

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

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

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

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

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

'Would not recommend' percentage is calculated as follows:

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

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

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

| | Ward / Unit | 'Friends and Family Test' Response | Children and young person's FFT card completed by: Patient Parent / guardian / carer | Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer? | What do you think was good about your stay? | Have you any suggestions for ways we can improve the service you have received? What could we have done better? | Gender | Age | Ethnicity | Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public. |
|---|-------------------|------------------------------------|--|--|---|--|--------|---------|---------------|---|
| 1 | Acute Stroke Unit | Extremely Likely | | 100% fabulous quality, professional care. | | None at all I don't think. Dr L., Sister K. and the team seem to me to be doing a wonderful job. It must be difficult treating such poorly people. The ward is spotlessly clean and the food is also way above my expectations after all you read in the papers. Just hope we can keep our services. | Male | over 65 | White British | |
| 2 | Acute Stroke Unit | Extremely Likely | | If I could give 200% then I would. Kind, caring, lovely staff, all of them. | | No. I cannot think of one thing. The staff are wonderful. | Male | over 65 | White British | |
| 3 | Acute Stroke Unit | Extremely Likely | | Absolutely brilliant care from the moment the paramedics arrived to the present time. | | At the moment I just cannot think of anything. All the care seems to be flowing nicely. | Female | over 65 | White British | |

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| 4 | Acute Stroke Unit | Extremely Likely | | It is the very attentive staff. Wonderful, caring, kind and understanding people. | | Not really. | Female | over 65 | White British | |
| 5 | Acute Stroke Unit | Extremely Likely | | After going home for a short time, I had another stroke and so back in again for care. Not just care but the superb care - what would we do without this unit? Plus, our very professional team that work on it. I would like to thank all the staff for what they do for us all. | | Not really. So difficult to think of anything. Just full of praise. | Female | 56-65 | White British | |
| 6 | Acute Stroke Unit | Extremely Likely | | Extremely kind, courteous and caring. The staff are all so kind. D. from Sodexo and the rest of the team are brilliant. | | Not really. All been good. | Male | over 65 | White British | |
| 7 | Acute Stroke Unit | Extremely Likely | | Very friendly | | Satisfied as it is. | Female | 46-55 | White British | |
| 8 | Acute Stroke Unit | Likely | | I am reasonably happy with things. A lot of very nice people. I do feel, though, communication at times could vastly improve. | | My positive comments are that overworked staff being given such responsibility over the weekend should be looked at but they coped in a marvellous way. My negative comments are that I do not feel the privacy is good enough when curtains are | Female | 56-65 | White British | |

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| | | | | | | drawn. 'No entry' signs are not really visible to staff. Also, regarding dignity, I have had my bed clothes pulled off me, leaving me totally on view to anyone walking past. I hate to complain but this is how I see it. An observation made by me hoping that staff can put it right. The Sodexo staff are brilliant, more than impressed with food and cleanliness. | | | | |
| 9 | Capener Ward | Extremely Likely | | Kindness is wonderful here in the ward. It bubbles over. Excellent medical staff. | | | Female | over 65 | White British | |
| 10 | Capener Ward | Extremely Likely | | Well looked after by all the staff. | | | Female | over 65 | White British | |
| 11 | Capener Ward | Extremely Likely | | Can't speak highly enough of the staff. They are excellent. | | More medical staff needed. | Male | over 65 | White British | |
| 12 | Capener Ward | Extremely Likely | | The doctors call early. The nursing staff are excellent. Non-medical staff are also good and friendly. | | There appears to be a staff shortage. | Male | over 65 | White British | |
| 13 | Capener Ward | Extremely Likely | | Staff very helpful and attentive. | | More medical staff needed. | Male | over 65 | White British | |
| 14 | Capener Ward | Extremely Likely | | Very well looked after. | | More nursing staff. | Male | over 65 | White British | |
| 15 | Capener Ward | Extremely Likely | | Excellent service by all the staff, including non-medical. | | Food temperature needs looking at. It arrives cool or cold at times. | Male | over 65 | White British | |
| 16 | Capener Ward | Extremely Likely | | All the staff are very helpful and kind. | | The food would be better if hotter. | Female | over 65 | White British | |

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| 17 | Capener Ward | Extremely Likely | | The staff are all so kind. | | No. Fine as it is. | Female | over 65 | White British | |
| 18 | Capener Ward | Extremely Likely | | The ward is very clean and the staff are very good. | | | Female | over 65 | White British | |
| 19 | Capener Ward | Extremely Likely | | The service has been excellent. | | The experience has been first class. | Male | over 65 | White British | |
| 20 | Capener Ward | Extremely Likely | | The friendliness is most impressive. | | None at all. The food is very good - as good as any hotel. | Female | over 65 | White British | |
| 21 | Capener Ward | Extremely Likely | | All the staff have been good to me. Very helpful and friendly. | | | Male | 46-55 | White British | |
| 22 | Capener Ward | Extremely Likely | | Very well looked after by all the staff. | | | Male | over 65 | White British | |
| 23 | Capener Ward | Extremely Likely | | The staff have been exceptional. | | More medical staff required. Also, Monday evening's meal was late arriving due to lack of Sodexo coverage. | Male | over 65 | White British | |
| 24 | Capener Ward | Extremely Likely | | Very good attention since I've been here. | | Keep up the good work, keeping all existing facilities. | Male | over 65 | White British | |
| 25 | Capener Ward | Extremely Likely | | The staff are attentive and helpful. The bedside manner is exceptional. | | | Male | 46-55 | White British | |
| 26 | Capener Ward | Extremely Likely | | The service has been excellent. The staff take time to explain what is happening. | | | Male | 56-65 | White British | |
| 27 | Capener Ward | Extremely Likely | | Well looked after. | | | Male | over 65 | White British | |
| 28 | Capener Ward | Extremely Likely | | The treatment received has been first class. | | | Female | over 65 | White British | |
| 29 | Capener Ward | Extremely Likely | | A very comfortable and friendly ward. | | | Male | 46-55 | White British | |

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| 30 | Capener Ward | Extremely Likely | | Very friendly staff and helpful. | | | Male | over 65 | White British | |
| 31 | Capener Ward | Extremely Likely | | Treated well by staff in a busy ward. | | | Male | 16-25 | White British | |
| 32 | Capener Ward | Extremely Likely | | First class. Thanks for all help. Nurse all so, so good. | | | Male | Over 65 | White British | |
| 33 | Capener Ward | Extremely Likely | | Staff are amazing in every way. Very clean. Food ample. Treatment excellent! | | | Female | 36-45 | White British | |
| 34 | Capener Ward | Extremely Likely | | I am so grateful for all the very good care I have received on this ward. Amazing staff, so dedicated and caring, nothing too much trouble. All my questions were answered and any problems dealt with. | | | | | | |
| 35 | Capener Ward | Extremely Likely | | Very kind staff with nothing too much trouble. Wonderful that surgeon was here on weekend so I could have an urgent op., especially as I am moving to another country in a couple of days. Thank you to everyone involved. | | All as it should be. Thank you. | Female | Over 65 | White British | |
| 36 | Capener Ward | Extremely Likely | | All staff have been very attentive to patient needs. Bedside manner exemplary. | | | Male | 46-55 | White British | |

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|----|----------------------|-----------------------------|--|--|--|--|--------|----------|---------------|--|
| 37 | Capener Ward | Extremely Likely | | All staff are friendly and welcoming - always made me smile. Keep up good work T. | | | Male | 26-35 | White British | |
| 38 | Capener Ward | Likely | | Nurses are friendly, helpful and are taking good care of my father. I think the nurses and doctors have a harsh deal. Fight for our NHS!! | | Speak to patients in the ward for feedback rather than family who only visit. | Female | 26-35 | White British | |
| 39 | Capener Ward | Likely | | Staff are very helpful. | | A bit more information about what's happening. | Female | Over 65 | White British | |
| 40 | Capener Ward | Neither Likely nor Unlikely | | Pleased to have room on my own as the ward is noisy. | | Not that I can think of at the moment. | Female | 36-45 | White British | |
| 41 | Capener Ward | Unlikely | | Although the ward is good, I feel I have been messed about. I have been waiting for a scan on my back and was told this at 5.15pm yesterday. I have chased again this morning but still no answer. | | | Male | over 65 | White British | |
| 42 | Capener Ward | Not entered | | Kindness & help. After 1 month of treatment in [illegible] all service has been excellent. They are all doing a wonderful job. | | | Female | Over 65 | White British | |
| 43 | Caroline Thorpe Ward | Extremely Likely | | To be honest, I think the unit is amazing. My baby and I have | | Not really. As I am still feeding our son myself, I am being given food and drink plus | Male | Under 16 | White British | |

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| | | | | been treated with the finest care. All the staff have been so kind and professional. | | allowed to sleep over in the same room, so all very good thank you. | | | | |
| 44 | Caroline Thorpe Ward | Extremely Likely | | The staff are so professional and so understanding. Wonderful with the children. A credit to the hospital. | | Not on Caroline Thorpe. Fabulous care. May I say about A&E that, unfortunately, our son is a special needs boy and he just does not understand why he has to keep still, hang around, and be very frustrated in waiting almost six hours before coming onto the ward. Once he arrived on the ward he calmed down immediately and had his cannula put in. He is now relaxed and is in good hands. | Male | Under 16 | White British | |
| 45 | Caroline Thorpe Ward | Extremely Likely | | My first child had to go to Bristol and then back to Barnstaple for the last three and a half weeks. Absolutely worn out but thankfully, due to the care from both hospitals, hopefully going home tomorrow. | | The care is fine. Being able to stay overnight is wonderful. Surprised we parents have to buy our own food - either bring it into the hospital or buy it in the hospital. While in Bristol, our food is provided. | Female | Under 16 | White British | |
| 46 | Caroline Thorpe Ward | Extremely Likely | | Just how we have both been treated. Nothing is too much trouble for any of the wonderful staff. | | More than happy with the wonderful care and concern shown to our child. The staff have been doing everything possible. Nothing is too much trouble for anyone. Way over | Male | Under 16 | White British | |

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| | | | | | | and above care. | | | | |
| 47 | Caroline Thorpe Ward | Extremely Likely | | The staff are wonderful and made us welcome, got our son comfortable and then got me set up with a bed etc. I am very impressed with the professional care. | | None at all, thank you. As a visitor to the area on holiday, after my son's accident, we have been treated so well. Thank you very much. | Male | Under 16 | White British | |
| 48 | Caroline Thorpe Ward | Yes | Patient | Nice people. | Able to go home quick. | Wifi access. | Female | 12-15 | White British | |
| 49 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Flexible & friendly service, patient-focused, attended to quickly by appropriate medical teams, allowed home O/N & return am for review. | See previous comments. | Everything was great. Staff kind and friendly. | Female | 12-15 | White British | |
| 50 | Caroline Thorpe Ward | Yes | Patient | I was well looked after. The food was good. Everyone was friendly. | | | Female | 12-15 | White British | |
| 51 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Staff are always really supportive and kind. | | | Female | 12-15 | White British | |
| 52 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Fantastic staff. Very diligent. Incredibly caring. All staff seem very competent. Nothing too much to ask. | Accommodated my family. Allowed husband to stay. Very compassionate. Level of care very good. | | | Under 6 | White British | |
| 53 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Friendly, helpful staff. | Plenty of information. Well looked after. | | Male | Under 6 | White British | |

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| 54 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Friendly staff. Happy as can be atmosphere. Make you feel at ease. | Helpful staff, friendly & reassuring staff. | | Female | Under 6 | White British | |
| 55 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Lovely people and a great, caring atmosphere. | How lovely everyone was! | | Male | Under 6 | White British | |
| 56 | Caroline Thorpe Ward | Yes | Patient | Because this hospital provides good service. | The food & staff. | Nothing. | Male | 12-15 | White British | |
| 57 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | As well as all the fantastic medical care our daughter received, all the staff from top to bottom could not do enough for us. Thank you very much. | Very reassured. | | Female | 6-8 | White British | |
| 58 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | | | | Male | Under 6 | White British | Do not publish |
| 59 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very helpful, caring and give advice. | We were sent home with open access for 48hrs. | No. | Male | Under 6 | White British | |
| 60 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Staff very friendly & helpful, felt very well informed as to what was happening with my son. | Staff always available. | N/A. | Male | Under 6 | White British | |
| 61 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Helpful team. | | | Male | Under 6 | White British | |
| 62 | Caroline Thorpe Ward | Yes | Patient | It is fun and there is lots to do. Everyone is really helpful. | Everyone is helpful and friendly. | | Male | 9-11 | White British | |
| 63 | Caroline Thorpe | Yes | Patient | | | | Female | 12-15 | White British | Do not publish |

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| | Ward | | | | | | | | | |
| 64 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | | | | Female | 12-15 | White British | Do not publish |
| 65 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Symptoms were thoroughly investigated and lots of care given. Very professional team! | Very attentive and nice staff. | N/A. | Male | Under 6 | White British | |
| 66 | Caroline Thorpe Ward | Yes | Patient | | | | Female | 12-15 | White British | Do not publish |
| 67 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Really helpful staff and understanding. | The doctors made sure you understood. | | Female | Under 6 | White British | |
| 68 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Professional, friendly staff. Always offering to help. Nothing too much trouble. Kept parents up-to-date with what was happening. | See previous comment. | | Male | Under 6 | White British | |
| 69 | Caroline Thorpe Ward | Yes | Patient | Because you get looked after well and all the nurses are nice. | I felt safe and happy. | Opened the windows more - close them when it's to cold | Female | 12-15 | White British | |
| 70 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very good. Staff brilliant. | The staff always making sure our little girl was okay. Lovely lady S. looking after us. | Nothing. | Female | Under 6 | White British | |
| 71 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Caroline Thorpe Ward has the most wonderful team of nurses, care assistants and | There really was nothing bad about our stay. | A very, very small thing - it'd be good to have an info. pack for parents about where food can be bought, opening times etc. etc. | Female | | White British | |

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| | | | | support staff and doctors. Always caring & professional and always trying to meet the needs of both my daughter and myself. | | | | | | |
| 72 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Outstanding care. | Quality of care from all staff. | Couldn't do anything better. | Female | 16-18 | White British | |
| 73 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | The care and attention given was above and beyond. Incredibly friendly, helpful dedicated staff. | Care and support received. | | Female | Under 6 | White British | |
| 74 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | All the staff are very friendly and have treated us nice. We haven't had to wait long for investigations or answers. All very quick & efficient. | | Nothing. | Female | Under 6 | White British | |
| 75 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | The staff are all very friendly and helpful. We were made very welcome and our room was clean and comfortable. The food was delicious. The doctors spoke plainly so that everything was easy to understand. | Comfortable good night's sleep. Welcoming. Made my baby better. Fantastic playroom. | Nothing. | Male | Under 6 | White British | |
| 76 | Caroline Thorpe | Yes | | Well looked after and felt cared for. | Provided reassurance and | None. | | Under 6 | White British | |

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| | Ward | | | | advice. | | | | | |
| 77 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | All the staff are so friendly & reassuring. They are always happy to help and go out of their way to make your stay as comfortable as possible. | We were discharged as soon as we were able to be! All the staff being friendly & helpful. | | Female | Under 6 | White British | |
| 78 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Staff are very friendly & helpful. | Swift, efficient service. | Feed daddies. | Male | Under 6 | White British | |
| 79 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very caring staff - all [illegible]. Great attention from doctors. | Doctors & nurse took time to look after my child and to explain things. | Nothing. | Male | | White British | |
| 80 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Always friendly and very helpful staff. Great level of care. | Very quick to be seen/taken care of. Information given well to us and staff very helpful. | Nothing! | Male | Under 6 | White British | |
| 81 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Fast and friendly. | Fast and friendly. | Communication between staff in each other's presence could be better. I think staff are scared to step on each other's toes even if they know better. | Female | Under 6 | White British | |
| 82 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | This is my third child that has been onto Caroline Thorpe Ward. The staff are really helpful and explain the problem well. | | | | Under 6 | White British | |
| 83 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Friendly staff, seen very quickly, everything explained | See previous comments. | L. says 'food' lol. | Male | 6-8 | White British | |

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| | | | | very well. | | | | | | |
| 84 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Process, efficient friendly. | Helpful, informative. | Nothing. | Male | 16-18 | White British | |
| 85 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Great staff. Special mention for J. who took great care of us & Dr R. was amazing Thank you all. | Very supportive - everything explained. | N/A. | Male | Under 6 | White British | |
| 86 | Caroline Thorpe Ward | Yes | Patient | Was looked after well and everything explained. | The facilities. | | Female | 6-8 | White British | |
| 87 | Caroline Thorpe Ward | Yes | Patient | Because they have made me a lot better. | The care. | Nothing. | Female | 9-11 | White British | |
| 88 | Caroline Thorpe Ward | Yes | | Because you helped me get better. So now I can go home - yipee!!!! | Play knak. | Better food and to comfortabler beds. | Female | 6-8 | White British | |
| 89 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Good doctors. Nice nurses. All very helpful. | All been good. | Nothing. | Female | Under 6 | White British | |
| 90 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Everyone is kind, friendly and professional. Always keeping us informed of what is happening with our child. | All the staff, doctors, nurses. | Nothing. | Female | | White British | |
| 91 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Well looked after and put at ease at a stressful and emotional time. | | | Male | Under 6 | White British | |
| 92 | Caroline Thorpe Ward | Yes | N/A | It's a good hospital and the staff are friendly. | My daughter likes the school and playing games. | | Female | 6-8 | White British | |
| 93 | Caroline | Yes | Parent/Guardian/ | Level of care is | | | Female | Under | White | |

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| | Thorpe Ward | | Carer | always excellent. Amazing staff, esp. J. Professional and caring staff that are always helpful & go that extra mile to reassure and make things easier. | | | | 6 | British | |
| 94 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very helpful and caring. | Quick service. | Nothing. | Female | Under 6 | White British | |
| 95 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Quick, thorough treatment. Friendly staff. | Everything & everyone. | A more comfortable / breastfeeding-friendly chair would of made our night a lot easier. | Male | Under 6 | White British | |
| 96 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | My son (5 weeks) has been given wonderful care by the doctors and nurses. We have been in hospital together since he was 6 days old. It has been a very tough and stressful few weeks but, since we have been back in Barnstaple after a stay in Bristol, I've been very happy with everything put in place. | When my son took a turn for the worst a couple of weeks ago the doctor on duty and nurse S. were amazing. There was a plan for his care and he was very well looked after. | I found it very stressful to see my son fitted with a feeding tube only for it to come out again 3 hours later. I'm glad it was left out after that. | Male | Under 6 | White British | |
| 97 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Good with children. Lovely people. Nice and patient. | | | Female | Under 6 | White British | |
| 98 | Caroline Thorpe | Yes | Parent/Guardian/Carer | Staff thorough, caring, friendly | Felt completely cared for and at | | Male | 6-8 | White British | |

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| | Ward | | | helpful. | ease. | | | | | |
| 99 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | We have had fantastic help from all at NDDH. We have been seen very quickly, had all the tests on the same day and everyone has been brilliant. Thank you all! | All tests done quickly, all staff amazing. | Nothing. | Female | 6-8 | White British | |
| 100 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | | Staff very caring and helpful. | | Female | Under 6 | White British | |
| 101 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Plenty of room, great facilities, friendly and helpful staff. | Relaxing and attentive nature of the staff helps us to feel at ease. | | Male | Under 6 | White British | |
| 102 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Really lovely staff. Very helpful and accommodating. Made my son and I feel safe. | Good service. | Nothing. | Male | Under 6 | White British | |
| 103 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very well organised! | Quick and friendly. | Nothing. | Female | 16-18 | White British | |
| 104 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very friendly staff & keep us well informed. | Caring & very clean. | | Female | 6-8 | White British | |
| 105 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very caring and supportive. Make you feel at ease. | Nice, friendly staff. | | Male | Under 6 | White British | |
| 106 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | The health care assistant was so nice, nothing was too much, went out of her way! The doctor was kind, went | | | Female | 12-15 | White British | |

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| | | | | through everything with us. Plus, spoke to the patient as if they were an adult. | | | | | | |
| 107 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Everybody is great, make us all feel welcome and are excellent at their jobs. | Staff, beds. really quiet in the night. | Nothing. | Female | Under 6 | White British | |
| 108 | Caroline Thorpe Ward | Yes | | Fantastic team, doctors & nurses, especially J. & S. | The doctors & nurses & E. got better. | Nothing. | Female | 9-11 | White British | |
| 109 | Caroline Thorpe Ward | Yes | Patient | Service was good, nurses very helpful. | Kind nurses. Good at blood tests. | Improved entertainment for 15's and over. | Male | 12-15 | White British | |
| 110 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Very caring. Professional. Polite. | Well-equipped child's ward. Great playroom. | | Male | Under 6 | White British | |
| 111 | Caroline Thorpe Ward | Yes | Patient | Nurses are really kind. Lunch was tasty. Clean room. Doctors are really kind. | Nervous/anxious about coming into hospital. The nurse that looked after me was very funny & kind which helped relax me. | | | 6-8 | White British | |
| 112 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | Always clean. The staff explain everything and reassure you. | | The restaurant should be open on the weekends and the bun run should come in the afternoons and weekend. | Female | 6-8 | White British | |
| 113 | Caroline Thorpe Ward | Yes | Patient | Staff very helpful and friendly. | | | | | | |
| 114 | Caroline Thorpe Ward | Yes | Parent/Guardian/Carer | | | | Male | Under 6 | White British | Do not publish |

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| 115 | Caroline Thorpe Ward | Yes | | Good service. Nice staff. | Good. | | Male | Under 6 | White British | |
| 116 | Caroline Thorpe Ward | Not entered | Parent/Guardian/Carer | Good staff. Got seen quick. | | | | | | |
| 117 | Endoscopy Unit | Extremely Likely | | Made the procedure very comfortable. All staff very nice, pleasant & helpful. | | | Female | 46-55 | White British | |
| 118 | Fortescue Ward | Extremely Likely | | Very good care and services from all of the staff. | | Not really, I just want to go home to my wife. | Male | over 65 | White British | |
| 119 | Fortescue Ward | Extremely Likely | | It is the kindness and consideration shown by all of the staff. S. from housekeeping is very helpful as are all the other staff. Brilliant. | | Not really. I have been in three different wards and they have all been very good. | Female | over 65 | White British | |
| 120 | Fortescue Ward | Extremely Likely | | Similar treatment. Nothing's too much trouble. Food's not bad. Care/personal care - plenty of it. The decor - superb! Long live Fortescue! | | More staff. Staff are stressed and on the brink. | Female | Over 65 | White British | |
| 121 | Fortescue Ward | Extremely Likely | | I have been very impressed with the attention I received and the friendliness of all the staff during my 4 weeks stay as I had no visitors, my family all being abroad living in USA and Australia and | | | Female | Over 65 | White British | |

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| | | | | friends all being [illegible] to travel the 30 odd miles when the ward was open. | | | | | | |
| 122 | Fortescue Ward | Extremely Likely | | All the staff were kind and understanding - always ready with help and a kind word and always ready for a laugh. | | | Female | Over 65 | White British | |
| 123 | Fortescue Ward | Extremely Likely | | Everyone is so polite and caring. This is a wonderful hospital and I wouldn't want to go anywhere else. | | No. It's wonderful but you need more nurses - they are over worked. | Female | Over 65 | White British | |
| 124 | Fortescue Ward | Extremely Likely | | Very, very good care & very friendly. | | No. | Female | Over 65 | White British | |
| 125 | Fortescue Ward | Extremely Likely | | Marvellous care. | | | Female | Over 65 | White British | |
| 126 | Fortescue Ward | Likely | | Because I have been looked after very well. | | No. | Female | Over 65 | White British | |
| 127 | Fortescue Ward | Likely | | Service very good. Happy. | | | Male | 46-55 | White British | |
| 128 | Fortescue Ward | Likely | | Service was good & friendly (with two notable exceptions). Food was often cold! Very unappetising! | | Please locate and return a pair of rust/pink chinos. Make 'Landsend' size 16. These were sent to the hospital laundry service and should have been in the bag to take home - over three week ago. | Male | Over 65 | White British | |
| 129 | Fortescue Ward | Unlikely | | (Green bay) unlikely to recommend due to only one HCA in my bay. She's worked | | Need more staff (healthcare assistants) on the bays. A. worked very hard all the time, non-stop. | Female | Over 65 | White British | |

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| | | | | incredibly hard to look after me and the other patients all by herself. Thank you, A. | | | | | | |
| 130 | Fortescue Ward | Not entered | | Staff attention marvellous. | | No. Happy with care. | | | | |
| 131 | Glossop Ward | Extremely Likely | | The staff are always there for you. | | Very good as it is. | Female | over 65 | White British | |
| 132 | Glossop Ward | Extremely Likely | | Treatment and attention received has been excellent. I have been spoiled - worth being ill for. | | | Male | over 65 | White British | |
| 133 | Glossop Ward | Extremely Likely | | Good and friendly staff. | | | Male | over 65 | White British | |
| 134 | Glossop Ward | Extremely Likely | | Hardworking staff. | | A better menu selection. The food is bland. | Male | 56-65 | White British | |
| 135 | Glossop Ward | Extremely Likely | | Well looked after by all the staff. | | | Male | over 65 | White British | |
| 136 | Glossop Ward | Extremely Likely | | The staff are lovely and the ward is clean. | | No faults. | Male | over 65 | White British | |
| 137 | Glossop Ward | Extremely Likely | | The staff are so helpful. | | No. Very good as it is. | Male | over 65 | White British | |
| 138 | Glossop Ward | Extremely Likely | | The staff are not paid enough and managers too much. | | Within the constraints, the service is as good as possible. | Male | over 65 | White British | |
| 139 | Glossop Ward | Extremely Likely | | The staff are very attentive. | | No. Everything is very good. | Male | over 65 | White British | |
| 140 | Glossop Ward | Extremely Likely | | The staff are incredible. So rushed off their feet looking after some very poorly people. I am very impressed. | | No, the treatment is fine. Spotlessly clean. The food is more than acceptable. | Female | 56-65 | White British | |
| 141 | Glossop Ward | Extremely Likely | | Had good treatment whilst I've been here. | | | Male | over 65 | White British | |

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| 142 | Glossop Ward | Extremely Likely | | Staff are pleasant and helpful. | | | Male | over 65 | White British | |
| 143 | Glossop Ward | Extremely Likely | | Brilliant staff, attentive and friendly. | | | Female | over 65 | White British | |
| 144 | Glossop Ward | Extremely Likely | | The staff are all good and friendly. | | | Female | over 65 | White British | |
| 145 | Glossop Ward | Extremely Likely | | The staff are very helpful and friendly. | | | Male | over 65 | White British | |
| 146 | Glossop Ward | Extremely Likely | | Spacious, bright, clean. Efficient, pleasant staff. All helpful and kind! | | No. | | 46-55 | White British | |
| 147 | Glossop Ward | Likely | | Very attentive but sometimes too busy. | | Satisfied as it is. | Female | over 65 | White British | |
| 148 | Glossop Ward | Likely | | Not a complaint but a comment and not the fault of the very hardworking staff, but very little sleep due to the noise from other patients. Obviously not their fault. So busy. A&E also very good -seen straightaway so all good. Thank you. | | A difficult question. I think all the staff are wonderful and doing an amazing job of work. | Female | over 65 | White British | |
| 149 | Glossop Ward | Likely | | Excellent care but very busy and so very noisy at times. It is difficult to sleep. | | Not really. There is no way you can keep patients' noise levels down. Home today. Thank you for your help and support. | Female | over 65 | White British | |
| 150 | Glossop Ward | Likely | | Well looked after by the staff. | | Food is uneatable and portions are too small. Nothing nourishing about this at all and no variations in the menu. | Male | over 65 | White British | |

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| 151 | Glossop Ward | Likely | | Because the lovely people looking after us all with love and care. | | None. | Male | Over 65 | White British | |
| 152 | Glossop Ward | Likely | | On entering the ward about 4.30 it was very dark. After being the first [illegible] very light. First tea 5 o'clock. But very busy. But then it is a sorting out ward. Very interesting. | | | Female | Over 65 | White British | |
| 153 | Glossop Ward | Neither Likely nor Unlikely | | The general staff are superb. The doctor I saw, however, I feel let me down. Told me I needed to contact the family as I was dying due to a bad heart problem. My husband and daughter were obviously upset on hearing this - daughter crying. They were told I would not last the night! I was then taken to the Intensive Care Unit where I was treated amazingly well. Intensive care arranged a heart scan the next day and there is absolutely nothing wrong with | | Only what I said earlier. I am back on Glossop after being on Intensive Care and just waiting to see what happened / happens. | Female | 56-65 | White British | |

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| | | | | my heart so who was right? My family have found this to be very stressful. Hopefully I, my husband and family, will receive both an explanation of the facts, plus an apology. | | | | | | |
| 154 | Glossop Ward | Not entered | | It's been quite a response due to having had so very little experience of hospital life. You learn as you go along and gets more understanding of the rules, the rota. [Illegible] I became a much happier patient. The staff are very pleasant and kind. | | | Female | Over 65 | White British | |
| 155 | Intensive Care Unit | Extremely Likely | | Attentive and friendly staff. The staff remember my needs. Nothing is too much trouble. Everyone professional. I am never scared. | | Need more beds generally throughout the hospital. | Female | 46-55 | White British | |
| 156 | Intensive Care Unit | Extremely Likely | | The people make it good - attentive and kind. | | Very satisfied with everything. | Male | over 65 | White British | |
| 157 | King George V Ward | Extremely Likely | | The staff are all so friendly, helpful and professional. All the | | A very difficult question. I guess more staff would help but we all appreciate the | Female | over 65 | White British | |

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| | | | | staff give their best. | | reasons why that will probably not happen. Food, cleanliness and medical care is wonderful. | | | | |
| 158 | King George V Ward | Extremely Likely | | 100% quality care from extremely dedicated staff at all times. | | Difficult. None that I can think of anyway. The food is good, the cleanliness and, above all, the quality of nursing is superb. Thank you. | Female | over 65 | White British | |
| 159 | King George V Ward | Extremely Likely | | Very friendly, very clean, very helpful. Always willing to bring anything I require. | | Nothing as yet. | Female | over 65 | White British | |
| 160 | King George V Ward | Extremely Likely | | | | | Female | over 65 | White British | |
| 161 | King George V Ward | Extremely Likely | | No worries. Could not complain about anything. | | No negative comments at all. All is good. | Female | over 65 | White British | |
| 162 | King George V Ward | Extremely Likely | | Very friendly. Good food. | | Nothing at all. The staff could listen to me more. I would like to have the sleeping medication that has been prescribed by my GP. | Female | over 65 | White British | |
| 163 | King George V Ward | Extremely Likely | | A spotlessly clean ward and the staff are excellent. | | No. | Male | over 65 | White British | |
| 164 | King George V Ward | Extremely Likely | | Friendly staff. | | Nothing. | Male | 56-65 | White British | |
| 165 | King George V Ward | Extremely Likely | | Very pleasant, clean and the food is lovely. | | | Male | 56-65 | White British | |
| 166 | King George V Ward | Extremely Likely | | Friendliness clean relaxed | | No | Male | over 65 | White British | |

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| 167 | King George V Ward | Extremely Likely | | Friendly and helpful | | No | Female | 56-65 | White British | |
| 168 | King George V Ward | Extremely Likely | | Friendly and informative. | | No | Female | 56-65 | White British | |
| 169 | King George V Ward | Extremely Likely | | Nurses are brilliant. | | No. | Female | 16-25 | White British | |
| 170 | King George V Ward | Extremely Likely | | Friendly and caring. | | Not really. | Female | over 65 | White British | |
| 171 | King George V Ward | Extremely Likely | | It is the wonderful, dedicated professional care that is shown. | | No. The food is acceptable. The place is spotlessly clean. The staff are absolutely superb. | Male | 56-65 | White British | |
| 172 | King George V Ward | Extremely Likely | | Amazing care and kindness shown at all times. Above and beyond care. The main thing in my opinion is that the staff always listen. | | I can honestly say hand on heart that my care and treatment has been first class. All extremely professional. | Female | 26-35 | White British | |
| 173 | King George V Ward | Extremely Likely | | I cannot give this ward a high enough recommendation. It is no wonder we get bed blocking once in here - it is like a top 5-star hotel. | | Medical and care is spot on. All so very professional. This is a comment and not a complaint. It would be good if we were all told about the cheaper weekly car park charges, rather than paying daily. May I add my experience through A&E was also excellent. | Male | over 65 | White British | |
| 174 | King George V Ward | Extremely Likely | | The nurses are very kind and efficient. All so busy doing an amazing job of work. | | Not at all. I have been so well cared for. Cleanliness is fine. The food is good. The medical care is first class. | Female | 26-35 | White British | |

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| 175 | King George V Ward | Extremely Likely | | Everyone is helpful and friendly. | | | Female | 56-65 | White British | |
| 176 | King George V Ward | Extremely Likely | | Well looked after by all staff. | | | Female | 26-35 | White British | |
| 177 | King George V Ward | Extremely Likely | | Nice and friendly staff. | | | Female | over 65 | White British | |
| 178 | King George V Ward | Extremely Likely | | Extremely good and helpful staff. | | | Female | 56-65 | White British | |
| 179 | King George V Ward | Extremely Likely | | The staff are lovely - happy to help all the time. | | More front line staff get rid of some of the pen pusher managers. Give the nurses more money. | Female | over 65 | White British | |
| 180 | King George V Ward | Extremely Likely | | Staff kindness. | | There is nothing wrong. | Male | over 65 | White British | |
| 181 | King George V Ward | Extremely Likely | | Top dollar. Everyone is so friendly. Very helpful. Top quality care. | | My medical care has been first class. So clean. The food is fine. My only issue is when paying for the TV, your time runs down even when not watching it. Not a complaint - just an observation. | Female | 36-45 | White British | |
| 182 | King George V Ward | Extremely Likely | | All staff were so kind and helpful. From cleaners to doctors. Mind you, I personally have always been very satisfied with care I have received here in NDDH over 40 or more years even in the old hospital. 10 | | | | Over 65 | White British | |

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| | | | | or more operations etc. | | | | | | |
| 183 | King George V Ward | Extremely Likely | | Looked after extremely well. | | | Female | 36-45 | White British | |
| 184 | King George V Ward | Extremely Likely | | Very friendly, kind, helpful and highly professional staff. | | Make every effort to keep noise at night to a minimum. | Female | Over 65 | White British | |
| 185 | King George V Ward | Extremely Likely | | Brilliant service. | | | Male | 56-65 | White British | |
| 186 | King George V Ward | Extremely Likely | | All nurses friendly and helpful. Most team well organised. | | | Female | Over 65 | White British | |
| 187 | King George V Ward | Extremely Likely | | Care by all staff. Information always given when requested. Good ward improvement. Food excellent. | | Something should be done about discharge medication. Should be made easier. | Female | Over 65 | White British | |
| 188 | King George V Ward | Extremely Likely | | Everybody very helpful - should be paid twice as much. | | | Male | 56-65 | White British | |
| 189 | King George V Ward | Extremely Likely | | All of the staff are pleasant & helpful. Nothing is too much trouble for them. | | | Female | Over 65 | White British | |
| 190 | King George V Ward | Extremely Likely | | Looked after so very well. Staff so wonderful. Thank you. | | | Female | Over 65 | White British | |
| 191 | King George V Ward | Extremely Likely | | All the nurses friendly and kind - nothing too much trouble. | | No. | Female | Over 65 | White British | |
| 192 | King George V | Extremely Likely | | The care and attention given by | | Maybe a few extra hands. | Female | Over 65 | White British | |

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| | Ward | | | the nursing & health care staff has been of a very high standard. Nothing was too much trouble. They were there when needed. | | | | | | |
| 193 | King George V Ward | Extremely Likely | | Kind staff, food was very good, looked after very well. | | | | | | |
| 194 | King George V Ward | Extremely Likely | | | | | Female | Over 65 | White British | Do not publish |
| 195 | King George V Ward | Extremely Likely | | The staff are very nice & friendly and there to help in any way they can. | | | Female | 16-25 | White British | |
| 196 | King George V Ward | Extremely Likely | | Very good care, with friendly and caring nurses. | | | Female | Over 65 | White British | |
| 197 | King George V Ward | Extremely Likely | | Apart from the nursing, which I have found to be exceptional, the care and kindness has been outstanding from all members of staff. | | No! | Female | Over 65 | White British | |
| 198 | King George V Ward | Extremely Likely | | Good care & friendly staff. | | | Female | Over 65 | White British | |
| 199 | King George V Ward | Extremely Likely | | The amount of care & attention given to me by all the nursing staff. | | | Male | Over 65 | White British | |
| 200 | King George V | Likely | | Very good here. The staff are doing their | | My only negative comment would be is too hire more | Male | 56-65 | White British | |

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| | Ward | | | level best. | | nurses. But everything else is fine. | | | | |
| 201 | King George V Ward | Likely | | The staff are wonderful. Not enough beds - had to go home first visit as no bed. | | Happy with service. | Female | 56-65 | White British | |
| 202 | King George V Ward | Likely | | Nice, friendly staff. Clean | | More pillows - fine after surgery but no pillows when waiting & when in pain. It's nice to be comfortable. | Female | 26-35 | White British | |
| 203 | Lundy Ward | Extremely Likely | | The staff are very friendly. They cannot do enough for you. A very clean ward. | | The tea and coffee is terrible. Wifi would be beneficial. | Female | 56-65 | White British | |
| 204 | Lundy Ward | Extremely Likely | | Very friendly. A good atmosphere. | | No. Everything is good. | Male | over 65 | White British | |
| 205 | Lundy Ward | Extremely Likely | | Well-managed. Good continuity. Very cheerful. | | My first experience in hospital but very good so far. | Male | over 65 | White British | |
| 206 | Lundy Ward | Extremely Likely | | Very friendly. | | Very good as it is. | Male | over 65 | White British | |
| 207 | Lundy Ward | Extremely Likely | | The ward is clean. Everyone is so helpful. | | Very satisfied as it is. More investment is needed. | Female | over 65 | White British | |
| 208 | Lundy Ward | Extremely Likely | | Friendliness of the staff. | | No. Satisfied as it is. | Female | over 65 | White British | |
| 209 | Lundy Ward | Extremely Likely | | Very kind and attentive. | | Very grateful for it as it is. | Female | over 65 | White British | |
| 210 | Lundy Ward | Extremely Likely | | A very modern, clean and friendly ward. | | Keep the hospital as it is. | Female | over 65 | White British | |
| 211 | Lundy Ward | Extremely Likely | | The nurses have impressed in the short time I have been on the ward. | | No. Satisfied as it is but needed someone to repair a machine during the night. | Female | over 65 | White British | |
| 212 | Lundy Ward | Extremely Likely | | Pleased to have a side room. The staff | | Satisfied as it is. Appreciated that a surgeon came from | Female | 36-45 | White British | |

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| | | | | are excellent. | | Plymouth to operate rather than having to go to Derriford. | | | | |
| 213 | Lundy Ward | Extremely Likely | | All the staff are very friendly and kind. | | Excellent as it is. The food is very good. More staff needed. | Female | over 65 | White British | |
| 214 | Lundy Ward | Extremely Likely | | Cleanliness very good. All staff good. | | At times, more staff are needed. | Male | 36-45 | White British | |
| 215 | Lundy Ward | Extremely Likely | | Excellent staff. | | | Male | 36-45 | White British | |
| 216 | Lundy Ward | Extremely Likely | | | | | Male | 36-45 | White British | |
| 217 | Lundy Ward | Extremely Likely | | Been well looked after by all members of staff. | | | Female | over 65 | White British | |
| 218 | Lundy Ward | Extremely Likely | | So very helpful. Nothing is too much trouble. | | | Female | over 65 | White British | |
| 219 | Lundy Ward | Extremely Likely | | Everyone has been very helpful. | | | Male | over 65 | White British | |
| 220 | Lundy Ward | Extremely Likely | | All staff, including non-medical, have been so kind and attentive. | | | Male | over 65 | White British | |
| 221 | Lundy Ward | Extremely Likely | | The staff are very well-focused on me as a patient. | | | Male | over 65 | White British | |
| 222 | Lundy Ward | Extremely Likely | | All the staff are very knowledgeable and caring. Nothing is too much trouble for them. | | | Male | over 65 | White British | |
| 223 | Lundy Ward | Extremely Likely | | Been well treated by all the staff, including non-medical. | | | Male | over 65 | White British | |
| 224 | Lundy Ward | Extremely Likely | | I have been well treated by all. A good atmosphere. | | | Male | over 65 | White British | |

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| 225 | Lundy Ward | Extremely Likely | | Everyone is so friendly. | | At times, short of staff. | Female | 26-35 | White British | |
| 226 | Lundy Ward | Extremely Likely | | All the staff, from consultants down, are excellent. | | Have had two bad experiences pre-op due to poor communication. Wasted journeys on both occasions. | Male | over 65 | White British | |
| 227 | Lundy Ward | Extremely Likely | | Not only getting care but kindness. | | More comfortable chairs in A&E. | Female | over 65 | White British | |
| 228 | Lundy Ward | Extremely Likely | | Very kind and friendly. | | A little less noise. | Female | over 65 | White British | |
| 229 | Lundy Ward | Extremely Likely | | The staff are all so good. | | The tea could be improved. | Male | over 65 | White British | |
| 230 | Lundy Ward | Extremely Likely | | The staff are very responsive. | | Satisfied as it is. | Male | over 65 | White British | |
| 231 | Lundy Ward | Extremely Likely | | Lovely and friendly. | | No. | Male | 56-65 | White British | |
| 232 | Lundy Ward | Extremely Likely | | Well-staffed. All good. Very clean. | | No. | Male | over 65 | White British | |
| 233 | Lundy Ward | Extremely Likely | | The staff are all so helpful. | | Poor food choice. The menu needs updating. A better choice for vegetarians - it compares poorly with another hospital recently visited. Cleanliness could be improved. | Female | 56-65 | White British | |
| 234 | Lundy Ward | Extremely Likely | | Mainly the people - always willing to help and explain. | | Overall excellent. Time to explain process happening - esp. by the round doctors. | Male | Over 65 | White British | |
| 235 | Lundy Ward | Extremely Likely | | Good team and care, sometimes under manic conditions, but cope well. | | Be honest with response times, especially pharmacy. | Male | 56-65 | White British | |
| 236 | Lundy Ward | Extremely Likely | | Everyone really friendly and helpful, really nice food and plenty of cups of tea. | | Pharmacy meds could really be a little quicker. | Male | Over 65 | White British | |

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| 237 | Lundy Ward | Extremely Likely | | The skill, kindness & sympathy shown by all of the staff was truly wonderful. Any request was met by the response 'of course you can'. I was treated as a human being in dire need of care and this care was most willingly given. | | No! Don't fix it if it ain't broken. | Male | Over 65 | White British | |
| 238 | Lundy Ward | Extremely Likely | | The staff are amazing, friendly and with kindness & care. Nothing's too much trouble. Your made to feel at home even though your in hospital. The team are a credit to NDDH. | | | Female | 36-45 | White British | |
| 239 | Lundy Ward | Extremely Likely | | You have my permission publish the following in NDJ. The expertise and knowledge of the consultants and surgeons is soon demonstrated in their results. Their manner in making you confident and their deep explanations of the procedure is without measure. The doctors and nurses spare | | Give the staff more of the excellent nurses such as them!! | Male | Over 65 | White British | |

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| | | | | nothing to make you feel safe and cared for as individuals, they are so kind and sympathetic. Your trust in them has no limit! | | | | | | |
| 240 | Lundy Ward | Extremely Likely | | Friendly staff. Looked after very well. | | | Male | 56-65 | White British | |
| 241 | Lundy Ward | Extremely Likely | | All staff are very busy, but always aware of your personal needs & do their best to accommodate them. | | Not for this ward. I have seen many patients waiting many hours to be discharged just waiting for the pharmacy to deliver drugs I realise there would be issues with security if using volunteers but there must be a way around these long stressful delays for patients & their families. | Female | Over 65 | White British | |
| 242 | Lundy Ward | Extremely Likely | | Friendly staff. Nurses, doctors plus ancillary care staff. | | More staff. | Female | 46-55 | White British | |
| 243 | Lundy Ward | Extremely Likely | | Good care given by nurses. Very clean ward. Lovely food. | | | | | | |
| 244 | Lundy Ward | Extremely Likely | | All members of staff were kind and understanding. I would come in again if needed. The nursing care is second to none. | | How can you improve on perfection? | Male | Over 65 | White British | |
| 245 | Lundy Ward | Extremely Likely | | The nursing care is of the highest order. | | | Male | Over 65 | White British | |
| 246 | Lundy Ward | Extremely Likely | | Everyone really nice & helpful. | | | Male | 56-65 | White British | |
| 247 | Lundy | Extremely | | Looked after very | | | Male | Over | White | |

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| | Ward | Likely | | well. Did not expect to be in overnight but taken care of needs re: shower/washroom. | | | | 65 | British | |
| 248 | Lundy Ward | Extremely Likely | | Really friendly and caring staff. Wanting to make sure you were comfortable. | | | Male | 26-35 | White British | |
| 249 | Lundy Ward | Extremely Likely | | Have not stayed in an NHS hospital before but visited many. Have been in private health care up to retirement but your ward and KGV compare very well. | | Sort the wifi out. | Male | Over 65 | White British | |
| 250 | Lundy Ward | Extremely Likely | | The care I have been given is absolutely first class. I thank everyone very much. | | The service is excellent. I can't see any way you can do any better. | Male | Over 65 | White British | |
| 251 | Lundy Ward | Extremely Likely | | The nurse response was immediate when I had a problem. It was fixed right away. They always had a smile. | | | Male | Over 65 | White British | |
| 252 | Lundy Ward | Extremely Likely | | Everyone involved in my care here has been very good by kindness and in general. Thank you all so much. | | | Female | Over 65 | White British | |
| 253 | Lundy Ward | Extremely Likely | | Everyone very helpful, friendly and kind. Thank you to you all. | | | Female | 56-65 | White British | |

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| 254 | Lundy Ward | Extremely Likely | | Superb medical service and caring friendly staff. | | Left hand and right hand may not be well joined up - so lots of time wasted. | Male | Over 65 | White British | |
| 255 | Lundy Ward | Extremely Likely | | You are the ground troops that welcome us to the ward. Watch over us during our time here. Bid us friendly goodbyes with their best wishes to the future. | | Just to continue to be a good team. | Male | Over 65 | White British | |
| 256 | Lundy Ward | Extremely Likely | | Competent & friendly staff. | | Please be aware of the noise!! | Male | Over 65 | White British | |
| 257 | Lundy Ward | Extremely Likely | | Excellent, professional service. | | | | | White British | |
| 258 | Lundy Ward | Extremely Likely | | Every member of staff from whatever department were always cheerful, very helpful and did everything possible to make one's stay as comfortable as possible. Thank you. | | | Female | Over 65 | White British | |
| 259 | Lundy Ward | Extremely Likely | | Excellent care received from all staff at all times. Wonderful. | | | Female | 56-65 | White British | |
| 260 | Lundy Ward | Extremely Likely | | | | Always very friendly ward. | | | | |
| 261 | Lundy Ward | Extremely Likely | | Great staff. | | | Male | 36-45 | White British | |
| 262 | Lundy Ward | Extremely Likely | | Friendly, helpful staff. | | Faster pharmacy service. | Female | Over 65 | White British | |
| 263 | Lundy Ward | Extremely Likely | | Brilliant staff. Excellent attitude to patient. | | None. | Male | Over 65 | White British | |

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| 264 | Lundy Ward | Extremely Likely | | Good care, staff, cleanliness & helpfulness. All brilliant. | | | | Over 65 | White British | |
| 265 | Lundy Ward | Extremely Likely | | Very helpful and could not do enough for you. Thank you. | | | Female | Over 65 | White British | |
| 266 | Lundy Ward | Extremely Likely | | All staff were lovely, helpful and reassuring. Nothing was too much trouble. | | | Female | 46-55 | White British | |
| 267 | Lundy Ward | Extremely Likely | | | | Better toast. | Male | 46-55 | White British | |
| 268 | Lundy Ward | Extremely Likely | | Very pleased with the treatment I have received. Staff wonderful. | | | Male | Over 65 | White British | |
| 269 | Lundy Ward | Extremely Likely | | All from doctors to nurses have explained the procedures fully. You know what to expect. | | | Male | Over 65 | White British | |
| 270 | Lundy Ward | Extremely Likely | | Caring, gifted, hardworking staff. | | Nope. | Male | Over 65 | White British | |
| 271 | Lundy Ward | Extremely Likely | | | | | Male | Over 65 | White British | Do not publish |
| 272 | Lundy Ward | Extremely Likely | | Angels of mercy, wonderful nurses, so caring, good company, patience a plenty. Grateful thanks to you all. | | | Female | Over 65 | White British | |
| 273 | Lundy Ward | Extremely Likely | | | | | Male | Over 65 | White British | Do not publish |
| 274 | Lundy Ward | Extremely Likely | | Efficient, helpful, friendly, informative. | | | Male | | White British | |

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| | | | | Everybody that dad saw has put him at his ease - nobody has appeared rushed, busy or hassled at all. Thank you. | | | | | | |
| 275 | Lundy Ward | Extremely Likely | | The staff have been so friendly and kind to my wife. | | No. Perfect. | Female | | | |
| 276 | Lundy Ward | Extremely Likely | | Staff very helpful and work extremely hard to make you feel comfortable. A credit. | | | Male | 46-55 | White British | |
| 277 | Lundy Ward | Extremely Likely | | | | | Female | Over 65 | White British | Do not publish |
| 278 | Lundy Ward | Extremely Likely | | Fantastic care, not just medically. Kindness and consideration of people's feelings are high priority. All the staff are so patient! Also, a very high standard of cleanliness. | | More comfortable chairs for A&E. Sitting on a plastic chair when in pain, is not good. | Female | Over 65 | | |
| 279 | Lundy Ward | Extremely Likely | | Kindness of all staff. | | | | | | |
| 280 | Lundy Ward | Extremely Likely | | Great experience. Great staff. | | | Female | 46-55 | White British | |
| 281 | Lundy Ward | Extremely Likely | | Everybody so kind & helpful. It was no trouble to them. Whatever happened they were there to help. Thank you very much. | | | Female | Over 65 | White British | |

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| 282 | Lundy Ward | Extremely Likely | | The excellent care & professionalism. | | | | | | |
| 283 | Lundy Ward | Extremely Likely | | The doctors nurses and HCA excellent. | | No. | Male | 56-65 | White British | |
| 284 | Lundy Ward | Likely | | Well looked after by all. | | | Female | over 65 | White British | |
| 285 | Lundy Ward | Likely | | Had great care whilst on Lundy Ward. | | Sinks need plugs. | | Over 65 | White British | |
| 286 | Lundy Ward | Likely | | Nurses and doctors are good - try and help. | | Food is cold and horrible. | Male | Over 65 | White British | |
| 287 | Lundy Ward | Likely | | I came with a bad infection and was looked after very well. The staff were great. | | Softer beds. | Female | 56-65 | White British | |
| 288 | Lundy Ward | Likely | | Very helpful, pleasant nursing staff. | | Cleaning of ward is barely up to standard. | Male | Over 65 | White British | |
| 289 | Lundy Ward | Neither Likely nor Unlikely | | Not happy that visitors are permitted to wander around ward whilst munching meat pies! Please set some basic visitor behaviour standards. | | Please set and publish minimum visitor standards of behaviour e.g. no eating takeaways in ward! | Male | | White British | |
| 290 | Lundy Ward | Not entered | | I had a good response from all staff. D. was so good and enjoyed my stay at Lundy. | | I have no complaints the way I was treated. Keep going as you are. | Female | 56-65 | White British | |
| 291 | Lundy Ward | Not entered | | I am an extremely nervous person but I think friends and family would prefer to judge for | | | Female | Over 65 | White British | |

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| | | | | themselves. | | | | | | |
| 292 | Lundy Ward | Not entered | | | | | Female | Over 65 | White British | |
| 293 | Staples Ward | Extremely Likely | | Very efficient in what they are doing. | | | Male | over 65 | White British | |
| 294 | Staples Ward | Extremely Likely | | Only arrived yesterday and the staff appear to be very good. | | | Female | over 65 | White British | |
| 295 | Staples Ward | Extremely Likely | | | | | Female | Over 65 | White British | Do not publish |
| 296 | Staples Ward | Extremely Likely | | My care has been great. They have looked after me very well xx. | | | Female | 36-45 | White British | |
| 297 | Staples Ward | Extremely Likely | | The staff are fine, helpful and friendly. | | | Female | Over 65 | White British | |
| 298 | Staples Ward | Likely | | Being well looked after. | | | Male | over 65 | White British | |
| 299 | Tarka Ward | Extremely Likely | | Everything and everyone are so kind, caring and professional. A credit to the NHS and our hospital. | | Not a thing I can think of. All is of a very high standard. | Female | 56-65 | White British | |
| 300 | Tarka Ward | Extremely Likely | | The nursing staff are lovely. So clean and the ward is so spacious. I have been treated and cared for so much by all the staff, from housekeeping to consultants. | | Just a bit confused about when I go home but I have asked for a Sister to come and explain things. | Female | over 65 | White British | |
| 301 | Tarka Ward | Extremely Likely | | Everybody is so helpful. Nothing is | | No, nothing at all that I can think of. The food is excellent | Female | over 65 | White British | |

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| | | | | too much trouble for any of the staff. | | as is the cleanliness. The nurses need a medal as do the doctors and consultants. | | | | |
| 302 | Tarka Ward | Extremely Likely | | Plenty of first class attention from first class professional staff. | | No, I don't think so. I think everything is good actually. Nothing is too much trouble for anything you may need. | Female | over 65 | White British | |
| 303 | Tarka Ward | Extremely Likely | | The care has been marvellous. | | | Female | over 65 | White British | |
| 304 | Tarka Ward | Extremely Likely | | The care could not have been better. | | | Female | 56-65 | White British | |
| 305 | Tarka Ward | Extremely Likely | | Everyone has been so good to me and the treatment has been excellent. | | | Female | over 65 | White British | |
| 306 | Tarka Ward | Extremely Likely | | Good, nice, caring staff. Have just sent a text to my daughter to say if I had to pick a hospital to die in this would be the one. | | Do not try to improve. It is good as it is. | Male | over 65 | White British | |
| 307 | Tarka Ward | Extremely Likely | | Could not wish for better staff. | | All good - happy with the treatment I am getting. | Male | over 65 | White British | |
| 308 | Tarka Ward | Extremely Likely | | Friendly, efficient, come when needed. Better than the RD&E. | | All good. | Female | 56-65 | White British | |
| 309 | Tarka Ward | Extremely Likely | | The staff are good. The food has improved. | | Stop closing hospitals beds and services. | Female | over 65 | White British | |
| 310 | Tarka Ward | Extremely Likely | | The caring staff. | | Everything is good. Need more nurses. | Female | over 65 | White British | |
| 311 | Tarka Ward | Extremely Likely | | The staff are good. | | All good. | Male | 36-45 | White British | |
| 312 | Tarka Ward | Extremely Likely | | The staff are always happy to come when | | Do not shut this hospital or any of the services. There are | Male | 56-65 | White British | |

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| | | | | called. | | too many bureaucrats making decisions about the NHS. | | | | |
| 313 | Tarka Ward | Extremely Likely | | Everything good | | All good. Had a few visits to this hospital - it is always good. | Male | 46-55 | White British | |
| 314 | Tarka Ward | Extremely Likely | | Top quality nursing by very friendly staff, all have great care. | | Give the nurses more time to give their best service. | Male | 56-65 | White British | |
| 315 | Tarka Ward | Extremely Likely | | | | | Male | 26-35 | White British | |
| 316 | Tarka Ward | Extremely Likely | | The staff have been fantastic. | | Reduce the cost of Hospedia. Get the staff a decent pay rise. | Male | 56-65 | White British | |
| 317 | Tarka Ward | Extremely Likely | | | | | Female | Over 65 | White British | Do not publish |
| 318 | Tarka Ward | Extremely Likely | | All staff are friendly, cheerful and helpful, anxious at all times to make you feel valued. They go out of their way to make life as comfortable as possible. Medical staff gave explanations, clarifying why a particular treatment was being given and calmed concerns over 'unknown' like the removal of a catheter. | | | Male | Over 65 | White British | |
| 319 | Tarka Ward | Extremely Likely | | Excellent medical & nursing care - most grateful. | | | Female | Over 65 | White British | |
| 320 | Tarka Ward | Likely | | Well looked after. Any problems and | | Need to be more informed on what is going on. Slow in | Female | 16-25 | White British | |

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| | | | | they are there to help. | | response to my questions. | | | | |
| 321 | Tarka Ward | Likely | | Because I have been treated very well, very professional staff. | | | Female | Over 65 | White British | |
| 322 | Victoria Ward | Extremely Likely | | Very helpful in every way. | | No faults. | Male | over 65 | White British | |
| 323 | Victoria Ward | Extremely Likely | | Friendly and helpful. | | Not really. | Female | over 65 | White British | |
| 324 | Victoria Ward | Extremely Likely | | The staff are excellent and polite. Very helpful. | | | Female | 56-65 | White British | |
| 325 | Victoria Ward | Extremely Likely | | Very good. Pleasant. | | Not really | Male | over 65 | White British | |
| 326 | Victoria Ward | Extremely Likely | | Well treated. | | No. | Male | over 65 | White British | |
| 327 | Victoria Ward | Extremely Likely | | There is always someone around. | | No | Male | over 65 | White British | |
| 328 | Victoria Ward | Extremely Likely | | Friendly atmosphere. | | A better system of operation waiting list so that patient is admitted the day before the operation. | Male | 56-65 | White British | |
| 329 | Victoria Ward | Extremely Likely | | Very kind and thoughtful. They treat each person well. | | No. | Female | over 65 | White British | |
| 330 | Victoria Ward | Extremely Likely | | Friendly staff. | | No | Female | over 65 | White British | |
| 331 | Victoria Ward | Extremely Likely | | Friendly staff. | | No. | Male | 26-35 | White British | |
| 332 | Victoria Ward | Extremely Likely | | Kind staff. | | No. | Male | over 65 | White British | |
| 333 | Victoria Ward | Extremely Likely | | Very good. | | I couldn't find the panic button in the dark. It needs to be illuminated. | Male | over 65 | White British | |

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| 334 | Victoria Ward | Extremely Likely | | Friendly staff. | | The ward is occasionally under-staffed. | Male | over 65 | White British | |
| 335 | Victoria Ward | Extremely Likely | | I honestly think our hospital is a great place to stay in if you have to. Wonderful care, by wonderful staff. | | No, not really. I cannot think of anything. Excellent care, very clean, food acceptable but variable. Television is scandalous - used to get free TV until midday but now only get half an hour. The telephone used to be free at all times but now 5 minutes a time and then cut off and have to redial. | Male | over 65 | White British | |
| 336 | Victoria Ward | Extremely Likely | | The staff are all so friendly, ask and you receive. Brilliant staff, all of them. | | Apart from waiting around to go to Bristol, everything is fine. Surely, it is not financially viable to keep us in here for weeks on end. | Male | over 65 | White British | |
| 337 | Victoria Ward | Extremely Likely | | Nothing is too much trouble for the staff any time night or day. | | | Female | over 65 | White British | |
| 338 | Victoria Ward | Extremely Likely | | Very polite and good all round. | | | Male | over 65 | White British | |
| 339 | Victoria Ward | Extremely Likely | | Excellent service from all the staff. | | | Male | over 65 | White British | |
| 340 | Victoria Ward | Extremely Likely | | Well looked after by all the staff. | | | Male | over 65 | White British | |
| 341 | Victoria Ward | Extremely Likely | | Friendliness and helpfulness. | | Satisfied as it is. | Female | over 65 | White British | |
| 342 | Victoria Ward | Extremely Likely | | All the nurses are very friendly. | | The food could be better. | Female | over 65 | White British | |
| 343 | Victoria Ward | Extremely Likely | | Very clean and tidy. | | Satisfied as it is. | Female | over 65 | White British | |
| 344 | Victoria Ward | Extremely Likely | | The quality of the service from all staff. | | The drinking water could be improved. | Male | over 65 | White British | |

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| 345 | Victoria Ward | Extremely Likely | | Everything about the ward is very good. | | Very good as it is. | Male | over 65 | White British | |
| 346 | Victoria Ward | Extremely Likely | | All the staff are excellent. An excellent hospital. | | It is most important to maintain facilities in this excellent hospital. Much credit to the local staff. Management is the problem. | Male | over 65 | White British | |
| 347 | Victoria Ward | Extremely Likely | | Well-managed and efficient. | | Communication could be improved - more updates when meetings with consultants are repeatedly delayed. | Male | over 65 | White British | |
| 348 | Victoria Ward | Extremely Likely | | Small bay. Very good attention. | | Most satisfactory as it is | Male | over 65 | White British | |
| 349 | Victoria Ward | Extremely Likely | | All the staff are friendly, polite and caring. | | Improve the food. Some of the staff are difficult to understand. | Male | over 65 | White British | |
| 350 | Victoria Ward | Extremely Likely | | Extremely competent and friendly staff. Plenty of information and genuine concerns. | | | Male | 46-55 | White British | |
| 351 | Victoria Ward | Extremely Likely | | Well looked after. | | I can't always hear what the doctors/nurses are saying. I need more explanation. | Female | Over 65 | White British | |
| 352 | Victoria Ward | Extremely Likely | | | | None. | Male | 56-65 | White British | |
| 353 | Victoria Ward | Extremely Likely | | Quiet, relaxed and very professional care. Couldn't ask for better treatment. I was also most impressed with the cleanliness of the ward. | | No. Just try to maintain this standard. | Male | Over 65 | White British | |
| 354 | Victoria Ward | Extremely Likely | | I was made welcome and all the staff & | | | Male | Over 65 | White British | |

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| | | | | doctors were very approachable. | | | | | | |
| 355 | Victoria Ward | Extremely Likely | | Considerate, caring, helpful staff and doctor. | | | | | | |
| 356 | Victoria Ward | Extremely Likely | | Staff helpful and respond to requests quickly and efficiently. | | | Female | 46-55 | White British | |
| 357 | Victoria Ward | Extremely Likely | | Because most of the staff very helpful and friendly. Nothing was too much trouble for most of the staff. A very friendly ward. | | | Female | Over 65 | White British | |
| 358 | Victoria Ward | Extremely Likely | | Excellent. No members of staff could have been kinder (because they are all lovely) and the nurses seemed just like my own family, one of whom is a retired nurse the other a care worker in Ilfracombe. | | No. They are all doing a grand job. The male nurses are as gentle & kind as their female staff. | Female | Over 65 | White British | |
| 359 | Victoria Ward | Extremely Likely | | Friendly and helpful staff who did all they could to help. | | Night-time noise level is difficult to cope with but I understand this is unavoidable. | Male | 26-35 | White British | |
| 360 | Victoria Ward | Extremely Likely | | Everyone I have met has been friendly, helpful, efficient & kind. This means a great deal when you're feeling ill, frightened, worried. | | | Male | Over 65 | White British | |

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| | | | | I've been kept well informed as to my treatment. Cleanliness is second to none. I've never felt worried about asking for help. All the staff care. | | | | | | |
| 361 | Victoria Ward | Extremely Likely | | Very good and friendly care all the time. | | No. | Male | Over 65 | White British | |
| 362 | Victoria Ward | Extremely Likely | | | | | | | | |
| 363 | Victoria Ward | Extremely Likely | | The care is outstanding. Without exception, the staff are interested and patient, explain everything clearly and answer questions. Pity about the (non-ward) food! | | | Male | Over 65 | White British | |
| 364 | Victoria Ward | Extremely Likely | | Extremely courteous & helpful in every way. | | | Male | Over 65 | White British | |
| 365 | Victoria Ward | Likely | | Well looked after by all the staff. | | | Female | 46-55 | White British | |
| 366 | Victoria Ward | Likely | | The friendly, efficient service of the staff. | | I have only been in a few hours but am impressed so far. | Male | 56-65 | White British | |
| 367 | Victoria Ward | Likely | | The staff are there when needed. They don't trouble you when not required. | | Far too many chiefs and not enough Indians. | Female | over 65 | White British | |
| 368 | Victoria Ward | Likely | | Found staff very good. | | | Female | Over 65 | White British | |

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| 369 | Victoria Ward | Neither Likely nor Unlikely | | | | | Male | over 65 | White British | |
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