!			Female	Over 65	White British	
209	Lundy Ward	Extremely Likely		Staff nurses always ready to help at any time so friendly and kind. Very neat and clean everywhere.		Not at this time.	Female	Over 65	White British	
210	Lundy Ward	Extremely Likely		Friendly, kind, helpful staff.			Male	56-65	White British	
211	Lundy Ward	Extremely Likely		Good care. Keeping the patient informed		I can't think of any suggestions.	Male	56-65	White British	

				about his treatment and medication.						
212	Lundy Ward	Extremely Likely		Very caring staff. Under extreme pressure they are always able to smile.			Female	Over 65	White British	
213	Lundy Ward	Extremely Likely		Friendly and professional staff.			Male	56-65	White British	
214	Lundy Ward	Extremely Likely		Everybody has been so helpful and friendly. Doctors down to cleaners, can't fault anybody.		Where I am concerned, none.	Female	Over 65	White British	
215	Lundy Ward	Extremely Likely		The wonderful care I have received from consultants to staff. The caring and compassionate attitude received from everyone and the friendliness which helps to put the patient at ease.		The service is brilliant from the moment the staff greet you. Nicer tasting food would be a great improvement.	Female	Over 65	White British	
216	Lundy Ward	Extremely Likely		Excellent staff & treatment, second to none.			Male	56-65	White British	
217	Lundy Ward	Extremely Likely		All very good, clean and nice. But poor nurses so rushed and obviously understaffed. Food excellent.						
218	Lundy Ward	Extremely Likely		Staff were great, attentive & kind.			Female	Over 65	White British	
219	Lundy Ward	Extremely Likely		The response from the doctors & nurses to see I had a		The pharmacy needs to be quicker in discharging home medicine this would release	Male	46-55	White British	

				problem and their work to deal with it.		patient beds a lot earlier.				
220	Lundy Ward	Extremely Likely		Care and attention I received was outstanding.		No.	Male	Over 65	White British	
221	Lundy Ward	Extremely Likely		The care & friendliness of all staff.			Male	46-55	White British	
222	Lundy Ward	Extremely Likely		Friendly, caring service.			Male	Over 65	White British	
223	Lundy Ward	Extremely Likely		The staff are really warm & friendly, couldn't do enough for me. Nurses & HCP very professional in reassuring me if I had any anxieties.			Female	26-35	White British	
224	Lundy Ward	Extremely Likely		Friendly staff. Looked after well.			Female	56-65	White British	
225	Lundy Ward	Extremely Likely					Female	46-55	Black / African / Caribbean / Black British	
226	Lundy Ward	Extremely Likely		Staff & care was excellent.			Male	56-65	White British	
227	Lundy Ward	Extremely Likely		Excellent service. Staff warm, funny, courteous and caring. Pleasantly surprised after all the adverse comments in public domain.			Male	Over 65	White British	
228	Lundy Ward	Extremely Likely		All staff were very responsive to my needs. [Name withheld] who was in		None.	Female	56-65	White British	

				charge was very competent & lovely & I felt in safe hands at all times. All staff were v. professional & helpful, special mention for [name withheld] who was friendly & concerned & encouraging. [Name withheld] was wonderful.						
229	Lundy Ward	Extremely Likely		Everyone was helpful & courteous and the care could not have been improved upon. Food was super.		Maybe patients could be 'released' and prescription sent to their doctors or pharmacies at times so as to avoid a six hours delay.	Male	Over 65	White British	
230	Lundy Ward	Extremely Likely		Just the best care that anyone would want, from all the staff 24hrs. Thank you all.		Pay them all more!	Male	36-45	White British	
231	Lundy Ward	Extremely Likely		Kind, caring, helpful staff.			Female	36-45	White British	
232	Lundy Ward	Extremely Likely		Very professional & caring staff. A-plus.			Female	36-45	White British	
233	Lundy Ward	Extremely Likely		Was treated very well during my extended stay on Lundy. But would like to give a special mention to student nurse [name withheld]. She is a very caring and friendly nurse who always has time to			Female	Over 65	White British	

				treat you as a person and not just a patient which is most important. Grateful thanks to all staff.						
234	Lundy Ward	Extremely Likely		Friendly, helpful, willing to take time.				Over 65	White British	
235	Lundy Ward	Extremely Likely		The care couldn't be better on Lundy. First class.		No - everything was excellent.	Female	Over 65	White British	
236	Lundy Ward	Extremely Likely		Treated well & everyone friendly.			Female	Over 65	White British	
237	Lundy Ward	Extremely Likely		Very friendly and caring staff.			Male	26-35	White British	
238	Lundy Ward	Extremely Likely		I think all the staff are fantastic & very professional. Keep up the good work.			Male	Over 65	White British	
239	Lundy Ward	Extremely Likely		Whole experience excellent.		Door to dirty room needs attention. Keep banging at night. Keep waking you up.	Male	Over 65	White British	
240	Lundy Ward	Extremely Likely		Brilliant staff - was looked after both day & night.		No - done a great job looking after me.	Male	46-55	White British	
241	Lundy Ward	Extremely Likely		The staff were so helpful and caring.			Male	Over 65	White British	
242	Lundy Ward	Extremely Likely		All staff have been very considerate & caring.			Female	56-65	White British	
243	Lundy Ward	Extremely Likely					Male	Over 65	White British	
244	Lundy Ward	Likely		The nursing staff are excellent and the room is very clean.			Female	over 65	White British	
245	Lundy Ward	Likely		I have been well treated by everyone. That's it really.		I don't think there is anything I can think of. The food is good. The ward is clean and	Female	over 65	White British	

						tidy. All good.				
246	Lundy Ward	Likely		All the staff on Lundy ward have been Great. Whatever grade, they have given full care and attention. Many thanks.			Male	Over 65	White British	
247	Lundy Ward	Likely		The nurses were wonderful - as usual! The room was very clean - not impressed with the tatty & torn blankets though.			Female	Over 65	White British	
248	Lundy Ward	Likely		All staff that I encountered were always kind, courteous and helpful. Nothing was too much trouble for them. Very hardworking and professional. Thank you.		Always seems to take a long time for discharge meds to arrive. Possibly if a quicker system could be found this may help with bed space?	Male	46-55	White British	
249	Lundy Ward	Likely		The staff nursing & everyone.			Female	Over 65	White British	
250	Lundy Ward	Likely		As I was a day case & an overnight stay. I can only comment on a short period. The staff were very kind and helpful and very caring.			Female	Over 65	White British	
251	Lundy Ward	Likely		Mainly good & caring staff despite pressure of workload.			Male	Over 65	White British	

252	Lundy Ward	Likely		HDU was brilliant, everyone was so caring. KGV was busy and though friendly all the nurses and HCAs didn't seem to have enough time to give sufficient care. Lundy has been more peaceful and calm.		An occasional head round the door and a cheery 'all right?' would have enhanced my experience.	Female	Over 65	White British	
253	Lundy Ward	Likely		I have had very good care each time I have been in this ward & any other ward or unit.		More nurses - they work very hard on nights, in particular.	Female	Over 65	White British	
254	Staples Ward (Stroke Unit)	Extremely Likely		Amazing, caring, kind, thoughtful, professional and dedicated staff. I say that from the bottom to the top ranks - just what would we do without these wonderful people? The doctor has been very understanding and helpful.		Absolutely nothing I can think of. Everyone is 100% on the ball.	Male	over 65	White British	
255	Staples Ward (Stroke Unit)	Extremely Likely		Looked after very well indeed by lovely staff. The nurses are wonderful.		Not really. I think the hospital and all the staff are doing a fabulous job in their care for us. The cleaning staff keep the place spotlessly clean and I am pleasantly surprised by the food.	Female	over 65	White British	
256	Staples Ward (Stroke)	Extremely Likely		Absolutely amazing people from Sodexo through to the		Impossible to improve on. Nothing but the best. All so clean. They always have a	Male	over 65	White British	

	Unit)			doctors. All so hardworking. They certainly earn their money. Sisters run a very professional unit. Sodexo staff, physios - everyone.		kind word and a smile. Myself and my family can honestly say we are delighted with the care on the unit.				
257	Staples Ward (Stroke Unit)	Extremely Likely		A wonderful unit. I was down here on holiday and had a stroke and honestly I could not have wished for better care. All of the staff have been amazing.		I cannot think of anything. I just feel so lucky that I was brought here and treated so well. I am going back home so I would like to give a huge thank you for your kindness and care. Whatever you apply for top rating I give it to you. Thanks again.	Male	46-55	White British	
258	Staples Ward (Stroke Unit)	Extremely Likely		Such a contrast to the previous ward. I am sure the staff will find it a pleasure to work here. I have only been on the ward a short time but obvious to see the staff are excellent the way they go about their job. So very good, thank you.		Too early to say but so far I can only say that all is very good. One thing in my shower room is that the door does not lock.	Male	over 65	White British	
259	Staples Ward (Stroke Unit)	Extremely Likely		It is the quality of the staff. The way they go out of their way in looking after you. This new ward is also very nice indeed.		I would say that would be very difficult to make much, if any, improvements to our care. Just keep up the present standard and all will be good.	Male	over 65	White British	
260	Staples Ward (Stroke	Extremely Likely		First class care from all members of the staff. I honestly		No, nothing I can think of. My care has been very good. The food is also very good along	Male	over 65	White British	

	Unit)			cannot fault anyone.		with the cleanliness. The nurses are a credit to our hospital. One thing, though, can we have better suspension on the ambulances?				
261	Staples Ward (Stroke Unit)	Extremely Likely		The staff are doing a great job. So busy at times, the nurses never seem to stop. Fair play to them the way they go about their work.		Nothing I can think of at the moment. I am on a soft food diet. Although boring, the catering staff do as much as they can to make it edible. The doctors and the rest of the staff are wonderful.	Male	over 65	White British	
262	Staples Ward (Stroke Unit)	Extremely Likely		As holiday-makers to Devon, myself and family can only say a huge thank you for the way I have been cared for and treated. The staff here are absolutely wonderful, doing all they can at all times.		No. Very professional care. When I am taken back to the Midlands, could I please take this unit (including the staff) to [omitted] Hospital?	Male	56-65	White British	
263	Staples Ward (Stroke Unit)	Extremely Likely		How can anyone say anything but, professional, excellent, first class, top quality, wonderful care and treatment. I think also the new ward is plush. Hopefully, this will also help the staff, having a lovely, spacious environment to work in. And, talking of		A new ward so I would think early days for the staff, who seem to be coping very well. Obviously, like other wards/hospitals, they could no doubt do with more staff but, I must say, the staff are the tops.	Male	over 65	White British	

				work, the staff on the ward never stop.						
264	Staples Ward (Stroke Unit)	Extremely Likely		I personally have found the care and treatment of be very good. It is obvious the staff are run off their feet but they are bouncing off each other, helping each other along while doing their work in a very efficient way.		It is very difficult to answer really. In my opinion, all seems pretty good. I am just awaiting a senior nurse or a doctor to visit me as I do have a couple of questions. They have said someone will be along shortly though. The food and cleanliness is excellent. (Note: our volunteer spoke with the staff nurse who was already on her way to speak with the patient)	Female	over 65	White British	
265	Staples Ward (Stroke Unit)	Extremely Likely		The staff are kind and caring. I cannot fault anything. Everything I have asked for has been obligingly done as soon as they possibly could.		Clinical, medical treatment, food and cleanliness is all good. May I just ask if it would it be possible to have a wardrobe somewhere in the bay (even to share) as, especially for long-term patients, it is awkward to hang clothing etc.	Female	over 65	White British	
266	Tarka Ward	Extremely Likely		10 out of 10. Everyone is so kind and caring. I cannot fault it.		No. I find everything is as good as it can get. Very impressed.	Female	26-35	White British	
267	Tarka Ward	Extremely Likely		Absolutely fabulous care. I have nothing else but high praise for Tarka and the NHS.		I think our hospital is doing a great job of work. The staff are very good. Cleanliness is very good. I cannot think of anything.	Female	over 65	White British	
268	Tarka Ward	Extremely Likely		My care has been excellent from arrival through theatre and now care on the		Medical and clinical has been superb. One comment: I did not notify at all stages from pre-op onwards that I required a	Female	46-55	White British	

				ward. All first class.		low carbohydrate/high fat diet. Unfortunately, the message does not seem to have got through to the ward so they could cater for me. This may sound a small thing to some people but to me it is very important.				
269	Tarka Ward	Extremely Likely		From my pre-op through surgery and leading to my care on Tarka, I must say I am very impressed with the way I have been treated and as it is my first time having any hospital procedures it has been an extremely good experience from very professional people. Communication and team work has been spot on. Thank you.		No. Well nothing I can think of anyway. All has been of a very high standard. Well done to everybody. Thank you.	Male	46-55	White British	
270	Tarka Ward	Extremely Likely		Total excellence. Five-star care and treatment from five-star professional staff.		No. I am over the moon with the care I have received. Absolutely brilliant.	Male	over 65	White British	
271	Tarka Ward	Extremely Likely		Everything I have asked for and needed has been provided and provided by a quality team.		Difficult question. In my opinion, all has been good. Staff are all very hardworking and kind.	Female	over 65	White British	
272	Tarka Ward	Extremely Likely		Attentive staff. Very impressed with the		Tarka Ward has been spot on with their care. I feel for the	Male	over 65	White British	

				communication skills. Treated so well.		A&E staff having to deal with such poorly people and, unfortunately, some very nasty people, such a waste of resources with people abusing the system.				
273	Tarka Ward	Extremely Likely		The nurses and HCA staff are truly amazing. Very compassionate with their understanding of a patient's experience.		Keep up the fabulous work. Sister [name withheld] is amazing as are the rest for the staff. I have been very impressed by the full experience during my stay.	Female	36-45	White British	
274	Tarka Ward	Extremely Likely		All the staff are happy and jolly.		Possibly offer different drinks i.e. green or flavoured teas?	Female	over 65	White British	
275	Tarka Ward	Extremely Likely		So kind and considerate, easy to talk to.			Female	over 65	White British	
276	Tarka Ward	Extremely Likely		The staff couldn't be more helpful.			Female	over 65	White British	
277	Tarka Ward	Extremely Likely		Well cared for by all.			Female	over 65	White British	
278	Tarka Ward	Extremely Likely		Service from a dedicated staff.			Female	over 65	White British	
279	Tarka Ward	Extremely Likely		Well looked after by dedicated staff.			Female	over 65	White British	
280	Tarka Ward	Extremely Likely		Looked after by staff who are dedicated to service.			Male	over 65	White British	
281	Tarka Ward	Extremely Likely		Care and understanding from a dedicated staff.			Female	56-65	White British	
282	Tarka Ward	Extremely Likely		Well-managed and efficient.		No complaints. Very good as it is.	Male	over 65	White British	
283	Tarka Ward	Extremely Likely		Very friendly. Everyone so helpful - cannot do enough for		No - fine as it is.	Female	56-65	White British	

				you.						
284	Tarka Ward	Extremely Likely		Excellent. Everyone is so helpful.		Very happy as it is.	Female	over 65	White British	
285	Tarka Ward	Extremely Likely		Friendly. Nothing is too much trouble.		No - satisfied as it is. A&E is still a nightmare.	Female	36-45	White British	
286	Tarka Ward	Extremely Likely		The nice, caring considerate nurses.		Do not reduce staff or beds.	Female	46-55	White British	
287	Tarka Ward	Extremely Likely		An excellent service in every respect.		Nurses need more funding and/or shorter hours.	Male	56-65	White British	
288	Tarka Ward	Extremely Likely		All the staff are very good.		No - very good as it is.	Male	over 65	White British	
289	Tarka Ward	Extremely Likely		Nurses help in any way they can.		More funding needed with increased demand. Maybe we should be prepared to contribute more individually.	Male	over 65	White British	
290	Tarka Ward	Extremely Likely		Always available. Cannot do enough for you.		No. Happy as it is.	Female	over 65	White British	
291	Tarka Ward	Extremely Likely		I have been well cared for staff, all brilliant, can't do enough for me and always with a smile. No problems here. All good.			Female	Over 65	White British	
292	Tarka Ward	Extremely Likely		From arrival until departure, first class professional, friendly service. Made to feel very at ease prior to the op. Well done team Tarka!		Not from the staff team - all excellent, knowledgeable & helpful & friendly. TV poor - not good value, poor signal despite reporting it.	Male	56-65	White British	
293	Tarka Ward	Extremely Likely		The care of the nursing staff has been excellent with all difficulties catered			Female	Over 65	White British	

				for.						
294	Tarka Ward	Extremely Likely		All the team are so caring, understanding and helpful, so friendly and nothing was too much trouble for them. All lovely people.				Over 65	White British	
295	Tarka Ward	Extremely Likely		I found all the staff very helpful and considerate to my needs & worries. Also, nice & clean everywhere.			Female	Over 65	White British	
296	Tarka Ward	Extremely Likely		First class service from day and night staff - nothing was too much trouble.			Male	Over 65	White British	
297	Tarka Ward	Extremely Likely		Staff are all cheery, friendly, patient and can't do enough for us. They do seem very rushed at times but still manage to maintain a calm atmosphere for us. Cleanliness excellent.		Foot pedal bins for patients who have had orthopaedic surgery? Impossible. Creates more work for staff (bins for paper towels after hand washing).	Female	56-65	White British	
298	Tarka Ward	Likely		On the whole yes but there are some issues.		Some nurses are kinder and more considerate than others.	Female	56-65	White British	
299	Tarka Ward	Unlikely		The nursing staff have been inconsistent.		The handover communication between day and night shifts was unsatisfactory. Night-shift staff were not up to standard - left in a wet bed.	Female	over 65	White British	

300	Tarka Ward	Not entered		Have [illegible] my stay.		Give them a pay rise.		56-65	White British	
301	Victoria Ward	Extremely Likely		Well looked after by a friendly and dedicated staff.		Get management to listen to the staff more.	Male	over 65	White British	
302	Victoria Ward	Extremely Likely		Competent and friendly staff.			Male	over 65	White British	
303	Victoria Ward	Extremely Likely		Well looked after. Nothing but good treatment.			Male	over 65	White British	
304	Victoria Ward	Extremely Likely		Efficient, thorough, professional staff.		Waiting time for transfer to other hospitals could be improved. Not enough information available.	Male	over 65	White British	
305	Victoria Ward	Extremely Likely		Well treated by wonderful staff.			Female	over 65	White British	
306	Victoria Ward	Extremely Likely		Excellent treatment and service.			Male	over 65	White British	
307	Victoria Ward	Extremely Likely		Well looked after by all the staff.		More medical staff required.	Male	over 65	White British	
308	Victoria Ward	Extremely Likely		Very good experience from friendly staff.			Male	56-65	White British	
309	Victoria Ward	Extremely Likely		No problem or whatever. The nurses are good to me.		No. I do feel a bit confused but being looked after by [name withheld] - very kind.	Female	over 65	White British	
310	Victoria Ward	Extremely Likely		The staff treat us to the best of their ability. I find them to be overstretched at times but wonderful care.		Nothing I can think of. Beautifully clean. The food is good when you consider the amount of people they have to feed. All is more than acceptable.	Male	over 65	White British	
311	Victoria Ward	Extremely Likely		The staff are all just brilliant. Nothing is too much trouble to any one of them.		No. I am more than happy with everything, thank you. The ward is lovely and clean. I have not eaten much yet but what I have had has been	Female	56-65	White British	

						fine.				
312	Victoria Ward	Extremely Likely		Good care. Always watching over you. Cannot do enough for you.		No complaints whatsoever. Everything is spot on - food, cleanliness, treatment. All ideal.	Male	over 65	White British	
313	Victoria Ward	Extremely Likely		The staff from Sodexo to doctors all do their level best in the way they care for us as patients.		I do not think so. I honestly cannot think of a thing. Wonderful hospital. Wonderful people.	Male	over 65	White British	
314	Victoria Ward	Extremely Likely		Everyone is so nice and kind. I think they are brilliant.		No. Everything seems to flow very nicely. We are obviously being cared for by very professional people.	Female	over 65	White British	
315	Victoria Ward	Extremely Likely		The staff are all so kind and caring. Unfortunately, the hospital cannot do anything else for me but they have tried their best.		I cannot honestly think of anything - only more staff. The nurses never stop running around but I personally think our hospital are doing a great job. Good news about no cutbacks as well.	Male	over 65	White British	
316	Victoria Ward	Extremely Likely		Superb - I hope that is a good enough description of Victoria Ward.		No. Wonderful - food, everything. Thank you.	Male	over 65	White British	
317	Victoria Ward	Extremely Likely		As a holidaymaker, I was unfortunately rushed into hospital and I must say I am amazed at the quality of care I am receiving here. First class care given by first class people.		I have no issues whatsoever - daytime, night-time. Amazing and very professional staff, all of them. Just awaiting for a transfer back to [omitted]. Thank you to all the staff in NDDH.	Male	over 65	White British	
318	Victoria Ward	Extremely Likely		Wonderful, excellent care. Could not be better. The students,		No, absolutely nothing that I can think of anyway. Amazing care given by everyone.	Female	over 65	White British	

				nurses, doctors, Sodexo staff - all of them are wonderful.						
319	Victoria Ward	Extremely Likely		The staff are all so hardworking, yet always somehow have time for a kind word. Made to feel extremely welcome as well.		Only been on the ward a few days but nothing I can think of. So clean, good food and, most importantly, excellent medical care.	Female	over 65	White British	
320	Victoria Ward	Extremely Likely		Staff very helpful and kind to older people. Nothing too much trouble.			Female	Over 65	White British	
321	Victoria Ward	Extremely Likely		The staff were kind and patient. I shall miss them.		Make a quieter environment, i.e. no background music & reduce the bleeping bells sound.	Female	Over 65	White British	
322	Victoria Ward	Extremely Likely		All the staff on the ward are first class in every way and do anything they can for everyone in a cheerful and friendly way.		Extra help for the nursing staff must surely be a priority.	Male	Over 65	White British	
323	Victoria Ward	Extremely Likely		This ward is extremely well managed & staff are fantastic, nothing is too much trouble for them. They make you feel as relaxed as you can be in hospital. Excellent.				Over 65	White British	
324	Victoria Ward	Extremely Likely		The complete service I have received. The kindness and			Male	Over 65	White British	

				professionalism has been of the highest standard. Thank you all.						
325	Victoria Ward	Extremely Likely		Staff are very friendly & efficient. Ward is nice & airy. Very quiet at night, normally, unlike others hospitals I have been in.			Female	Over 65	White British	
326	Victoria Ward	Extremely Likely		Friendly, helpful staff.						
327	Victoria Ward	Extremely Likely		Doctors and nurses are excellent. Very friendly and explain things fully in a way you can understand.		No.	Male	Over 65	White British	
328	Victoria Ward	Likely		Certain experiences are not to my expectations.			Female	over 65	White British	
329	Victoria Ward	Likely		It seems a nice, friendly and clean ward.			Male	Over 65	White British	
330	Victoria Ward	<i>Not entered</i>		Staff are very friendly and take great care of you.			Female	26-35	White British	
331	Victoria Ward	<i>Not entered</i>		First class. The beds.			Male	Over 65	White British	