

## Acute Inpatient Wards - North Devon District Hospital - 'Friends and Family Test' Patient Feedback - May-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		The attitude of the staff and general care - from cleaning staff to consultants.		The medical care has been and is absolutely fantastic. My only comment would be a little bit of an upgrade on the unit. This would then be a better environment for patients and also for staff to work in.	Male	over 65	White British	
2	Acute Stroke Unit	Extremely Likely					Male	over 65	White British	
3	Acute Stroke Unit	Extremely Likely		Very special people, giving very special care.		No. Everything seems very good indeed. All the staff are excellent. The ward is spotlessly clean.	Female	over 65	White British	
4	Acute Stroke Unit	Extremely Likely		I would give 12 out of 10 if I could. Absolutely wonderful care and kindness shown by all of the staff.		No, absolutely nothing. These people are so kind, caring and hardworking. I admire their dedication and professional attitude.	Female	over 65	White British	

5	Acute Stroke Unit	Extremely Likely		The staff are so kind, courteous and hardworking. In my opinion, way understaffed dealing with so many stroke patients.		No. I am more than happy with everything, thank you, including the food. Also, so clean. The ladies involved in the cleaning and general household type work also deserve a big thank you.	Female	over 65	White British	
6	Acute Stroke Unit	Extremely Likely		Anything needed is provided. The ward staff, including the Sodexo people, are truly amazing.		Medical care, cleanliness, food, all very good thank you. The only thing that I would like to point out is that I feel there should be a 'Vacant/Engaged' sign on the toilet door. It can be embarrassing.	Female	over 65	White British	
7	Acute Stroke Unit	Extremely Likely		All of the hospital staff are very good indeed.		No. All excellent standard, thank you - cleanliness, food, everything.	Female	over 65	White British	
8	Acute Stroke Unit	Extremely Likely		Nursing staff extremely busy. Doing their best to cope at all times. Lovely people.		Not really. The staff are obviously doing what they can, when they can, they only have one pair of hands.	Male	over 65	White British	
9	Acute Stroke Unit	Extremely Likely		The staff are always available 24 hours a day, doing a fantastic job in looking after us - not just me but very poorly patients around me.		My only comment is just to try and get more staff to help the staff - so busy.	Female	over 65	White British	
10	Acute Stroke Unit	Extremely Likely					Female	56-65	White British	
11	Acute Stroke Unit	Extremely Likely					Female	Over 65	White British	
12	Acute Stroke Unit	Extremely Likely		From the time of arrival, the service has been		More government investment in staff and facilities to improve the vital service!!	Female	56-65	White British	

				outstanding. The staff have been professional at all times, keeping me informed at every step of my treatment. I would like to thank the nursing staff. Without them I would not be able to fully recover from my stroke.						
13	Acute Stroke Unit	Likely		Appreciate being looked after by all of the staff.		Cannot think of anything. Food, cleanliness all good. Nurses and Sodexo ladies always a lovely smile and a kind word.	Female	over 65	White British	
14	Acute Stroke Unit	Likely					Male	36-45	White British	
15	Capener Ward	Extremely Likely		Very professional people. So kind, friendly and very caring. All very hardworking. A credit to themselves and the NHS.		Not really, all seems very good. The staff are all so good, spotlessly clean, the food is more than acceptable. All in all, a good experience.	Female	over 65	White British	
16	Capener Ward	Extremely Likely		I am so impressed with all of my care from the minute I arrived to the present time. The quality of care is amazing. The staff are all wonderful.		I only want to praise the staff, from ambulance service to cleaning staff, nurses and doctors. I came in with a badly dislocated hip and within a couple of hours all put back in and good. I am just awaiting physio team to assess me and then hopefully off home. Thank you.	Female	over 65	White British	

17	Capener Ward	Extremely Likely		Actually, I am surprised at how I have been treated. Nothing like you hear all the time. The staff are absolutely amazing, truly amazing.		Only more staff. They are at times rushed off their feet but always a smile, a kind word. Way over and above care. Thank you.	Male	36-45	White British	
18	Capener Ward	Extremely Likely		As a holiday-maker, I would like to thank all of the staff for their fabulous kind and caring treatment. I truly believe that the hospital not only probably saved my arm but with this infection could have saved my life. The care I have received has been spot on. Thank you.		Everything is fine, thanks. Clean, good food and fabulous medical care.	Male	over 65	White British	
19	Capener Ward	Extremely Likely		Very attentive and friendly team.			Female	over 65	White British	
20	Capener Ward	Extremely Likely		Well looked after by friendly staff.			Male	56-65	White British	
21	Capener Ward	Extremely Likely		Well looked after, everyone friendly.			Male	over 65	White British	
22	Capener Ward	Extremely Likely		How could anyone ask for more? Wonderful people.		The staff are very rushed at times. However, they all seem to cope. The ward is lovely and clean, the food is very good. I am very impressed.	Female	over 65	White British	
23	Capener Ward	Extremely Likely		The medical side is fantastic. The warmth and care		If all patients are treated as I have been treated then the answer is no. Fantastic, kind	Female	over 65	White British	

				shown to me. Going out of their way to give 100% care to so many people all with different needs.		and caring, welcoming people.				
24	Capener Ward	Extremely Likely		In my opinion, the staff are wonderful, so hardworking, under-staffed at times. My word, I am impressed.		Not really. In fact, with the resources available I am amazed they are able to do what they do. The cleanliness is spot on. The food is acceptable.	Female	over 65	White British	
25	Capener Ward	Extremely Likely		The staff are all doing a very difficult job but they all get on and do what they have to do, creating a nice atmosphere.		No, all is good. The food is hot and tasty. Nice and clean. The doctors seem ok but the nurses are wonderful.	Male	56-65	White British	
26	Capener Ward	Extremely Likely		The staff have given me wonderful treatment from the very top down. They are all so cheerful and helpful. They all deserve a medal.						
27	Capener Ward	Extremely Likely		My husband received the most kind, dedicated and compassionate care anyone could ask for.		We couldn't ask for more. It was excellent.	Female	56-65	White British	
28	Capener Ward	Extremely Likely		Very helpful doctors & nurses.			Male	Over 65	White British	
29	Capener Ward	Extremely Likely		Excellent nurses.		More doctor visits.	Male	46-55	White British	
30	Capener Ward	Likely		I have had a lot of good experiences on the ward, plus a few not so good, but		My care on the ward has been good, the food is acceptable, spotlessly clean.	Male	over 65	White British	

				generally speaking I am pleased with my care.						
31	Caroline Thorpe Ward	Extremely Likely		We have not had to use Caroline Thorpe Ward for approx. 4yrs. and it is so obvious to me, as the parent, the changes that have been made - all for the better. I dreaded coming onto the ward but in comparison a complete turnaround. It is light and bright. Welcoming and helpful staff. Patients/parents facilities. Full of confidence.		My only idea would be say for a single parent would it be possible to arrange a voluntary baby-minding service to just give the parents an hour or so of their own time to arrange for anything they may just need. As a single parent myself, this would be wonderful.	Female	Under 16	White British	
32	Caroline Thorpe Ward	Extremely Likely		When I say I chose to come here after our previous experience, I think that says it all. The staff are kind and courteous.		Everything is fine, thank you. The staff are wonderful. One thing is that the coffee etc. is outside the ward and therefore have to leave the child, then get someone to open/close the door even to bring a drink back into parents' lounge. Not a complaint - just an observation.	Female	Under 16	White British	
33	Caroline Thorpe Ward	Extremely Likely		The staff have put us all at ease with their kindness and care shown to us at all		I will second what I and another parent spoke about and agree with regarding coffee/tea etc. being outside	Female	Under 16	White British	

				times. Our first visit to Caroline Thorpe Ward and impressed with the professional team.		from the parents' facility.				
34	Caroline Thorpe Ward	Extremely Likely		All of the staff are very kind. My parents are in South Africa while I am here on a student exchange visit to Devon so my parents appreciate the care I am getting.		As a teenager on the ward, I can only suggest wifi. Apart from that, all is good. It has been difficult to remember everything as I collided with another player on the cricket pitch and suffered concussion. On behalf of myself and my parents, I would like to say thank you for my care and making me feel so welcome.	Male	16-25	Other ethnic group	
35	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are all so lovely and the care was brilliant.	Was made to feel very at ease and so was my daughter as she was quite poorly and upset.		Female	Under 6	White British	
36	Caroline Thorpe Ward	Yes	Not entered	Everyone especially the nurse K. did everything they could to make our stay as easy as possible.	All the staff.			6-8	White British	
37	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care we have received from the moment we arrived has been outstanding. J. who showed us to the prepared room to G. who came and took stats etc. and showed such care and	Please see previous box.	N/A.	Female	Under 6	White British	



				consideration to Dr R who stopped at nothing to get the care for our daughter H. right. Great job ladies.						
38	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because the staff are all friendly and helpful, especially M. and C. who couldn't do enough for us.	How well informed the doctors and nurses kept us. Also, how well treated we were.		Female	6-8	White British	
39	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff are all friendly and they listened to me. They didn't delay our care.	The nurses and [illegible] were patient with me and listened to what I had to say.	Nothing - all done brilliantly.	Male	Under 6	White British	
40	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Great communication. Really friendly, professional atmosphere. Lovely staff checking on us all the time.	Safe, secure environment. Friendly atmosphere.		Male	9-11	White British	
41	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely team.	Staff.	N/A.		6-8	White British	
42	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were excellent, in particular J. & G. Great bedside manner with children.	Children's toys & colouring were excellent. Free TV excellent.	Nothing - fantastic care. Easier access to snacks perhaps.	Female	Under 6	White British	
43	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very helpful and polite.			Female	Under 6	White British	
44	Caroline Thorpe	Yes	Parent/Guardian/Carer	Lovely, friendly staff!	My little girl was looked after very		Female	Under 6	White British	

	Ward				well.					
45	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	I really enjoyed my food but I could not see the clock from my bed.	My tea.	A clock where I could see it when it was dark.	Male	12-15	White British	
46	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The care from all members of staff is spot on and everything is looked at and investigated. Although time is tight for staff, they still focus on making sure parents are equally looked after & cared for. The ward & hospital has improved massively in 5 years.	The level of care, the fact that as a parent you are heard & listened to. Everything is explained in detail.	On this occasion, nothing.	Male	Under 6	White British	
47	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff very friendly, helpful & informative.	Quick. Good advice given. Good reassurance by all. Good communication.	Nothing.	Female	Under 6	White British	
48	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly & helpful nurses. Dr A. was brilliant keeping us up to date with clear & understandable information. Thanks for all your help!			Female	Under 6	White British	
49	Caroline Thorpe Ward	Yes	Not entered	Lovely friendly staff. Made to feel I wasn't alone and [illegible] was looked after very well.	Treated well.	No.	Female	Under 6	White British	

50	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	It always welcoming and a pleasant place to be.	The staff are so friendly, especially S. nurse.	No.	Male	Under 6	White British	
51	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Nice, friendly ward (not sure anyone wants to come to a ward).	Friendly, informative staff.		Male	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Patient	From the moment we arrived, T. was showed such wonderful care. The nurses' sympathy, empathy and patient nature was much appreciated, not only for her but for me as a mother. Thank you so very much to you all - you are amazing.	The consistency of excellent care from the nurses.	Nothing.	Female	Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Both children well looked after. Very friendly. Very good care.			Female		White British	
54	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very caring staff who can't do enough for you. Put my son's mind at ease when some of the treatment could have been scary for a 6 year old.	Everything, especially the staff.	Nothing.	Male	6-8	White British	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fabulous, friendly and efficient staff.	All.	None.	Female	Under 6	White British	
56	Caroline Thorpe	Yes	Parent/Guardian/Carer	Very friendly staff.	Please see above.	Purchase Sky Sports.	Female	Under 6	White British	

	Ward									
57	Caroline Thorpe Ward	Yes	Patient	You looked after me and made sure I was well.	I liked the food and the nurses were lovely.	They were perfect.	Female	6-8	White British	
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Superb medical attention. Kind and polite staff.	Excellent facilities. High level of cleanliness.	Nothing.	Female	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	T. has been very well looked after. We have also been well looked after. We all feel well supported and everything has been explained well.	Care, friendliness, professionalism, kindness, attention to detail. Great to have the support and advice of the adult gastroenterology team.	Food could be better. We were advised by the dietician to follow a low-fibre diet but we struggled to do this with the food options available. We didn't feel T. had enough to eat but appreciate this is difficult.	Male	16-18	White British	
60	Caroline Thorpe Ward	Yes	Not entered	Continued care and support in making myself better and putting my mummy and daddy at ease. Not making me feel scared and informing me what's going on. Service with a smile.	Staff involved me, talked it through, everything. I liked going to school and playroom. Enjoyed the comfy bed.	Good breakfast, not sure on the main courses. Care could not fault.	Female	6-8	White British	
61	Caroline Thorpe Ward	Yes	Patient	Staff super-friendly & take great care of you and make you not worry.	Activities provided.		Female	12-15	White British	
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Friendly environment for kids with cheerful staff.	Nothing!	Female	Under 6	White British	
63	Caroline Thorpe	Yes	Parent/Guardian/Carer	Nice, friendly nurses. Clean.	Friendly, relaxing ward.		Male	12-15	White British	

	Ward									
64	Caroline Thorpe Ward	Yes	Not entered	Staff are brilliant and reassuring.	Staff were amazing.	Allow both parents to stay over at night with the child in the same room.	Female	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Kind and caring staff.	Thoroughness, attentive staff.	N/A.	Male	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Patient	Very well looked after! Really caring staff.	Care, treatment and staff. Great to have open access.		Male	16-18	White British	
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Felt happy with the way my daughter was treated and looked after and the way, as a parent, I was looked after.	Felt well looked after. Dr S. & Dr G. understood our situation and treated our daughter in a way which we were happy with after listening to our concerns.	We are very happy. Nothing we felt could have been done better.		Under 6	White British	
68	Caroline Thorpe Ward	Yes	Not entered	My son was really well looked after. There were plenty of things for him to do.	Food has nice and bed was comfortable.			9-11	White British	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly and helpful staff, willing to explain things when everything is explained about your child. All staff I have met have been lovely and professional, very reassuring when things worry/upset parent. Ward is lovely and clean as	Founding out what was wrong with my child and being well looked after by staff and keeping me updated when they knew. Very happy with all while here.		Male	Under 6	White British	

				are the side rooms.						
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly staff. Super good at their jobs. Very helpful.	Helpful & friendly staff.		Female	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Not entered				Male	16-18	White British	Do not publish
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	Do not publish
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very helpful and friendly staff. Everything very well explained about what would happen. Clean wards. A lovely ward.	Very friendly & helpful staff.	Very happy with everything.	Female	Under 6	White British	
74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	Under 6	White British	
75	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very nice nurses.			Female	6-8	White British	
76	Caroline Thorpe Ward	Yes	Patient	The nurses are really caring and the doctors are really good at getting results back and everyone really cares what happens to you.	I felt really safe and happy with the way my care was handled.	No - it was all great. And a special mention for the lovely student nurses, P. & C.	Female	12-15	White British	
77	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	This ward is bristling with highly professional, compassionate and kind members of staff. Your ability to respond to our	The level of care was exemplary! Clear communication, dedication and most of all - the human quality of	Nothing - we are so grateful and proud of what you do every day. We hope you are too!	Female	9-11	White British	

				concerns, show real kindness and deliver a standard of care that truly represents what the NHS is about. The people who work here are truly dedicated and brilliant. We really need this service.	empathy. Nothing was too much trouble. Thank you.					
78	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Helpful & friendly.			Female	Under 6	White British	
79	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are nice & friendly. Bright & airy ward.			Female	6-8	White British	
80	Caroline Thorpe Ward	Yes	Not entered	All the staff was very caring, very supportive to the parents and explained everything to my child as well as me. They took the time to explain and answer questions.	The level of care of the entire staff.		Female	9-11	White British	
81	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the doctors & nurses were lovely and looked after me and my son. While we were on the ward.	We were all well looked after.	Nothing.	Male	Under 6	White British	
82	Caroline Thorpe Ward	Yes	Patient	Yes! and I am surprised as I had such a bad bad experience here 10yrs ago. I normally refuse to come to	The consultant care was fantastic and was never waiting around, nurses were all lovely.		Female	Under 6	White British	

				NDDH. Caroline Thorpe ward staff have been fantastic!						
83	Caroline Thorpe Ward	Yes	Not entered	Very friendly staff, helpful and polite.	Good facilities, lots of games/DVDs etc.	Nothing - all good.	Male	9-11	White British	
84	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, caring & professional staff. Always have time for you & your questions, despite no doubt being very busy.	The care and attitude of all the staff, medical or otherwise.	Noticed that the top of the toilet pan was not cleaned - stains remained from one day to the next despite the cleaning register showing it had been cleaned more than once.	Female	Under 6	White British	
85	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely staff, nurses & doctors - kept us well informed, especially on how long things would take.	The staff.	Very hot on the ward.	Female	Under 6	White British	
86	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly, helpful and kept us up-to-date. Thank you.			Male	Under 6	White British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Extremely friendly staff. Took very good care of my daughter and my own needs. Thank you!	Everything!		Female	Under 6	White British	
88	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very efficient, friendly & helpful. What a wonderful service North Devon has.	Staff made a real effort to ensure my son was involved in all of care. Being autistic he felt calm & looked after.	Nothing.	Male	9-11	White British	
89	Caroline Thorpe Ward	Yes	Not entered					6-8	White British	Do not publish



90	Caroline Thorpe Ward	Yes	Not entered	From start to finish all of the nurses, HCAs, surgeons were absolutely amazing with B. having autism. They made so much effort in having him feel safe, secure & informed about everything they did. Just such an amazing unit with fantastic staff. Extremely lucky to have such a great children's ward that always goes that extra mile. Thank you.	Everything was more than good. The service provided is one of the best I have come across in dealing with my sons Autism. The staff had so much awareness of his needs and acted in his best interests.	Nothing.	Male	9-11	White British	
91	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Lovely, friendly staff and doctors who obviously care deeply about their patients. We have been completely relaxed that E. has been given the best possible care.	Speed with which E. was seen in A&E and given a bed in the children's ward & how supportive the ward was in having both parents and siblings visit. Also, the teacher who came to visit was brilliant!	I'm not sure. When visiting the hospital can be so daunting and frightening to parents and patients you seem to have an amazing set up.	Female	6-8	White British	
92	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and co-operative/helpful.			Female	16-18	White British	
93	Caroline Thorpe	Yes	Parent/Guardian/Carer	Really well looked after. Felt reassured	Pleasant staff.	N/A.	Female	Under 6	White British	

	Ward			and made to feel comfortable.						
94	Caroline Thorpe Ward	Yes	Not entered	Everyone is very friendly, helpful, calm and relaxed. A lovely positive ward.			Male	16-18	White British	
95	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very kind and helpful.			Female	16-18	White British	
96	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Because my son & I are very welcomed and looked after well by the nurses.	The staff here are lovely & welcoming.		Male	Under 6	White British	
97	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer							
98	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Son was well looked after & cared for.			Male	Under 6	White British	
99	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	First class service from all the staff looking after my daughter.	How well the staff looked after my daughter & all our family.		Female	Under 6	White British	
100	Fortescue Ward	Extremely Likely		Unbelievably kind. So much care given to very poorly people.		To be honest, no. The staff are all wonderful, nothing is too much trouble for them, the food is good, the place is always clean. So lovely, absolutely lovely care.	Female	over 65	White British	
101	Fortescue Ward	Extremely Likely		Very well looked after, thank you. Very kind, warmly welcomed.		I don't think so. Everything seems to be good.	Female	over 65	White British	
102	Fortescue Ward	Extremely Likely		Very good but I am missing my home and my husband.		Not really. I just want to go home but the staff are so very kind. My husband is in the hospital and I would like to	Female	over 65	White British	

						see him.				
103	Fortescue Ward	Extremely Likely					Female	over 65	White British	
104	Fortescue Ward	Extremely Likely		The nursing staff are very understanding and kind, nothing is any bother for any of them.		I don't think so, food is brilliant, so clean, lovely banter with the staff.	Male	over 65	White British	
105	Fortescue Ward	Extremely Likely		The staff have looked after me very well indeed.		No. I have found the staff to be wonderful the way they treat you. Nothing is too much trouble.	Male	over 65	White British	
106	Fortescue Ward	Extremely Likely		Wonderful, absolutely wonderful. Top marks for our housekeeping staff.		No. I cannot fault anything.	Female	over 65	White British	
107	Fortescue Ward	Extremely Likely		I liked and it was friendly. All very nice.		Nothing. All very good! Mix with other people and make people as happy as I can.	Female	Over 65	White British	
108	Fortescue Ward	Extremely Likely		Friendly & competent attention at all times. All staff very helpful.			Female	Over 65	White British	
109	Fortescue Ward	Extremely Likely		I was given every assistance being brought in ambulance direct from Queen St. Surgery. From A&E to MAU to other wards the consultants, registrar, doctors, nurses, HCA, all good, and the food was fine!! Except gap tea/supper to			Male	56-65	White British	

				breakfast as I had no family/relatives or friends to supply me. And came in with nothing.						
110	Fortescue Ward	Extremely Likely		Everybody has been so helpful.			Female	Over 65	White British	
111	Fortescue Ward	Extremely Likely		They made me better so I can leave.			Female	Over 65	White British	
112	Fortescue Ward	Extremely Likely		Been well looked after.			Female	Over 65	White British	
113	Fortescue Ward	Extremely Likely		Good care. Ward is bright & airy. Staff very friendly & kind.			Female	Over 65	White British	
114	Fortescue Ward	Extremely Likely		Attentive & caring staff.			Male	Over 65	White British	
115	Fortescue Ward	Extremely Likely		They have helped to do things for me throughout my stay. They helped with all they could have.			Female	Over 65	White British	
116	Fortescue Ward	Extremely Likely		The staff and everybody are absolutely lovely.		No suggestions. Very good.	Female	Over 65	White British	
117	Fortescue Ward	Extremely Likely		All staff so friendly, made you feel so at ease, I have been in for a week and I had the best treatment possible I will be telling everyone how good it has been.			Female	Over 65	White British	
118	Fortescue Ward	Likely		Very friendly nurses, and helpful.			Male	over 65	White British	
119	Fortescue Ward	Likely		Understaffed so unable to always have time they need		More staff.	Female	Over 65	White British	

				for each patient.						
120	Fortescue Ward	Likely		Brilliant.		More pay for the nurses.		46-55	White British	
121	Fortescue Ward	Likely		F. the OT was very supportive with discharge plan. More communication for OT service than actually nursing staff on ward.		Better communication to relatives with discharge arrangements and daily update of patient.	Female	Over 65	White British	
122	Glossop Ward	Extremely Likely		All of the staff treat you with so much kindness and respect.		I cannot think of anything. All seems good, thank you.	Female	over 65	White British	
123	Glossop Ward	Extremely Likely		Once the hospital got my combination of drugs sorted, everything has been good - that was a bit of a scary time. But I am impressed.		Not really. I am a regular patient here because of my epilepsy.	Male	46-55	White British	
124	Glossop Ward	Extremely Likely		My medical care and treatment has been outstanding - no problem whatsoever. The staff working here are, in my opinion, working under so much pressure, I think they are amazing.		My only comment is I was moved from ICU to HDU and then early evening moved to Glossop. I was put in Bay 1 and I immediately felt very vulnerable due to, in my opinion, the lack of cleanliness. My wife finished up having an altercation with one of the nurses while discussing this issue, and when my wife left the bay, the staff immediately came to clean the areas that were dirty i.e. dried urine on the floor and bits and pieces everywhere was a bit of a	Male	56-65	White British	

						shock after my experience on other wards. That is my only negative. Since being moved to a different bay all has been fine, thank you.				
125	Glossop Ward	Extremely Likely		As a fairly regular patient in our hospital I am as usual highly delighted with my care. 100% quality care.		Difficult to find fault. My only concern is the staff and the workload they have - angels, all of them.	Female	56-65	White British	
126	Glossop Ward	Extremely Likely		The nurses are very good and welcoming.		Free wifi for patients.	Male	26-35	White British	
127	Glossop Ward	Extremely Likely		All the staff are willing, helpful and friendly.			Female	over 65	White British	
128	Glossop Ward	Extremely Likely		Everyone is so helpful and understanding.			Female	over 65	White British	
129	Glossop Ward	Extremely Likely		Excellent service from all the staff.			Male	over 65	White British	
130	Glossop Ward	Extremely Likely		All the staff have been very caring.			Male	over 65	White British	
131	Glossop Ward	Extremely Likely		The staff have been very attentive.			Female	over 65	White British	
132	Glossop Ward	Extremely Likely		The care I have received has been first class. Nothing is too much trouble.		No, nothing I can think of. Food variable but acceptable. Cleanliness is no problem. The nurses are so hardworking and obviously understaffed. So, in my opinion, all working well within the resources.	Male	46-55	White British	
133	Glossop Ward	Extremely Likely		If I could I would give 20 out of 10. Amazing, welcoming, very professional people. So		Nothing I can think of. The staff all give of their very best at all times. The food is good but vegetables spoil it as a little under-cooked. The	Male	over 65	White British	

				hardworking, all of them.		doctors are fabulous, all of them young as well.				
134	Glossop Ward	Extremely Likely		Everyone extremely kind. Very caring, helpful and I would like to thank all the staff. Made me feel really comfortable. 10/10. Thank you.		No. Spot on.	Female	26-35	White British	
135	Glossop Ward	Likely		Generally speaking, I am being looked after very well.		As I stated earlier, generally all has been good. There was an issue two or three nights ago when my catheter came out at c. 3am. I called for help. I was left with the catheter by the bed. I was left lying there soaking wet for about 2 hours. I was not impressed.	Male	over 65	White British	
136	Intensive Care Unit	Extremely Likely		Initially, very worried but the staff were wonderful and professional.		Don't think you could improve the service. No-one could want more. Very impressed with the kindness and compassion of the staff. They have made me comfortable.	Male	36-45	White British	
137	King George V Ward	Extremely Likely		My care could not have been better. Such quality, professional staff.		None at all. All very good, thank you.	Male	over 65	White British	
138	King George V Ward	Extremely Likely		It is the staff - all of them. They make you feel welcome - all very kind and caring.		The ward is fine. Facilities all good. A pity the noisy patients at night cannot be put in a part of the ward away from patients trying to sleep. The Sodexo people are all very hardworking. S. is always around, cleaning up the cups etc. She makes lovely tea.	Male	56-65	White British	

139	King George V Ward	Extremely Likely		Nursing staff has been good.			Female	26-35	White British	
140	King George V Ward	Extremely Likely		Fantastic and friendly staff.			Male	46-55	White British	
141	King George V Ward	Extremely Likely		Good service from friendly staff.			Male	over 65	White British	
142	King George V Ward	Extremely Likely		Good understanding with medical staff, cannot be faulted.			Female	over 65	White British	
143	King George V Ward	Extremely Likely		Very friendly staff.			Female	over 65	White British	
144	King George V Ward	Extremely Likely					Female	over 65	White British	
145	King George V Ward	Extremely Likely		The staff have been wonderful.		I cannot think of anything to say to be truthful. All of my care has been carried out in a professional way by professional staff.	Female	over 65	White British	
146	King George V Ward	Extremely Likely		The hospital, and in particular KGV staff, have been wonderful.		No. I honestly cannot think of one single thing. The nursing staff are all amazing - such professional dedication shown to the patients.	Female	56-65	White British	
147	King George V Ward	Extremely Likely		All very friendly, kind and professional people.		I cannot think of anything in my medical care. Last night though the patient next to me had her drip bell going off for ages during the night causing all of us in the bay being disturbed and could not sleep.	Female	26-35	White British	
148	King George V	Extremely Likely		Friendly and easy to talk to. I feel very		My only negative is lack of staff, especially at night. I feel	Female	26-35	White British	



	Ward			comfortable with the staff.		so sorry for them, so genuine and kind as well, always a smile as they rush about.				
149	King George V Ward	Extremely Likely		Can't beat it. I haven't been in this hospital for years. I am amazed at the improvement. Very professional, kind, hardworking people - all of them. Need more staff in my opinion.		To be honest what more can you do? Very impressed actually, very impressed indeed.	Male	over 65	White British	
150	King George V Ward	Extremely Likely		The ward is great. The nurses set a fine example. My wait in A&E, however, was a different thing - five hours on a trolley with no drink offered. So not impressed there.		Apart from the experience in A&E, no. KGV has raised the bar for sure.	Male	46-55	Other ethnic group	
151	King George V Ward	Likely		Brilliant hospital, good care.			Female	Over 65	White British	
152	King George V Ward	Neither Likely nor Unlikely		My only reason for saying how I feel is that to me and my husband the ward is understaffed and the poor nurses and staff all have to cope. I really feel for them. This will no doubt get worse with resources.		More staff and more funding.	Female	36-45	White British	
153	King	Neither					Female	Over	White	

	George V Ward	Likely nor Unlikely						65	British	
154	King George V Ward	Unlikely		The staff last evening appeared not to listen. I tried to explain that I had pain and being sick.		Start listening to what patients are trying to say.	Female	16-25	White British	
155	King George V Ward	Not entered		I wouldn't recommend that anyone comes to hospital. Very odd question. However, this is a clean, calm ward. Food was lovely but I was not able to eat much of it unfortunately.			Female	46-55	White British	
156	Lundy Ward	Extremely Likely		Excellent service from a friendly staff.			Male	over 65	White British	
157	Lundy Ward	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
158	Lundy Ward	Extremely Likely		The staff have been so attentive.			Male	36-45	White British	
159	Lundy Ward	Extremely Likely		Brilliant treatment from all the staff.			Male	over 65	White British	
160	Lundy Ward	Extremely Likely		Plenty of attentive staff who are willing to help you.			Male	over 65	White British	
161	Lundy Ward	Extremely Likely		Well treated by all staff.			Male	over 65	White British	
162	Lundy Ward	Extremely Likely		Wonderful staff. Cannot fault this ward.			Male	over 65	White British	
163	Lundy Ward	Extremely Likely		All staff at any level are polite, helpful and always cheerful.			Male	over 65	White British	

164	Lundy Ward	Extremely Likely		Very attentive, good staff.			Male	over 65	White British	
165	Lundy Ward	Extremely Likely		Very friendly and helpful staff.			Female	46-55	White British	
166	Lundy Ward	Extremely Likely		Everyone is very friendly.		Satisfied as it is.	Male	over 65	White British	
167	Lundy Ward	Extremely Likely		Staff lovely and the food is very good.		Excellent as it is.	Male	over 65	White British	
168	Lundy Ward	Extremely Likely		All the staff are lovely - so patient.		No. The staff are so good.	Female	46-55	White British	
169	Lundy Ward	Extremely Likely		Friendly and helpful staff. Nothing is too much trouble.		Satisfied as it is.	Male	36-45	White British	
170	Lundy Ward	Extremely Likely		Very professional.		Just put in more investment.	Male	36-45	White British	
171	Lundy Ward	Extremely Likely		The staff are very, very good.		Satisfied as it is but the TV is far too expensive.	Male	over 65	White British	
172	Lundy Ward	Extremely Likely		The staff are thoroughly efficient.		Very good as it is.	Male	over 65	White British	
173	Lundy Ward	Extremely Likely		Friendliness and industry of the staff.		Why does one have to wait so long for discharge notes and prescriptions?	Male	over 65	White British	
174	Lundy Ward	Extremely Likely		Cannot fault it in any way.		Excellent but wifi would be nice.	Male	over 65	White British	
175	Lundy Ward	Extremely Likely		The staff are friendly and helpful.			Female	over 65	White British	
176	Lundy Ward	Extremely Likely		Very friendly and helpful staff.			Male	over 65	White British	
177	Lundy Ward	Extremely Likely		The staff have been excellent including non-medical.			Male	over 65	White British	
178	Lundy Ward	Extremely Likely					Female	over 65	White British	
179	Lundy Ward	Extremely Likely		Very friendly and encouraging staff.			Male	over 65	White British	
180	Lundy	Extremely		Everyone has been so			Female	26-35	White	

	Ward	Likely		good to me while I stayed here. They were kind and understanding without fail and when I was in a lot of pain they were comforting, but also competent. So my pain relief was always administered on time and with utmost care. Everyone does an excellent job from Dr. to cleaner!					British	
181	Lundy Ward	Extremely Likely		The nursing staff are a credit to the hospital. They do an absolutely amazing job.			Male	36-45	White British	
182	Lundy Ward	Extremely Likely		All staff were amazingly kind, cheerful & helpful & encouraging. Only downside was that it was sometimes a bit noisy at night.			Female	56-65	White British	
183	Lundy Ward	Extremely Likely		The surgical team I have always found are wonderful. Then we have the staff. I have been a patient in hospitals in Australia and New Zealand. Never have I been treated with			Male	Over 65	White British	

				such warmth and kindness as when I am a patient in North Devon Hospital. The staff, nurses and all the workers wonderful.						
184	Lundy Ward	Extremely Likely		Really lovely staff, great standard of care. Clean, comfy ward. Just an overnight stay but was very well looked after.			Female	46-55	White British	
185	Lundy Ward	Extremely Likely		The professionalism and friendliness of the staff makes a massive effect on the recovery. Everyone on Lundy & KGV go above and beyond to make sure you're comfortable whilst in, which makes you feel secure and looked after. Thank you to all especially N.		The only thing I think could be improved would be the discharge and arrangement of meds to take home.	Female	26-35	White British	
186	Lundy Ward	Extremely Likely		Looked after well, amazing staff, done everything needed above & beyond.		Night times a little noisy.		Over 65	White British	
187	Lundy Ward	Extremely Likely		Medical advice sound. Staff excellent, knowledgeable and, above all, friendly		Speed up the discharge service.	Male	Over 65	White British	

				and encouraging.						
188	Lundy Ward	Extremely Likely					Female	26-35	White British	Do not publish
189	Lundy Ward	Extremely Likely		The attentiveness of the staff is fantastic.			Male	36-45	White British	
190	Lundy Ward	Extremely Likely		Kindness and care from surgeons, doctors, HCAs and everyone else.			Male	Over 65	White British	
191	Lundy Ward	Extremely Likely		Very happy with care I received. All staff very friendly & helpful. Thank you.			Female	36-45	White British	
192	Lundy Ward	Extremely Likely		All good members of staff. Proper looked after me. Thank you.			Male	26-35	White British	
193	Lundy Ward	Extremely Likely		All the lovely staff.			Male	Over 65	White British	
194	Lundy Ward	Extremely Likely		Lovely staff. Excellent treatment.		No.	Female	Over 65	White British	
195	Lundy Ward	Extremely Likely		Great staff, good team. What more can I say?		None.	Male	Over 65	White British	
196	Lundy Ward	Extremely Likely		Excellent care. Nothing too much trouble when you need help. Very friendly day & night staff. If you have to be ill, highly recommend this hospital - Lundy Ward.			Female	Over 65	White British	
197	Lundy Ward	Extremely Likely		Just amazing.				Over 65	White British	
198	Lundy	Extremely		Found everything			Female	Over	White	

	Ward	Likely		very good.				65	British	
199	Lundy Ward	Extremely Likely		Nurses were very kind and nothing was too much trouble.		The noise at night could be improved.	Female	Over 65	White British	
200	Lundy Ward	Extremely Likely		I would like to say a big thank you for their caring, kindness & courtesy shown me whilst on my stay in Lundy Ward. It's been such a comfort & stress-free recovery for me, as I'm sure lots of other patients! Again, many thanks.		What more can I say? I can't improve on this!!		Over 65	White British	
201	Lundy Ward	Extremely Likely		A very friendly group of nurses, doctors etc. after my experience of 4yrs ago on another ward. It made the hospital very pleasant (if you could call it this when you're poorly). At least if I have to visit again I won't be as apprehensive. A big thank you.			Female	Over 65	White British	
202	Lundy Ward	Extremely Likely		Because I am always honest in my responses whatever the question. I have been looked after very well by a very friendly mix of nurses. But the only			Male	Over 65	White British	

				thing was a very long wait to get tablets delivered.						
203	Lundy Ward	Extremely Likely		I would like to say that the care on this ward could not be any better - the doctors, the nurses and catering staff. The cheerful staff made my stay bearable. Thank you one and all, and all the very best to you. Thank you.			Female	Over 65	White British	
204	Lundy Ward	Extremely Likely		All the staff are so friendly and helpful.		Can't think of any improvements.	Male	Over 65	White British	
205	Lundy Ward	Extremely Likely		Care was very high, staff are professional and very caring. Time was taken to explain to me what was wrong and what they were going to do care-wise. Very grateful to all.		One problem I found was TV - very expensive and did not function correctly.	Male	46-55	White British	
206	Lundy Ward	Extremely Likely		Good staff & communication.				Over 65	White British	
207	Lundy Ward	Extremely Likely		Very understanding, kind and courteous nurses & doctors. Very impressed with overall performance and cleanliness of the ward. Thank you.		No.	Male	56-65	White British	
208	Lundy Ward	Extremely Likely		The kindness & courtesy of the		Examine the possibility of a quicker pharmacy TTA service.	Female	Over 65	White British	



				nursing staff.						
209	Lundy Ward	Extremely Likely		I had bowel cancer surgery done after being diagnosed quite quickly. Staff on Lundy ward are exceptional and I have been treated with total care and attention and understanding. Staff are all very dedicated & professional at all times - a pleasure to meet!		No. Service is excellent!	Female	Over 65	White British	
210	Lundy Ward	Extremely Likely		Everyone on the ward were very friendly and very kind to me. The doctors and nurses & staff were excellent. Thank you.		I do not think you could improve on the service I received, it's brilliant.	Male	Over 65	White British	
211	Lundy Ward	Extremely Likely		Helpfulness, friendliness of all staff throughout. Nothing too much trouble and encouragement also from all staff. What a lovely team in the Lundy Ward.		None - leave it alone.	Female	46-55	White British	
212	Lundy Ward	Extremely Likely					Male	36-45	White British	
213	Lundy Ward	Extremely Likely		Friendly & helpful staff lovely food.			Male	Over 65	White British	
214	Lundy Ward	Extremely Likely		Because everything is good and everyone is			Male	Over 65	White British	

				lovely.						
215	Lundy Ward	Extremely Likely					Male	36-45	White British	Do not publish
216	Lundy Ward	Likely		Staff very helpful and obliging which makes good [illegible] for things to go right. Do not agree with discharging people with no balance.						
217	Lundy Ward	Likely		I was well looked after in my short stay and I give everybody full marks. Thank you.			Male	Over 65	White British	
218	Lundy Ward	Likely					Female	56-65	White British	
219	Lundy Ward	Likely					Male	Over 65	White British	Do not publish
220	Lundy Ward	Likely		Treated well. Good response to questions and help needed. Poor response to getting med. to leave hospital with.			Male	56-65	White British	
221	Lundy Ward	Not entered		Friendly staff.			Female	over 65	White British	
222	Lundy Ward	Not entered		Staff efficient, cheerful & friendly.			Male	Over 65	White British	
223	Lundy Ward	Not entered		I would not recommend anyone to be sick. If they were sick they would not have a choice. I was well treated here			Male	Over 65	White British	

				and have no complaints.						
224	Staples Ward	Extremely Likely		Everything I ask for or need the staff do the best they possibly can.		No, it is difficult. I am feeling a bit confused at times, especially since losing my wife. The people here are looking after me very well.	Male	over 65	White British	
225	Staples Ward	Extremely Likely		Fairly well looked after by staff.			Male	over 65	White British	
226	Staples Ward	Extremely Likely		All very kind. Made to feel very welcome.		No. I cannot think of anything. The staff are wonderful. Just waiting to go home.	Female	over 65	White British	
227	Staples Ward	Extremely Likely		I am being treated so very well here. The staff are all very kind.		No. Everything is fine - the care, the food. I could not ask for more.	Female	over 65	White British	
228	Staples Ward	Extremely Likely		All the staff are so friendly, willing, jolly and helpful!		Not really, it is superb!	Female	Over 65	White British	
229	Staples Ward	Extremely Likely		I have recently moved here, in Swimbridge. That is my main response.				Over 65	White British	
230	Staples Ward	Likely					Female	Over 65	White British	Do not publish
231	Staples Ward	Neither Likely nor Unlikely		Only been in ward a couple of days.		Meals are bland and taste processed - not appetising.	Female	46-55	White British	
232	Staples Ward	Not entered		Don't want to be here in first place.		The food is mushy and bland.	Female	56-65	White British	
233	Tarka Ward	Extremely Likely		Very attentive and helpful staff.			Female	36-45	White British	
234	Tarka Ward	Extremely Likely		Staff helpful and brilliant.		More nurses at ward level.	Female	36-45	White British	
235	Tarka Ward	Extremely Likely					Female	36-45	White British	
236	Tarka Ward	Extremely Likely		Very good and helpful staff.		More nurses necessary on the ward.	Male	over 65	White British	

237	Tarka Ward	Extremely Likely		Friendly and welcoming staff.			Male	over 65	White British	
238	Tarka Ward	Extremely Likely		Have been well looked after by all the staff.			Female	46-55	White British	
239	Tarka Ward	Extremely Likely		The nurses been very good.		Improvements in availability of vehicles to transport to hospital.	Male	over 65	White British	
240	Tarka Ward	Extremely Likely		Always treated so well by everyone.		Very good as it is.	Male	over 65	White British	
241	Tarka Ward	Extremely Likely		The staff have been very good.		The ambulance service was slow.	Male	over 65	White British	
242	Tarka Ward	Extremely Likely		Staff lovely - nothing too much trouble.		Very satisfied as it is.	Female	over 65	White British	
243	Tarka Ward	Extremely Likely		Friendliness. Lovely environment. Nothing is too much trouble.		Excellent as it is.	Female	56-65	White British	
244	Tarka Ward	Extremely Likely					Female	56-65	White British	
245	Tarka Ward	Extremely Likely		Everyone is so kind - cannot be faulted.		Lighting at night could be reduced.	Female	56-65	White British	
246	Tarka Ward	Extremely Likely		Very clean ward and friendly staff.		Satisfied as it is.	Female	over 65	White British	
247	Tarka Ward	Extremely Likely		The staff have been excellent.		The food can be cold.	Male	26-35	White British	
248	Tarka Ward	Extremely Likely		All the staff are very responsive.		Very good as it is.	Male	over 65	White British	
249	Tarka Ward	Extremely Likely		Friendliness of all the staff. The food is very good.		Ok as it is.	Female	56-65	White British	
250	Tarka Ward	Extremely Likely		Nothing is too much trouble.		Very satisfied as it is.	Male	over 65	White British	
251	Tarka Ward	Extremely Likely		All the staff are so good.		Very good as it is.	Male	over 65	White British	
252	Tarka	Extremely		Can't fault the whole			Male	over 65	White	

	Ward	Likely		staff.					British	
253	Tarka Ward	Extremely Likely		A caring and pleasant environment.			Male	over 65	White British	
254	Tarka Ward	Extremely Likely		The ward in general is good.		Maybe improve the time through A&E although I am not blaming the staff down there - pure volume.	Male	over 65	White British	
255	Tarka Ward	Extremely Likely		Being well looked after by all.			Female	over 65	White British	
256	Tarka Ward	Extremely Likely		Friendly and helpful staff.			Male	over 65	White British	
257	Tarka Ward	Extremely Likely		Well looked after by all staff.			Male	over 65	White British	
258	Tarka Ward	Extremely Likely		Well looked after by all the staff.		Bathroom needs an Xpelair to rid the place of steam.	Female	over 65	White British	
259	Tarka Ward	Extremely Likely		Excellent staff.			Female	46-55	White British	
260	Tarka Ward	Extremely Likely		A friendly efficient service that made me comfortable in my vulnerable state. A very competent service. Thanks!			Male	Over 65	White British	
261	Tarka Ward	Extremely Likely		Professional staff, very friendly & helpful. All age groups. Helps make things easier to take. Many thanks. We are lucky in North Devon.		Keep up the good work. Hard to improve upon. Thank you.	Male	Over 65	White British	
262	Tarka Ward	Extremely Likely					Female	Over 65	White British	Do not publish
263	Tarka Ward	Extremely Likely		Kindness. Very helpful, nice people.			Female	Over 65	White British	
264	Tarka Ward	Extremely Likely		The staff mainly. They are all very		The bathroom is too hot! It needs an extractor fan in it. It	Female	56-65	White British	

				professional & polite & nothing is too much trouble. From the domestics to the therapists & nurses they are all the same! I have thoroughly enjoyed (within reason) my stay on Tarka Ward.		almost makes you feel ill when you are in it.				
265	Tarka Ward	Extremely Likely		The care and food have been really wonderful. I have had problems with the bathroom. It really needs an Xpelair fitted. Drying the flesh after a lovely shower is very difficult because of all the moisture still in the air. From the cleaning staff down, the whole time has been a very good experience.		Fit an Xpelair in the bathroom please! From a very satisfied customer.	Female	Over 65	White British	
266	Tarka Ward	Extremely Likely		The nursing staff are brilliant, all very caring & helpful. The room was very comfortable. All in all it was a pleasant experience even though I had had surgery.		Perhaps you could mend the blinds in the side room! It is very light at 4.30 in the morning, but the sunrise was nice!!		Over 65	White British	
267	Tarka Ward	Not entered				None. Doing a great job. Very helpful.	Female	Over 65	White British	

268	Victoria Ward	Extremely Likely		Very highly recommend all of the staff, have been friendly and informative, nothing is too much trouble for them.		No. I must say everything so far has been really good. I am well impressed.	Female	36-45	White British	
269	Victoria Ward	Extremely Likely		The staff are all absolutely wonderful. I am 95 and have lived a long life but these nurses seem to be trying to give me another 95. By the way, this is my first time in Hospital.		No way. In all of my years, I have been reading the nasty stories in the Journal and here I am being given care as if I am royalty. The food is good but really I think it is all down to the staff.	Female	over 65	White British	
270	Victoria Ward	Extremely Likely		All of the staff from Sodexo through to the the consultants are so professional. A thank you to Dr R. and his wonderful team.		No. Everything is really good. One thing - I am insulin dependent diabetic. I have asked but they do not seem to have cheese and biscuits as they used to. That would help with my sugar levels during the night.	Female	46-55	White British	
271	Victoria Ward	Extremely Likely		All the staff are good. The ward is so clean and, after being here for five weeks, believe me I have been treated extremely well. The Sodexo lady ( L.) that serves the food in the evening goes way over and above the way she speaks and treats people, always		No problem at all with NDDH. It is just the amount of time spent waiting to go for major surgery and, basically, blocking a bed!	Male	56-65	White British	

				showing respect .						
272	Victoria Ward	Extremely Likely		Get good treatment from a friendly staff.			Female	56-65	White British	
273	Victoria Ward	Extremely Likely		Been well looked after by all.		Maybe try and reduce noise in the night.	Female	56-65	White British	
274	Victoria Ward	Extremely Likely		Staff attitude is very good.			Male	over 65	White British	
275	Victoria Ward	Extremely Likely		Treated with respect and staff always got time for you.			Male	36-45	White British	
276	Victoria Ward	Extremely Likely		Friendly and helpful staff.		Get cheaper TV and phones.	Male	over 65	White British	
277	Victoria Ward	Extremely Likely		Very friendly and helpful staff.			Male	over 65	White British	
278	Victoria Ward	Extremely Likely		Everything is perfect and fine.			Female	over 65	White British	
279	Victoria Ward	Extremely Likely		Clean. Staff are very caring, friendly and helpful.			Female	over 65	White British	
280	Victoria Ward	Extremely Likely		The treatment, care, cleanliness and staff are excellent.			Male	over 65	White British	
281	Victoria Ward	Extremely Likely		Excellent service from all the staff.		The food could be better, not very appetising. Constant noise from equipment going off which could maybe be indicated by a flashing light instead to reduce the annoyance of other patients?	Male	over 65	White British	
282	Victoria Ward	Extremely Likely		The dedication of the staff.		Very good as it is but more money would help.	Male	over 65	White British	
283	Victoria Ward	Extremely Likely		The staff are so good and kind. A very relaxing ward.		No complaints at all.	Female	over 65	White British	
284	Victoria Ward	Extremely Likely		The staff are brilliant - very caring.		The whole procedure needs speeding up - waiting for	Female	over 65	White British	



						treatment can take too long.				
285	Victoria Ward	Extremely Likely		Made to feel like a person not a number by all the staff.		Nothing immediately apparent.	Female	over 65	White British	
286	Victoria Ward	Extremely Likely		Nice and friendly.		No - very good as it is.	Female	over 65	White British	
287	Victoria Ward	Extremely Likely		Nothing is too much trouble.		Satisfied the way it is.	Female	56-65	White British	
288	Victoria Ward	Extremely Likely		All the staff are wonderful.		All good as it is.	Female	over 65	White British	
289	Victoria Ward	Extremely Likely		All the staff are very friendly - it is easy to communicate.			Female	over 65	White British	
290	Victoria Ward	Extremely Likely		All staff excellent. No complaints.		Waiting to go to Exeter. Why can this not be treated here?	Male	over 65	White British	
291	Victoria Ward	Extremely Likely		The incredible staff. Nothing is too much trouble for any of them.		I have been on Victoria Ward for six weeks and everything has been fine.	Female	46-55	White British	
292	Victoria Ward	Extremely Likely		The staff are truly wonderful. So kind and caring.		Everything is fine - the medical care, the food. Sodexo ladies are fabulous - so thorough in their cleaning. Plus, ladies serving the food. The doctors are wonderful, caring people.	Female	Prefer not to say	White British	
293	Victoria Ward	Extremely Likely		Brilliant. Cannot speak highly enough of any of them. First class treatment from everyone.		Not in my eyes. no. All angels - hardworking angels as well.	Prefer not to say	over 65	White British	
294	Victoria Ward	Extremely Likely		Brilliant, absolutely brilliant. So dedicated and professional. First time in hospital but		I personally do not think our hospital can improve their care with resources available. Thank you to all of you.	Male	Prefer not to say	White British	

				my experience has been first class.						
295	Victoria Ward	Extremely Likely		The staff are lovely. The food is good. The porters are good. That's about it really.		All very good. I have noticed relatives using the patients' toilet - not good as I have been asked not to close the toilet door when in there.	Female	over 65	White British	
296	Victoria Ward	Extremely Likely		Fantastic all of the staff - that is from domestic staff through to the consultants.		Not really. In my opinion, the staff are on top of everything and doing a good job.	Male	over 65	White British	
297	Victoria Ward	Extremely Likely		The staff was out of this world. Nothing was too much trouble.		You can't.	Female	56-65	White British	
298	Victoria Ward	Extremely Likely		Very happy with the care provided for him.		Cannot see any room for improvement.	Male	Over 65	White British	
299	Victoria Ward	Extremely Likely		I have found everyone so friendly and cheerful - which helps in every way. The best of luck and wellbeing to you all. With my love, from M.						
300	Victoria Ward	Extremely Likely		All the staff have been very friendly helpful and caring. I have been a patient several times. Each time has been the same. So well done everyone.			Female	Over 65	White British	
301	Victoria Ward	Extremely Likely		Care was excellent from A&E to MAU to			Male	Over 65	White British	

				Victoria ward. Results of tests were not discussed with me unless I particularly asked. Major frustration at having to wait for transfer to Exeter.						
302	Victoria Ward	Extremely Likely		Nothing seems to be a nuisance to the staff even through the night. Very helpful, very friendly. Thank you so much for making my stay as pleasant as possible.						
303	Victoria Ward	Extremely Likely		All staff very friendly & efficient.		All services & treatment have been perfect.	Male	Over 65	White British	
304	Victoria Ward	Extremely Likely		The courtesy, consideration and care given by all members of staff.			Female	Over 65	White British	
305	Victoria Ward	Extremely Likely		Everybody is professional, helpful & very polite. It has been a pleasant experience. Thank you.		None.	Male	Over 65	White British	
306	Victoria Ward	Extremely Likely		Because the staff are all friendly and efficient. You get the greatest treatment with care and understanding.		The food needs to be a lot hotter. The hospital discharge (going home) process is very slow. And the car park needs to be much bigger.	Female	56-65	White British	
307	Victoria Ward	Extremely Likely		Very pleased with the service.		You must be careful the day nursing staff can speak & understand English.	Male	Over 65	White British	

308	Victoria Ward	Likely		The staff on meals do not hurry.			Male	over 65	White British	
309	Victoria Ward	Likely		Everyone does their best for you. It's lovely - they look after everyone here.		None at all. Everything is run lovely.	Female	Over 65		
310	Victoria Ward	Not entered		It's the best we have.		Build a new hospital.	Male	Over 65	White British	