

Acute Inpatient Wards - North Devon District Hospital - 'Friends and Family Test' Patient Feedback - Nov-16

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

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

Quantitative Results

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

'Would recommend' percentage is calculated as follows:

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

'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			First class care received from the moment I arrived. No complaints or negative observations. Thank you to you all.	Female	over 65	White British	
2	Acute Stroke Unit		Extremely Likely				Female	16-25	White British	
3	Acute Stroke Unit		Extremely Likely	First class care and treatment. Wonderful, kind, caring people, doing their very best at all times.		I have found the food very good. Everything is good actually. I cannot find a word to say wrong about this ward. K. and S. always make me smile.	Male	over 65	White British	
4	Acute Stroke Unit		Extremely Likely	Wonderful staff. All very busy. I really do not know how they cope with it. The staff just never stop. Amazing people, what would we do without them?		I cannot fault anything at all with the general care given etc. All so clean, food etc. is fine. Just a question, when the doctor comes around, giving so much good information and explaining things about what they will be doing and medication, would	Female	over 65	White British	

						it be possible, as they must surely write it up in their notes, for the patient to have a copy. That way, instead of forgetting half of the information given, we as the patient would be able to refer back to it.				
5	Acute Stroke Unit		Extremely Likely			My only issue was having to ask for more information. I do realise a lot of patients probably do not want to know everything but I do and just that I had to ask the doctor to come back and see me while my husband was with me to explain everything going on with my health and the future care I will need.	Female	over 65	White British	
6	Acute Stroke Unit		Extremely Likely	If you have to have treatment you couldn't go to a better ward but good luck finding it. The nursing staff are very professional and friendly. The medical and nursing staff work to a very high standard and care across all departments is very well coordinated & the ancillary staff work hard to keep the ward clean. All in all a most excellent		This is a very tight ship - exceptionally well run. Just keep doing what you are doing.	Male	56-65	White British	

				ward.						
7	Acute Stroke Unit		Extremely Likely	Immediate care, attention and kindness.		The only thing that I would say is that the shower / WC is being cleaned with a product that is leaving an unpleasant smell (very) compared to MAU where there is no smell - it is off-putting.	Male	56-65	White British	
8	Acute Stroke Unit		Extremely Likely	Very helpful, pleasant and informative every step of the way.			Female	56-65	White British	
9	Acute Stroke Unit		Extremely Likely	All staff - doctors, nurses, cleaners - extremely helpful and caring.		Very little to improve on. Thank you.	Female	Over 65	White British	
10	Acute Stroke Unit		Likely	I have only been on the unit a short time so difficult to make a true statement. However, in my time, all seems pretty good.			Female	46-55	White British	
11	Capener Ward		Extremely Likely	Nothing too much for the staff, very attentive.			Female	over 65	White British	
12	Capener Ward		Extremely Likely				Female	over 65	White British	
13	Capener Ward		Extremely Likely	Well treated by all.			Female	over 65	White British	
14	Capener Ward		Extremely Likely	All staff are excellent, including non-medical.		Physiotherapy need to have better communication with patients. Problem was explained but felt that the physiotherapist did not listen.	Female	16-25	White British	
15	Capener		Extremely Likely	Because the staff are			Female	over 65	White	

	Ward			friendly and confident and kind.					British	
16	Capener Ward		Extremely Likely	Very well looked after by all the staff.			Female	over 65	White British	
17	Capener Ward		Extremely Likely	The care has been exceptional.		Individual follow-up after the ward round by a medical practitioner to explain what the consultant said or intends as the consultants talk among themselves.	Female	46-55	White British	
18	Capener Ward		Extremely Likely	Very well looked after so well by all staff.		Front line staff completely overworked and appear to always put the patient first.	Male	56-65	White British	
19	Capener Ward		Extremely Likely	The service is first class.			Male	over 65	White British	
20	Capener Ward		Extremely Likely	Staff very well organised and friendly.			Female	36-45	White British	
21	Capener Ward		Extremely Likely	Well looked after.			Female	over 65	White British	
22	Capener Ward		Extremely Likely	Friendly and welcoming staff.		The clinicians in A&E need to listen more closely to the patient. Felt that would not listen until the consultant arrived when the situation was resolved an hour later.	Male	36-45	White British	
23	Capener Ward		Extremely Likely	Quiet and friendly ward, well-staffed.			Male	56-65	White British	
24	Capener Ward		Extremely Likely	Friendly and helpful staff. Always had a smile on their faces. Sammy Hannah and Hayley are top staff. Very happy with my visit.						
25	Capener Ward		Extremely Likely	Kind, efficient staff!			Female	Over 65	White British	

26	Capener Ward		Extremely Likely	My care given & friendliness of staff.		It would be lovely if staff could work less hours & be given more money in their wage packet.	Female	Over 65	White British	
27	Capener Ward		Extremely Likely	I have given a very positive response because the nurses have been great with me. They listened to my every need and have always responded very quickly to my requests. The care and concern they have shown me has given me great confidence in my stay here and restored my faith in humanity.		The only issue I have had was when a patient was being very loud & abusive towards staff which disturbed me trying to get some rest.	Male	26-35	White British	
28	Capener Ward		Extremely Likely				Male	Over 65	White British	Do not publish
29	Capener Ward		Extremely Likely	Barnstaple is my local hospital (for now!!).		No.	Male	56-65	White British	
30	Capener Ward		Extremely Likely	Good, helpful staff. Friendly. So much going on all the time. Don't know I'll be home (?) but 4 days is enough for me. Ready to go home as soon as possible.			Female	Over 65	White British	
31	Capener Ward		Extremely Likely	There is no doubt in my mind that North Devon healthcare is the best in this country. Every one of		You have reached perfection.	Male	Over 65	White British	

				the nursing staff are the best you could wish for. Every department this hospital are second to none and those in charge should be proud of themselves. Many thanks to you all.						
32	Capener Ward		Extremely Likely	All staff on this ward concern themselves with ensuring family are welcome - informed and treated with friendly respect and care. We feel confident and at ease leaving loved ones at the end of visiting hours knowing the quality of care they are receiving.			Female	Over 65	White British	
33	Capener Ward		Extremely Likely	All the staff are very friendly and helpful. Nothing is too much trouble!!		Everything runs very nicely!	Female	Over 65	White British	
34	Capener Ward		Extremely Likely	The standard of care I received from everyone in every department was over and above any score you could give. The front line staff were helpful, friendly, went out of their way to explain everything.			Male	56-65	White British	

				This includes everyone from the doctors, nurses HCA and the Sodexo staff. Hospital food excellent.						
35	Capener Ward		Likely	Staff are really good, including non-medical.		Lack of nursing staff - overworked.	Female	56-65	White British	
36	Capener Ward		Neither Likely nor Unlikely	A lot of young staff that needs direction and leadership.			Male	over 65	White British	
37	Capener Ward		Unlikely	Staff appear to be overworked but are always available to help.			Male	46-55	White British	
38	Caroline Thorpe Ward		Extremely Likely	The staff are lovely and helpful. Food not bad.		Feel the buzzer is to be used only in an emergency. When needed to be taken to the loo sometimes a bit slow in coming.	Female	Under 16	White British	
39	Caroline Thorpe Ward		Extremely Likely	Staff informative and helpful. Nothing is too much trouble.		On Monday, four staff ignored request for child to have a hospital identity bracelet. Today, Wednesday, still does not have one. So unable to check prior to medication being given.	Male	Under 16	White British	
40	Caroline Thorpe Ward		Extremely Likely	The staff are helpful and answer loads of questions - nothing too much trouble.		Parents' room not well placed or stocked.	Female	Under 16	White British	
41	Caroline Thorpe Ward		Extremely Likely	The staff are fantastic.		Keep this service.	Male	Under 16	White British	
42	Caroline Thorpe		Extremely Likely	The ward staff are good.		All good.	Female	Under 16	White British	

	Ward									
43	Caroline Thorpe Ward		Extremely Likely	The staff are friendly and keep me well informed.		Everything is good - better than Exeter.	Male	Under 16	White British	
44	Caroline Thorpe Ward		Likely				Female	Under 16	White British	Do not publish
45	Caroline Thorpe Ward		Likely	Everyone friendly.		All good. A nice hospital.	Male	Under 16	White British	
46	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Wonderful staff, fantastic care.	Nurses were brilliant, so friendly and helpful. No matter how busy go out of their way to provide the best care possible even if just for a chat.	Room wasn't cleaned whole 5 days of being here.	Male	Under 6	Mixed / Multiple ethnic groups	
47	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Great care from all the nurses.	Everything.	N/A.	Male	Under 6	White British	
48	Caroline Thorpe Ward		Yes	Excellent service throughout. All staff wonderful.	Everything!	Nothing.	Male	12-15	White British	
49	Caroline Thorpe Ward		Yes	You have been so helpful. Everyone here has been knowledgeable and have changed the course of action for us in the best way possible.	Helpful staff. Quiet.	N/A.	Male	Under 6	Other ethnic group	
50	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very friendly and helpful.						

51	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Well looked after by nurses.	Looked after by nurses well.	Could of been told more about what was going on.	Male	6-8	White British	
52	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Really efficient care, both from nursing staff & doctors seen. Very reassuring whilst examining daughter. Action plan given too, explained really well.	All staff in contact with daughter were great.		Female	Under 6	White British	
53	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very good all the time.	My boy loves the food & games room.	Nothing.	Male		White British	
54	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very friendly and welcoming staff, explain everything well to child and parents.	Staff helpful and do what they can to accommodate what was needed.		Female	Under 6	White British	
55	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff are so friendly & caring. Made our short trip, very welcoming. Thank you.	The friendliness of the staff.	Nothing.	Female	Under 6	White British	
56	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Everyone is very friendly and helpful.	The staff are very helpful, always making sure you're ok.	Nothing. The staff are brilliant. Room could be bigger.	Female	Under 6	White British	
57	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly, approachable staff. Informative. Efficient.	See previous answer.	N/A.	Male	Under 6	White British	
58	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Wonderful service with smiley faces and sympathetic attitudes. They were great.			Male	Under 6	White British	
59	Caroline	Parent/	Yes	Everyone really	Having access to	Nothing.	Male	9-11	White	

	Thorpe Ward	Guardian/ Carer		pleasant and caring. My son felt very safe here and as comfortable as possible.	tea/coffee, making breakfast too. Being able to stay with my son.				British	
60	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All staff very professional and kind and caring.	The care provided.		Female	Under 6	White British	
61	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All staff very kind and explained all of what they were doing and why.	The outcome.		Female	Under 6	White British	
62	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Lovely staff, fast and efficient service.						
63	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Everybody went above and beyond to make us welcome, and gave me all the information I needed. I can't fault anything. I am extremely grateful & thankful to all staff here!!!	The staff and their caring attributes x.	Nothing as far as concerned. Don't change! Staff are a credit to hospital. Thank you! x.	Male	Under 6	White British	
64	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	We were looked after very well & kept informed with what was being done to find out our daughters symptoms. Thank you very much.			Female	Under 6	White British	
65	Caroline Thorpe Ward	Patient	Yes	Welcoming, lovely staff. Thorough, professional and friendly. Wish all	Staff, atmosphere.	Nothing.	Female	16-18	White British	

				wards were like this one.						
66	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Approachable, friendly, welcoming, empathetic, caring, understanding, informative.	As previous answer.	N/A.	Male	Under 6	White British	
67	Caroline Thorpe Ward	Patient	Yes	Daughter well looked after in SCBU. Son treated amazingly with total care on CT ward.			Male	Under 6	White British	
68	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Well looked after and lots of reassurance, good advice.	Made sure patient was checked thoroughly and very nice doctors and nurses.		Female	Under 6	White British	
69	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Both M. & the consultant have been so lovely and caring with our son and ourselves. We are very happy with all the staff & facilities. Very happy to be going back to our holiday house!			Male	Under 6	White British	
70	Caroline Thorpe Ward	Patient	Yes	I would tell them 'Yes' because you feel very welcome and if you have any questions you can just ask. If you get bored then they will find you something that you can do and	Everything.	Nothing that I can think of.	Female	9-11	White British	

				the care they give you is far and beyond.						
71	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff.	Lovely, quiet space. Amazing staff.		Female	16-18	White British	
72	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Clean, tidy ward, friendly staff. Very equip for kids of all ages.	Lots to do, friendly.	Nothing.	Male	12-15	White British	
73	Caroline Thorpe Ward	Patient	Yes	Because all of the nurses are nice and I had good fun here.	School and the nurses.	Nothing.	Male	12-15	White British	
74	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Prompt and thorough service.	Friendly, helpful and quick service.	N/A.	Male	Under 6	White British	
75	Caroline Thorpe Ward	Patient	Yes	Because the man who looked after me did all he could do for me.	I was given lots of colouring pictures and stencils.		Female	6-8	White British	
76	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff very caring and helpful.	The fact that the nurses kept me informed about what was going on.	Not in my eyes, no.	Male	Under 6	White British	
77	Caroline Thorpe Ward		Yes	Been here as both a patient and with my new born baby. Absolutely fantastic care by every team, every single time.	A high level of care every time. We would all be completely lost without these hospital services.	Nothing at all.	Female	Under 6	White British	
78	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All staff were lovely people. Very helpful and kind, especially A.!!			Male	Under 6		
79	Caroline Thorpe	Parent/ Guardian/	Yes	From the paramedics to surgeons to nurses	Nothing was too much bother.		Male	12-15	White British	

	Ward	Carer		everybody has been fantastic. Thank you so much for looking after my son.						
80	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Excellent care. Lovely team.			Female	6-8	White British	
81	Caroline Thorpe Ward		Yes	I have been so impressed with the help and support from all the staff from A&E to the Caroline Thorpe ward. I cannot tell you how grateful I am for everything you have all done.	Kind, friendly and helpful staff. All the toys and facilities on site. Tea, coffee and breakfast for tired parents!	Nothing - it's been great.	Male	Under 6	White British	
82	Caroline Thorpe Ward		Yes	Everyone so helpful, friendly, understanding, very professional service, told us everything that was going on and what was going to happen next. Thank you to all the staff.	Everything.	Nothing.	Female	6-8	White British	
83	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very helpful staff. Kept me informed with all decisions.	Helpful staff.	N/A.	Female	Under 6	White British	
84	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff very helpful and friendly. Very tidy and clean. Well-presented staff.	Our little boy was attended to and helped in every way possible.	Nothing, all was perfect.	Male	Under 6	White British	
85	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly staff willing to help, accommodating.	The care we received.	N/A.	Male	Under 6	White British	

86	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Male	Under 6	White British	
87	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Quick response from staff. Nothing was too much trouble. Felt like staff were doing all they could.	Excellent, friendly staff with good knowledge. Kept us updated on progress & tests etc. We spent a lot of time with V. & J. who were great with our baby.	N/A.	Female	Under 6	White British	
88	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Lovely, friendly staff. Good facilities. Really well looked after.	The staff.		Male	Under 6	White British	
89	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The care has been outstanding & we have felt in very safe hands. Thank you all so much.	Care. Regular obs. Speedy scan results.		Male	6-8	White British	
90	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes		Everyone very friendly.		Male	16-18	White British	
91	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Kind, helpful staff!	Kind, friendly staff.		Female	Under 6	Mixed / Multiple ethnic groups	
92	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very helpful staff.	Was seen very quickly and very helpful.	All perfect.	Male	Under 6	White British	
93	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Really friendly and helpful.			Male	Under 6	White British	
94	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very kind and caring service given. Very good with children.			Male	Under 6	White British	

95	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All the nurses & doctors are fantastic, friendly and explain everything so well.	The nurses.	Nothing.	Male	Under 6	White British	
96	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Because we've been well looked after. E. is happy. Very welcoming. Lots of toys & friendly.	The care plus good facilities for child and parents.	We were happy.	Female	Under 6	White British	
97	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Fantastic care given to my son during his brief stay in hospital. Attentive & thoughtful.	Attentive, caring and thoughtful staff.		Male	Under 6	White British	
98	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	It's an amazing ward with lovely staff who are extremely competent and try their best to put parents at ease. The food is also very good.			Male	Under 6	White British	
99	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	We have been so well looked after. 5* treatment from day surgery to Caroline Thorpe. Thank you so much x.	The staff are so patient, full of high spirits. They make sure you have everything you need.	Nothing x.	Female	12-15	White British	
100	Caroline Thorpe Ward	Patient	Yes	Good, friendly staff. Looked after well.	Accommodating environment. Helpful staff explain things well.		Male	16-18	White British	
101	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All the staff are friendly and have always kept us informed with what's	How quick we were seen and sorted.	Nothing.	Male	6-8	White British	

				happening.						
102	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff are polite and welcoming. They gave great support and excellent care to L. I cannot thank the team enough.	Absolutely brilliant! Good hygiene and service.		Female	Under 6	White British	
103	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All the nurses and team very helpful. Amazing and caring.			Female		White British	
104	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All staff are with smile on the face and happy to help.	Relaxed and clean.		Male	Under 6	Asian / Asian British	
105	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Kind, caring care from all who saw.		Time to prepare medication.	Male	Under 6	White British	
106	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	All the staff have been very helpful and helped L. feel at ease. They explained everything in full and treated L. with care.	All of it and great team.	Having the canteen open on a Saturday and Sunday.	Male	6-8	White British	
107	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Very well looked after.	The care given to my son.		Male	Under 6	White British	
108	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff were friendly, caring. Wards were clean and tidy. Light airy rooms.	See question before.	Nothing. Fantastic service.	Male	9-11	White British	
109	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	My daughter got the treatment needed.	My daughter is getting better.		Female	Under 6	White British	
110	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The care has been amazing. My daughter was very worried, as was I, and	Brilliant staff. Clean facilities. All procedures explained.		Female	12-15	White British	

				all the staff handled us brilliantly. Ward lovely and clean. Thank you.						
111	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Everyone on the ward were brilliant, very friendly & professional.	Everything. Nurses, doctors, paediatrician were fantastic.	Nothing.	Female	6-8	White British	
112	Caroline Thorpe Ward		Yes	Because you're nice to children and adults.	Because I had cream on my hand and the needle didn't hurt. The food was nice.	Nothing.	Male	6-8	White British	
113	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Happy with care and outcome.	Results.	Nothing.	Male	Under 6	White British	
114	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes				Male	6-8	White British	Do not publish
115	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly staff that make you feel at ease at a distressing time. Regularly updated and visited by doctors & nurses on your child's progress.	Level of care.	Nothing at all.	Female	Under 6	White British	
116	Caroline Thorpe Ward		Yes	Because it's good care and gave much good care and all medicine.	The staff was really friendly and the food was good.	Nothing.	Female	12-15	White British	
117	Caroline Thorpe Ward		Yes	All staff very friendly and very fast service. Baby was in great care. You always feel safer with nice staff.	Nice staff and was seen to very quickly.	Nothing more.	Female	Under 6	White British	

118	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The care has been great and the doctors and nurses are fantastic. Very happy.	The care and staff.	Nothing.		Under 6	White British	
119	Caroline Thorpe Ward	Patient	Yes	Because the doctors and nurses were very caring and helped me when I was in pain and are there 24 hours a day.	Because the doctors and nurses were very caring.		Male	12-15	White British	
120	Caroline Thorpe Ward		Yes	I like it. I feel safe. The people are kind and very friendly.	I was looked after very well.	Nothing.	Female	6-8	White British	
121	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Well looked after & all the staff have been very nice.	Lovely.	Nothing.	Male	16-18	White British	
122	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Friendly.	School room, very helpful. Playroom, great.	Dealt with things a bit quicker.	Female	Under 6		
123	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Excellent service. Lovely staff. Helpful. Friendly. Fantastic care overall. Thank you!			Female	Under 6	White British	
124	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	My son was very ill with croup. He took a major turn for the worse and his windpipe was starting to swell and he couldn't breathe. Due to the quick action and experience of the staff here he had a tube put in so he could breathe	All the doctors, specialists, nurses and students that have seen or had contact with my N. (my son) have been so kind and considerate. They are under so much pressure to give everyone attention. But we felt so worried	Nothing. The service of the NHS is fantastic. What the staff do goes over and above what is required/contracted. If Barnstaple hospital closed, my son may not be alive today.	Male	Under 6	Asian / Asian British	

				properly and was sedated. He was then transferred to Bristol, was looked after in ICU (intensive care) for 5 days and then transferred back to Barnstaple hospital for further observation.	and was given great support from all staff.					
125	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	My daughter was well attended to. Staff were friendly, helpful and professional.	Everything! The story teller was magical!	Getting a prescription took 3 hours, possible shorter time?	Female	Under 6	White British	
126	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Staff & nurses are brilliant. Helped my son & myself out. Very helpful.	Everyone was so helpful.		Male		White British	
127	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	The staff are really friendly and caring and we are always kept informed about our daughter's treatment.	The staff are great with my daughter, putting her at ease when she's upset. The room we are in is peaceful and my daughter is able to have all of her things around her.	The treatment has been great. Unfortunately, the TV doesn't work which would have been a good distraction.		6-8	White British	
128	Caroline Thorpe Ward	Parent/ Guardian/ Carer	Yes	Caroline Thorpe Ward nurses and doctors are very supportive and understanding. They know my son and his needs. They are very	Nurses and doctors very helpful and give good support.		Male	9-11	White British	

				helpful with him even when he can be difficult.						
129	Caroline Thorpe Ward	Patient	Yes				Male	9-11	White British	Do not publish
130	Fortescue Ward		Extremely Likely	Treated very well.			Female	over 65	White British	
131	Fortescue Ward		Extremely Likely	Great care given to me at all times.		No. Everything was great.	Female	Over 65	White British	
132	Fortescue Ward		Extremely Likely			Nothing. It was excellent!	Female	Over 65	White British	
133	Fortescue Ward		Extremely Likely	Very caring, loving staff. Even the bank staff were very good at getting to know the patients. Every request for assistance, equipment or tests dealt with timely and positively. Thank you.		Perhaps offer very small portions of food on tea plates. Small portion still very large for elderly, sick with low appetite.	Female	56-65	White British	
134	Fortescue Ward		Likely	Staff were great and looked after me ok.		None.	Male	56-65	White British	
135	Fortescue Ward		Likely	Good care. Some poorly cooked food.		A slightly lighter lard with the cooking, especially the pastry & cake.	Female	Over 65	White British	
136	Fortescue Ward		Likely	Some nursing staff have been very good. Pressures of time have meant that some have not been punctual with care. The staff have too much to do.		More staff. Food portions could be larger - even when large box is ticked.	Female	Over 65	White British	
137	Fortescue Ward		Neither Likely nor Unlikely	Do not always agree with each other and		Consider all opinions - age as well - from 94 .	Female	Over 65	White British	

				me. But food and service good.						
138	Glossop Ward		Extremely Likely	Good treatment. All the staff are very polite and helpful.			Female	over 65	White British	
139	Glossop Ward		Extremely Likely	The treatment received has been good.			Female	over 65	White British	
140	Glossop Ward		Extremely Likely	Because the staff been very kind.			Female	over 65	White British	
141	Glossop Ward		Extremely Likely	Well treated by all the staff.			Female	over 65	White British	
142	Glossop Ward		Extremely Likely	Very friendly staff and helpful.			Female	over 65	White British	
143	Glossop Ward		Extremely Likely	Very well treated.			Male	over 65	White British	
144	Glossop Ward		Extremely Likely	Been treated with professionalism.			Male	over 65	White British	
145	Glossop Ward		Extremely Likely	Well treated.			Male	over 65	White British	
146	Glossop Ward		Extremely Likely	Very good and friendly staff.			Male	over 65	White British	
147	Glossop Ward		Extremely Likely	Very good, friendly staff.			Male	over 65	White British	
148	Glossop Ward		Extremely Likely	Everyone has been helpful.			Male	56-65	White British	
149	Glossop Ward		Extremely Likely	Everyone has been good to me.			Male	26-35	White British	
150	Glossop Ward		Extremely Likely	Been treated with respect by all.		Not enough medical staff. It appears to be top heavy management wise.	Male	over 65	White British	
151	Glossop Ward		Extremely Likely	Well looked by all staff, including non-medical			Female	over 65	White British	
152	Glossop Ward		Extremely Likely	Excellent, helpful staff.			Female	over 65	White British	

153	Glossop Ward		Extremely Likely	Well looked after by everyone.			Male	16-25	White British	
154	Glossop Ward		Extremely Likely	The attitude and care of the staff has been good.			Male	over 65	White British	
155	Glossop Ward		Extremely Likely	Friendliness and well looked after.			Male	56-65	White British	
156	Glossop Ward		Extremely Likely	Extremely happy with the excellent treatment I have received. Very caring staff.			Male	Over 65		
157	Glossop Ward		Extremely Likely	All staff brilliant.			Male	Over 65		
158	Glossop Ward		Likely	Very friendly.			Female	26-35	White British	
159	Glossop Ward		Likely	Well looked after by all.			Male	over 65	White British	
160	King George V Ward		Extremely Likely	Very friendly staff, well looked after.		The range of food on offer could be wider.	Female	36-45	White British	
161	King George V Ward		Extremely Likely	Well looked after by all staff.		Be prepared to listen to what the patient is saying about their illness.	Female	26-35	White British	
162	King George V Ward		Extremely Likely	So kind and considerate. The staff are excellent.			Female	over 65	White British	
163	King George V Ward		Extremely Likely	The staff are fantastic - nothing is too much trouble for them.			Female	56-65	White British	
164	King George V Ward		Extremely Likely	All friendly and helpful.			Female	over 65	White British	
165	King George V Ward		Extremely Likely	Good staff. We are being well looked after.			Female	over 65	White British	

166	King George V Ward		Extremely Likely	Well looked after.			Female	over 65	White British	
167	King George V Ward		Extremely Likely	Treated so well by professionals.		For patients who find it hard to communicate, e.g. due to onset of Alzheimer's, perhaps a few visual aids would be helpful i.e. a pain assessment tool with smiley faces.	Female	56-65	White British	
168	King George V Ward		Extremely Likely	Well looked after by all of the staff.			Female	56-65	White British	
169	King George V Ward		Extremely Likely	The staff have been friendly and helpful.			Female	46-55	White British	
170	King George V Ward		Extremely Likely	Very well looked after by all.			Female	over 65	White British	
171	King George V Ward		Extremely Likely	The staff are excellent and can't be faulted.		The food could be better. Too bland.	Female	over 65	White British	
172	King George V Ward		Extremely Likely	I have had very good care.			Female	over 65	White British	
173	King George V Ward		Extremely Likely	Very knowledgeable and friendly.		The food needs improvement i.e. temperature is too cold.	Female	46-55	White British	
174	King George V Ward		Extremely Likely	Well looked after by all the staff.			Female	over 65	White British	
175	King George V Ward		Extremely Likely	The care has been amazing.			Female	26-35	White British	
176	King George V Ward		Extremely Likely	Everyone has been friendly and helpful.		Waiting time for medication on discharge is still a problem. I have just been told I will need to wait four hours.	Female	26-35	White British	

177	King George V Ward		Extremely Likely	Everyone is excellent			Female	over 65	White British	
178	King George V Ward		Extremely Likely	Staff are very busy and helpful			Male	over 65	White British	
179	King George V Ward		Extremely Likely	Well looked after by friendly staff.			Female	over 65	White British	
180	King George V Ward		Extremely Likely	The care has been fairly good.			Female	46-55	White British	
181	King George V Ward		Extremely Likely	Staff very friendly. A clean and bright ward.			Female	26-35	White British	
182	King George V Ward		Extremely Likely	Very kind and friendly staff.			Female	over 65	White British	
183	King George V Ward		Extremely Likely	Well looked after.			Female	36-45	White British	
184	King George V Ward		Extremely Likely	Well looked after by all the staff.		Staff appear to be overworked at times.	Female	over 65	White British	
185	King George V Ward		Extremely Likely	The staff have been good.		Communication could be improved between consultant and patient.	Female	46-55	White British	
186	King George V Ward		Extremely Likely	Very helpful and friendly.			Female	over 65	White British	
187	King George V Ward		Extremely Likely	Helpful staff, cleanliness in ward.			Female	16-25	White British	
188	King George V Ward		Extremely Likely				Female	16-25	White British	

189	King George V Ward		Extremely Likely	Friendly staff who can't do enough for you.			Female	over 65	White British	
190	King George V Ward		Extremely Likely	The staff on this ward were kind and professional and very helpful in every way. Thank you all very much.			Female	16-25		
191	King George V Ward		Extremely Likely	Came onto ward early hours of the morning and had a warm welcome. Had a nice experience with my unfortunate surgery.			Female	16-25	White British	
192	King George V Ward		Extremely Likely	A big team effort from all the staff making me feel happy and relaxed during my stay.		Keep pushing for increase in money / budget. You do a great job.	Female	56-65	White British	
193	King George V Ward		Extremely Likely	Well looked after.		Coffee too strong.	Female	Over 65	White British	
194	King George V Ward		Extremely Likely				Female	Over 65	White British	Do not publish
195	King George V Ward		Extremely Likely	Nursing staff very kind, caring and attentive but the O.T., N.J., was fantastic! She made us feel she understood my mum's and our perspective. She got things done promptly		Not really. We were upset that the consultant, Mr Q., queried why my mum was there in front of her saying 'she shouldn't be here'. He meant in this ward instead of a medical one but she didn't get that bit. Something to watch!	Female	56-65	White British	

				and coordinated a very satisfactory solution to mum's discharge and care - including arranging a financial assessment. Thank you N.						
196	King George V Ward		Extremely Likely	All staff are very friendly, helpful and kind. I've been very happy during my stay. It couldn't be better.		You couldn't. Everything is good.	Female	Over 65	White British	
197	King George V Ward		Extremely Likely	All the nurses were excellent. I was accompanied to the theatre by a young student nurse called L.D. She was very good in making me feel relaxed and will make a fantastic theatre nurse when qualified. She has all the makings of a wonderful nurse.		Your admin staff at the hospital need to improve their service and pay more attention to their appointments schedule.	Female	Over 65	White British	
198	King George V Ward		Extremely Likely	Everyone very kind.			Female	56-65	White British	
199	King George V Ward		Extremely Likely	Looked after extremely well. Staff willing to go the extra mile & still smiling at the end of shift.						
200	King George V		Extremely Likely	Very kind staff and excellent care.			Male	Over 65	White British	

	Ward									
201	King George V Ward		Extremely Likely	I was very well looked after by very friendly people with much kindness. Nothing was too much trouble for any of the staff working on this ward. Thank you all.		Can't improve on the kindness and general feeling in the ward.	Female	Over 65	White British	
202	King George V Ward		Extremely Likely	Lovely staff - G. is lovely & dedicated.						
203	King George V Ward		Extremely Likely	I was looked after well & had all I needed.			Female	56-65	White British	
204	King George V Ward		Extremely Likely	Everyone has been so kind & helpful. The same can be said about Petter Ward & A&E. Except the male doctor I saw who did not understand me at all. He did not tell the doctor who was on night duty who had helped perform my op.		Happy as you are.	Female	56-65	White British	
205	King George V Ward		Extremely Likely	The care, compassion and respect that I received from the medical, nursing and ancillary staff were impeccable at all times. My illness necessitated the input of the		Only by improving staffing levels.	Female	Over 65	White British	

				<p>physiotherapists and this proved to be invaluable to my recovery, especially with the help of C.J. C. not only treated me with successful chest physiotherapy but was willing to spend time explaining and demonstrating how the illness was affecting my lung capacity. The knowledge that she shared with me was paramount to my understanding of my condition and she gave me information that will enable me to manage my wellbeing in the future. Very reassuring.</p>						
206	King George V Ward		Extremely Likely	<p>Very friendly, knowledgeable staff. Clean, well-kept ward. Second visit & staff remembered me in their very busy shifts.</p>		No. Perfect experience.	Female	46-55	White British	
207	King George V Ward		Extremely Likely	<p>It was clean & comfortable. Well looked after by the nurses. Everything</p>		No, apart from the food.	Female	Over 65	White British	

				was fully explained to me and many, many thanks to Mr C & his team. Also, the anaesthetist.						
208	King George V Ward		Extremely Likely	Happy, friendly, cheerful staff. Very well cared for in every way. Devon cannot do without all facilities of this hospital.			Female	Over 65	White British	
209	King George V Ward		Extremely Likely	Helpful and friendly staff.			Female	36-45	White British	
210	King George V Ward		Extremely Likely	All the staff are extremely caring and understanding. Nothing is ever too much trouble. Even though they are so busy there is always someone there when you need them. It is not a great experience being in hospital but it is made easier by the wonderful staff.			Female	46-55	White British	
211	King George V Ward		Extremely Likely	Wonderful, caring staff. Excellent treatment.		Dimmer switches on night lighting?	Female	46-55	White British	
212	King George V Ward		Extremely Likely				Female	36-45	White British	Do not publish
213	King George V		Extremely Likely							

	Ward									
214	King George V Ward		Extremely Likely	All staff were so kind & caring at all times, lovely food, clean ward, staff very friendly toward all family members.		No. Very pleased with the service I have received, thank you.	Female	Over 65	White British	
215	King George V Ward		Extremely Likely	Lovely, caring staff. Great facilities. Modern, clean, spacious.		Only one nurse turned the lights off at night. Was always hard to sleep at night when lights etc. left on.	Female	26-35	White British	
216	King George V Ward		Extremely Likely	All staff very attentive including Sodexo. Very busy ward but the nurses always do their best.			Female	46-55	White British	
217	King George V Ward		Likely	Caring nurses.			Female	Over 65	White British	
218	King George V Ward		Neither Likely nor Unlikely				Female	26-35	White British	Do not publish
219	Lundy Ward		Extremely Likely	Staff very kind and friendly.		Satisfied. Could save costs by reducing the lighting.	Male	over 65	White British	
220	Lundy Ward		Extremely Likely	The nurses are very considerate.		More nurses. They are overworked.	Male	over 65	White British	
221	Lundy Ward		Extremely Likely	The nurses are excellent and the ward is very clean.		No - none whatsoever.	Male	over 65	White British	
222	Lundy Ward		Extremely Likely	The nursing care has improved considerably in recent years. My only complaint is that sleep is impaired by a patient with		More separation for patients with dementia. Too much of a burden for nurses.	Male	over 65	White British	

				dementia.						
223	Lundy Ward		Extremely Likely	The staff are brilliant.		First class as it is.	Male	56-65	White British	
224	Lundy Ward		Extremely Likely	Cleanliness and the staff are so friendly.		No. Good as it is.	Male	46-55	White British	
225	Lundy Ward		Extremely Likely	Everyone is kind, helpful and caring,		The service has been excellent from admission in A&E to treatment on ward.	Male	over 65	White British	
226	Lundy Ward		Extremely Likely	The quality of the staff - all excellent from top to bottom.		None at all.	Male	over 65	White British	
227	Lundy Ward		Extremely Likely	Efficient and prompt attention.		Would like to be treated as a person not commodity.	Male	46-55	White British	
228	Lundy Ward		Extremely Likely	Very helpful staff. Good treatment.			Male	56-65	White British	
229	Lundy Ward		Extremely Likely	Service level received has been very good.			Male	over 65	White British	
230	Lundy Ward		Extremely Likely	Treatment has been good. Very friendly staff who have time for you.		As I'm hard of hearing perhaps displaying the fact above my bed would help both the staff and patient.	Male	over 65	White British	
231	Lundy Ward		Extremely Likely	Well looked after by all.			Male	36-45	White British	
232	Lundy Ward		Extremely Likely	Very nice and friendly staff.			Male	over 65	White British	
233	Lundy Ward		Extremely Likely	The quality of the staff is excellent.			Male	over 65	White British	
234	Lundy Ward		Extremely Likely	Because they look after you. They appear to care for you as an individual.			Male	56-65	White British	
235	Lundy Ward		Extremely Likely	Staff are always helpful. The ward is clean.		More medical staff.	Male	over 65	White British	
236	Lundy Ward		Extremely Likely	Appears to be a well-run ward.		With many transfers happening at night there	Male	56-65	White British	

						appears to be not enough staff to handle the volume of patient movements.				
237	Lundy Ward		Extremely Likely	The staff are excellent.		Not enough disabled spaces in the hospital car park.	Male	over 65	White British	
238	Lundy Ward		Extremely Likely	Very friendly staff, well-run ward.		More nursing staff required.	Male	56-65	White British	
239	Lundy Ward		Extremely Likely	Very helpful staff.			Male	46-55	White British	
240	Lundy Ward		Extremely Likely	Excellent treatment from very good staff.		More nursing staff.	Male	over 65	White British	
241	Lundy Ward		Extremely Likely	The staff treat you well.		More nursing staff are needed.	Male	over 65	White British	
242	Lundy Ward		Extremely Likely	General care.		No.	Male	56-65	White British	
243	Lundy Ward		Extremely Likely	Very clean. Helpful doctors and nurses and care assistants.		Keep on with the same.	Male	56-65	White British	
244	Lundy Ward		Extremely Likely				Male	Over 65	White British	Do not publish
245	Lundy Ward		Extremely Likely			No.	Male	Over 65	White British	
246	Lundy Ward		Extremely Likely	I came in to have my appendix out at short notice. The way I was treated from the moment I saw the Devon Doctor at 9pm Monday evening until after my operation has been superb. All the different staff genuinely care. They are all friendly and very helpful and made me feel at ease		None at all.	Male	16-25	White British	

				even though I was a bit nervous about the operation. I can't speak any higher about the quality of care.						
247	Lundy Ward		Extremely Likely	The standard of nursing was outstanding. This my 3rd visit to hospital in 6 years and I have [illegible] nursing [illegible] improved [illegible].						
248	Lundy Ward		Extremely Likely	The nurses (all) were always polite whatever issues they were faced with from what I saw whilst in Lundy Ward.		I'm not one to moan so everything was the way it should be accepted. I was cared for adequately.	Male	46-55	White British	
249	Lundy Ward		Extremely Likely				Male	Over 65	White British	Do not publish
250	Lundy Ward		Extremely Likely	Very kind nurses & staff.			Male	Over 65	White British	
251	Lundy Ward		Extremely Likely	The care and professionalism of the nurses particularly with their one-to-one first names relationships. I cannot fault anyone including the tea lady.		More nursing staff.	Male	Over 65	White British	
252	Lundy Ward		Extremely Likely	Good, helpful staff & friendly. Move the clock in the room.			Male	Over 65	White British	
253	Lundy		Extremely Likely	1. Friendliness and		No!	Male	Over	White	

	Ward			nothing too much trouble for any number of staff - at all levels. Always someone around to answer any queries and help in any way they can. 2. Single room accommodation of a high standard. 3. Quality of food and choices available, excellent.				65	British	
254	Lundy Ward		Extremely Likely				Male	46-55	White British	Do not publish
255	Lundy Ward		Extremely Likely	They take care of your every need in a timely and friendly manner, day or night. Excellent professional and support staff.			Male	Over 65	White British	
256	Lundy Ward		Extremely Likely	The extreme professionalism and kindness by all the staff.			Male	Over 65	White British	
257	Lundy Ward		Extremely Likely	The great care given.			Male	Over 65	White British	
258	Lundy Ward		Extremely Likely	Care was excellent - can't fault it!!			Male	56-65	White British	
259	Lundy Ward		Extremely Likely	Nothing was too much trouble during the day or night. Staff very good. Many thanks.		First class.	Male	Over 65		
260	Lundy		Extremely Likely	Lovely staff. All very				56-65		

	Ward			helpful.						
261	Lundy Ward		Extremely Likely	Staff very friendly and helpful.			Male	56-65	White British	
262	Lundy Ward		Extremely Likely	Because everybody was kind & caring.				Over 65	White British	
263	Lundy Ward		Extremely Likely	Nothing was too much trouble. Very nice staff indeed.		Could not think of any.			White British	
264	Lundy Ward		Extremely Likely	Fantastic staff.			Male	56-65	White British	
265	Lundy Ward		Extremely Likely	A very good ward all round.			Male	Over 65	White British	
266	Lundy Ward		Extremely Likely	Staff have been helpful and caring through my husband's final days. Thank you.		Lundy Ward have been brilliant. Their communication much better than any other treatment received.	Female	Over 65	White British	
267	Lundy Ward		Extremely Likely	Because I have been treated well and the staff are very good at what they do and polite.		Things are good.		Over 65	White British	
268	Lundy Ward		Extremely Likely	Cannot fault the nursing staff. Extremely friendly & caring. Ward very clean and all staff helpful & friendly. Liked having room to myself & more privacy.		Clip nurse call buzzer to bedding so it cannot fall out of reach.	Male	Over 65	White British	
269	Lundy Ward		Extremely Likely	A warm welcome on arriving makes one feel confident that they will get good care. For me this was		Overall it is wonderful. Can't make any suggestions for improvement except for more resources from central government.		Over 65	White British	

				the case. However, there were occasions when this was not so due to pressure of work on staff and lack of personnel available.						
270	Lundy Ward		Extremely Likely	Nurses and staff, generally, are polite, friendly and ready to listen to one's concerns. They are a cheerful crew - which rubbed off on me!			Male	Over 65	White British	
271	Lundy Ward		Extremely Likely	Friendly, personable staff with good sense of patients' feelings. Cheerful and humorous approach to all patients' requirements. Overall. a great standard of care.		Not at all.	Male	Over 65	White British	
272	Lundy Ward		Extremely Likely	I have never been looked after better in all my life.			Male	Over 65	White British	
273	Lundy Ward		Extremely Likely	Friendly, professional attention at all times.		Not really.	Male	Over 65	White British	
274	Lundy Ward		Extremely Likely	Excellent care throughout. More seats needed outside of admissions lounge for the elderly.			Male	Over 65	White British	
275	Lundy Ward		Extremely Likely	The sympathy, professionalism [illegible] throughout my stay from all		No.	Male	Over 65	White British	

				members of staff. P.S. Sorry about the writing.						
276	Lundy Ward		Extremely Likely	I enjoyed my stay here. All staff have been helpful and friendly.		Not really. Everything been fine.	Male	Over 65	White British	
277	Lundy Ward		Extremely Likely	This was my 1st overnight stay in hospital and can't thank all staff enough for all they have done for me! Very friendly, excellent service. Made me feel very comfortable at all times. I must praise nurse S. who's great sense of humour kept me upbeat at all times.			Male	36-45	White British	
278	Lundy Ward		Extremely Likely	Ward only. The staff are seriously amazing, extremely hardworking, courteous friendly. Understaffed at times, they were always available if needed. Night staff were particularly good when I went off and day staff brilliant at stabilising and reducing my pain. Seriously well run and operating ward.		More staff if NHS allows. Otherwise, keep being brilliant.	Male	46-55	White British	

279	Lundy Ward		Likely				Male	over 65	White British	
280	Lundy Ward		Likely	Nice and clean ward.			Male	over 65	White British	
281	Lundy Ward		Likely	Well looked after.		The noise level at night could be improved.	Male	over 65	White British	
282	Lundy Ward		Likely	Clean and tidy.			Male	over 65	White British	
283	Lundy Ward		Likely	Appears to be understaffed.			Male	46-55	White British	
284	Lundy Ward		Likely	Good people, well looked after.			Male	Over 65	White British	
285	Lundy Ward		Likely	Friendly staff, helpful, polite and everything is okay.		Improve the food - more choice with food.	Male	Over 65	White British	
286	Lundy Ward		Likely	I found the Lundy Ward to be quite a relaxed unit. Staff are friendly & helpful.		No.	Male	Over 65	White British	
287	Lundy Ward		Likely	Staff have been very good.			Male	Over 65	White British	
288	Lundy Ward		Likely	A very restful stay after a small operation.		Everything was satisfactory. A very clean & well run hospital. No complaints. Food very reasonable.	Male	Over 65	White British	
289	Lundy Ward							56-65	White British	
290	Staples Ward		Extremely Likely	Well looked after by all the hardworking staff.			Male	over 65	White British	
291	Staples Ward		Extremely Likely	Very friendly and efficient ward with all staff helpful.		To have the lights turned off earlier in the evening.	Female	46-55	White British	
292	Staples Ward		Extremely Likely	I get a bit bored but the nurses are lovely.		Not really. The food is okay. Clean. Some patients are very noisy but I find the ward staff very comforting after being	Female	over 65	White British	

						woken in the night with the noise.				
293	Staples Ward		Likely	Very nice people in here.			Female	over 65	White British	
294	Tarka Ward		Extremely Likely	The staff are friendly and helpful.			Female	over 65	White British	
295	Tarka Ward		Extremely Likely	Very well looked after.			Female	over 65	White British	
296	Tarka Ward		Extremely Likely	Well looked after by all the staff.			Male	over 65	White British	
297	Tarka Ward		Extremely Likely	So friendly and helpful.			Female	46-55	White British	
298	Tarka Ward		Extremely Likely	Very friendly staff and helpful.			Female	over 65	White British	
299	Tarka Ward		Extremely Likely	No complaints.		Bed shortage.	Male	56-65	White British	
300	Tarka Ward		Extremely Likely	No complaints.		Appears to be a bed shortage.	Male	over 65	White British	
301	Tarka Ward		Extremely Likely	Well looked after.			Female	over 65	White British	
302	Tarka Ward		Extremely Likely				Male	over 65	White British	
303	Tarka Ward		Extremely Likely	Well looked after by all staff.			Male	over 65	White British	
304	Tarka Ward		Extremely Likely	Treated well by the staff.			Male	over 65	White British	
305	Tarka Ward		Extremely Likely	Been well treated by all staff, including non-medical			Male	over 65	White British	
306	Tarka Ward		Extremely Likely	Been well looked after by all. The food needs improvement temperature-wise.		Understaffed.	Female	over 65	White British	
307	Tarka Ward		Extremely Likely	Well looked after and good level of care.			Male	over 65	White British	
308	Tarka		Extremely Likely	Very looked after by			Male	36-45	White	

	Ward			an excellent staff team.					British	
309	Tarka Ward		Extremely Likely	Staff friendly and efficient. Well-trained. This shows through with the approach to patients.		More beds and medical staff.	Male	over 65	White British	
310	Tarka Ward		Extremely Likely	I have had first class treatment.			Male	over 65	White British	
311	Tarka Ward		Extremely Likely	Well looked after by all the staff.			Female	36-45	White British	
312	Tarka Ward		Extremely Likely	Peace and quiet.		Satisfied as it is.	Male	over 65	White British	
313	Tarka Ward		Extremely Likely	Clean, light, airy, well-managed and adequately staffed.		The service is very good as it is.	Male	over 65	White British	
314	Tarka Ward		Extremely Likely	Very efficient. All the staff are excellent.		The health service has become too large. Too many chiefs not enough Indians.	Male	over 65	White British	
315	Tarka Ward		Extremely Likely	The ward is excellent. Big improvements have been made in cleanliness and food.		More staff.	Male	over 65	White British	
316	Tarka Ward		Extremely Likely	The staff are fantastic - been very well looked after.		Dietary options are inadequate for the patient's requirements which is causing some problems i.e. more catering options required for patients with Crohn's disease.	Female	46-55	White British	
317	Tarka Ward		Extremely Likely	The staff are all very nice and efficient.		More catering options for patients with Crohn's disease. A facility to re-heat food brought in by relatives (which was available on a previous ward at NDDH).	Female	over 65	White British	
318	Tarka Ward		Extremely Likely	Prompt attention. Everyone very		This ward is fine.	Female	16-25	Mixed / Multiple	

				helpful. The ward is very clean.					ethnic groups	
319	Tarka Ward		Extremely Likely	Everyone friendly, very helpful. Nothing is too much trouble. Really good, hardworking dedicated people. Always jolly. Brilliant service.			Female	46-55	White British	
320	Tarka Ward		Extremely Likely	Can I say I have had first class medical attention, first class physio and overall 5-star service from all the staff. Many thanks.		Please keep doing what you are doing. We do not want to lose you.	Male	56-65	White British	
321	Tarka Ward		Extremely Likely	Fantastic help from all the staff - nurses, physios, domestics etc. Everyone.			Male	Over 65	White British	
322	Tarka Ward		Extremely Likely	Care is excellent. Nothing too much trouble. Doctors, physio, and nursing staff are absolutely marvellous. Although I don't want to be in hospital again I would have no fears for the treatment I have received.			Female	Over 65	White British	
323	Tarka Ward		Extremely Likely	1st class care in every respect, thank you.			Female	Over 65	White British	
324	Tarka Ward		Extremely Likely	Given excellent care.			Female	46-55	White British	
325	Tarka		Extremely Likely	Very experienced		Noticed cleaners not very	Male	56-65	White	

	Ward			and friendly staff.		thorough. Mess on floor all the time during stay.			British	
326	Tarka Ward		Extremely Likely	Everyone has been kind, thoughtful & friendly throughout my brief stay. The whole procedure was explained in advance & I felt I could have asked questions should I have needed to. Thank you.		None at all. Just keep up the great work!	Female	46-55	White British	
327	Tarka Ward		Extremely Likely	Helpful, friendly, caring, professional.			Male	56-65	White British	
328	Tarka Ward		Extremely Likely	Excellent nursing care in a clean ward. Never felt alone or like a nuisance. Best hospital stay to date.		A little extra help with my dietary needs would have been useful. Perhaps some alternative 'soft' choices.	Female	46-55	White British	
329	Tarka Ward		Extremely Likely	The staff are very kindly and helpful.		Improve the food greatly. Yogurts for breakfast / salads were great.	Female	Over 65	White British	
330	Tarka Ward		Extremely Likely	Staff without exception were kind, thoughtful, encouraging and always friendly & smiling. Plenty of information was available. Questions were answered and this all helped to build my confidence. I also felt staff were professional and always tried to include me in		The food is a little unappetising but that may be because I lost my appetite.	Female	56-65	White British	

				decisions. Also, my treatment, drugs pain etc. My [illegible] diet was catered for.						
331	Tarka Ward		Likely	The ward is fine but I dislike the noise and lights - cannot sleep at night.		Change the buzzer system - very noisy. I have found the experience very difficult because unable to sleep. The food is moderate. Happy with the operation and the ward in general.	Male	over 65	White British	
332	Tarka Ward		Likely	Staff very kind and helpful. Difficult to sleep - can be very busy at night.		Ear plugs.	Male	Over 65	White British	
333	Tarka Ward		Likely	Friendly staff.		N/A.	Male	46-55	White British	
334	Tarka Ward		Likely	Admitted on Tuesday 8 November 2016. Discharged following Sunday. During that time the floor under my bed was never cleaned. On leaving, I pointed out to the nurse a chip (2 days old) 2 plastic caps and a tissue on the floor. On the Sunday the cleaner mopped the floor but mopped around crutches laid on the floor, moved no furniture and didn't clean under any bed.		Sack Sodexo.	Male	Over 65	White British	

335	Victoria Ward		Extremely Likely	Looking after me well.			Male	over 65	White British	
336	Victoria Ward		Extremely Likely	Well looked after.		The washroom needs a plug in sink to prevent waste of water when washing.	Female	over 65	White British	
337	Victoria Ward		Extremely Likely	Well looked after.			Female	over 65	White British	
338	Victoria Ward		Extremely Likely	The staff are kind and friendly. Also, a very clean ward.			Female	over 65	White British	
339	Victoria Ward		Extremely Likely	Can't see any fault with the ward.		More medical staff are required.	Female	56-65	White British	
340	Victoria Ward		Extremely Likely				Female	56-65	White British	
341	Victoria Ward		Extremely Likely	Because the staff are very helpful.			Male	over 65	White British	
342	Victoria Ward		Extremely Likely	Good care received from all the staff.			Male	over 65	White British	
343	Victoria Ward		Extremely Likely	The staff are excellent.		Make staff aware of patients with partial sight loss when they are admitted to wards and display this fact above their beds. I need to use a coloured glass / mug but when I asked for this the member of staff was abrupt.	Male	over 65	White British	
344	Victoria Ward		Extremely Likely	Everything very good. The staff are so friendly. The ward is very clean.		Keep the hospital open!!	Male	over 65	White British	
345	Victoria Ward		Extremely Likely	The staff are fantastic. They do all they can for you.		Improve the heart facilities. Too much time is wasted waiting to go to Exeter or Bristol. Delays with the ambulance service at weekends needs attention.	Male	over 65	White British	

346	Victoria Ward		Extremely Likely	The attention from the staff.		All good so far.	Male	over 65	White British	
347	Victoria Ward		Extremely Likely	The staff are very caring.		Would prefer to have treatment here than Exeter or elsewhere.	Male	56-65	Prefer not to say	
348	Victoria Ward		Extremely Likely	The staff are first class. The food is very good - praise indeed from a farmer.		Not really - very good as it is.	Male	over 65	White British	
349	Victoria Ward		Extremely Likely	Well managed. Very clean.		Satisfied as it is.	Male	over 65	White British	
350	Victoria Ward		Extremely Likely	The staff have been wonderful.		More funding is needed but, under the circumstances, they do an excellent job.	Male	over 65	White British	
351	Victoria Ward		Extremely Likely	All the staff are brilliant.		The service is excellent but frustrated by having to wait to go to Bristol.	Male	56-65	White British	
352	Victoria Ward		Extremely Likely	A nice atmosphere. Everyone so kind.		Very good as is.	Female	over 65	White British	
353	Victoria Ward		Extremely Likely	The doctors and nurses cannot do enough for you.		Stop any further closures.	Female	over 65	White British	
354	Victoria Ward		Extremely Likely	All the staff are so good. Prompt attention.		Very happy the way it is.	Female	over 65	White British	
355	Victoria Ward		Extremely Likely	Very caring.		Satisfied as it is.	Female	56-65	White British	
356	Victoria Ward		Extremely Likely	Efficient, caring staff.		Communication with the patient around when treatment at Exeter is going ahead should be improved. It would save money, time and frustration if heart treatment could be at Barnstaple.	Female	56-65	White British	
357	Victoria Ward		Extremely Likely	No complaints. All the staff are excellent.		Very pleased as it is.	Male	over 65	White British	

358	Victoria Ward		Extremely Likely	Motherly care all round x.		None.	Male	Over 65	White British	
359	Victoria Ward		Extremely Likely	The staff in bay 5 were brilliant. Could not have done enough for you.			Female	Over 65	White British	
360	Victoria Ward		Extremely Likely	Wonderful nursing - always friendly and supportive. Clear explanation of treatments etc. Very good food, cleanliness.		Just keep it as it is!!!	Male	Over 65	White British	
361	Victoria Ward		Extremely Likely	Skill & kindness of all the staff.		More comfortable seats in the A&E dept. for older people.	Male	Over 65	White British	
362	Victoria Ward		Extremely Likely	The staff, both NHS & others, has been excellent & the care could not be better. L. who serves the evening meal is a darling - very pleasant & so helpful. I realise how lucky we are with doctors, nurses, [illegible] & support staff in Devon & I hope that any changes are minimal or not at all.		Menu during first week was good with some good alternatives. A complete change the second week with not good choices & some disappointing food. On the whole better than expected.	Male	Over 65	White British	
363	Victoria Ward		Extremely Likely	Nurses are really calming, reassuring and knowledgeable. D. and L. have been great and made me feel comfortable in a difficult situation.		Maybe a bit more informative about what is happening, treatment etc. (not from nurses - very helpful).	Female	26-35	White British	

				The ward treatment seems high standard. Really thankful to everyone.						
364	Victoria Ward		Likely	Some of the staff are very good but some not so good.		I feel that the level of care has been inconsistent.	Male	over 65	White British	