

Acute Inpatient Wards - North Devon District Hospital - ‘Friends and Family Test’ Patient Feedback - Oct-16

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

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

Quantitative Results

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

‘Would recommend’ percentage is calculated as follows:

$$\frac{\text{Extremely likely + Likely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(Yes + Maybe + No + Don't know)

‘Would not recommend’ percentage is calculated as follows:

$$\frac{\text{Extremely unlikely + Unlikely}}{\text{Extremely likely + Likely + Neither likely nor unlikely + Unlikely + Extremely unlikely + Don't know}} \times 100$$

(No + Maybe + Don't know)

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

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

	Ward / Unit	'Friends and Family Test' Response	Children and young person's FFT card completed by: Patient Parent / guardian / carer	Please can you tell us the main reason for the response you have given? Would you mind telling us why you gave that answer?	What do you think was good about your stay?	Have you any suggestions for ways we can improve the service you have received? What could we have done better?	Gender	Age	Ethnicity	Please tick this box if you DO NOT wish your anonymised comments to be made public. Please tick this box if you DO NOT wish your answers ever to be made public.
1	Acute Stroke Unit	Extremely Likely		Spotlessly clean. The staff are truly wonderful. I am the patient's daughter and I feel good when I leave her, knowing she is safe and in good hands.		Care has been very good. A hiccup between doctors and the nurses regarding their communication about mother's medications but all sorted now, thank you. So all is good, always someone around for help and care.	Female	46-55	White British	
2	Acute Stroke Unit	Extremely Likely		Because the staff. Such a fabulous and very professional team from Sodexo through to consultants.		Not really. I cannot think of anything else the staff could have done. Spotlessly clean. Good, acceptable food. Very busy - the staff never stop. But they always are there when required.	Female	56-65	White British	
3	Acute Stroke Unit	Extremely Likely		All staff are wonderful and caring.			Female	over 65	White British	

4	Acute Stroke Unit	Extremely Likely		All staff are wonderful, cannot find fault with anything.			Female	over 65	White British	
5	Capener Ward	Extremely Likely		It's thoroughly clean, staff are very helpful and kind. No trouble bothering them.			Female	Over 65	White British	
6	Capener Ward	Extremely Likely		The staff are friendly, helpful & professional. My mother's care has been excellent.			Female	Over 65	White British	
7	Capener Ward	Extremely Likely		Staff treated everyone so kindly & had time for patients who were a bit muddled.						
8	Capener Ward	Extremely Likely		Because a great job is done.		No, great.	Male	Over 65	White British	
9	Capener Ward	Extremely Likely		Excellent nurses, great communication. Food. Staff very polite & helpful. Very clean & comfortable ward. Cannot fault any of the staff in any way!!		Free TV. TV in family room needs better reception/aerial. (I was one of the very few that was mobile so not overly important on a busy ward).	Male	36-45	White British	
10	Capener Ward	Extremely Likely		Extremely helpful & considerate staff.			Male	Over 65	White British	

				Food's good!						
11	Capener Ward	Extremely Likely		Good standards of care. Friendly, helpful, knowledgeable staff. This extends to all grades.		Didn't like handovers at bedside, personal information is easily heard by everyone in bay & during visiting time. Visitors listen audibly to patient information & even discuss it afterwards. Surely this patient information should be confidential.	Female	56-65	White British	
12	Capener Ward	Extremely Likely		All the staff were excellent.			Female	56-65	White British	
13	Capener Ward	Extremely Likely		I have been well looked after and cared for. Very attentive staff.			Male	46-55	White British	
14	Capener Ward	Extremely Likely		The entire staff, without exception, are doing their job through love rather than duty. I have received great encouragement from their good humoured support - a nurse's smile is worth a bottle of pills. Thank you all. If I'm cured, it's your generous attention as much		Yes - just keep on as you are.	Male	Over 65	White British	

				as the surgeon's knife that's done it. Love [name omitted].						
15	Capener Ward	Extremely Likely		Food is much better & very enjoyable. Staff currently excellent.		More staff.	Male	Over 65	White British	
16	Capener Ward	Extremely Likely		Very nice and caring staff.			Female	over 65	White British	
17	Capener Ward	Extremely Likely		Cleanliness of the ward and the friendliness of the staff.			Male	over 65	White British	
18	Capener Ward	Extremely Likely		Friendliness and caring staff.		There is too much waste by the hospital e.g. cleaning materials and also I tried to return a frame to the hospital but it was suggested that I took it to the tip.	Male	over 65	White British	
19	Capener Ward	Extremely Likely		Everything is done to a routine, very friendly staff.			Male	over 65	White British	
20	Capener Ward	Extremely Likely		Well looked after by all the staff.		Lack of beds and patients are moved around too often.	Male	36-45	White British	
21	Capener Ward	Extremely Likely		Concern and interest in me as a patient by all staff.			Male	over 65	White British	
22	Capener Ward	Extremely Likely		Transferred from another ward recently.		Give more information, especially on admission e.g. on the meanings of the	Female	over 65	White British	

						different uniforms.				
23	Capener Ward	Extremely Likely		Very helpful and friendly staff.			Female	56-65	White British	
24	Capener Ward	Extremely Likely		Always available when needed, very friendly.			Female	over 65	White British	
25	Capener Ward	Extremely Likely		Very friendly and caring staff.			Female	over 65	White British	
26	Capener Ward	Extremely Likely		Well treated by all staff including non-medical			Female	26-35	White British	
27	Capener Ward	Extremely Likely		Very kind and attentive. They appear to be busy all the time.			Female	over 65	White British	
28	Capener Ward	Extremely Likely		The care and treatment offered has been exceptional.			Female	over 65	White British	
29	Capener Ward	Extremely Likely		Very well looked after by all.			Female	over 65	White British	
30	Capener Ward	Extremely Likely		Very friendly and well looked after			Female	over 65	White British	
31	Capener Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
32	Capener Ward	Extremely Likely		Treated well by all staff.		More medical staff.	Male	over 65	White British	
33	Capener Ward	Likely		All staff are kind, caring & very respectful but are so understaffed that they are constantly		Employ more staff.	Female	56-65	White British	

				stretched & under pressure.						
34	Capener Ward	Likely		Very well looked after.		Provide more nursing staff, appear to be understaffed.	Female	56-65	White British	
35	Caroline Thorpe Ward	Extremely Likely		Just amazing, kind and caring staff both to our daughter and to us as parents.		Not really, just made so welcome and very obvious to us, as parents, that our daughter is in good hands. Thank you.	Female	Under 16	White British	
36	Caroline Thorpe Ward	Extremely Likely		Absolutely. No matter what our daughter or us ask, the staff immediately provide way over and above expectations.		Absolutely not. Everything is good. The staff, well what more can I say? Brilliant, professional team. Not only for our daughter but for us as parents, even providing bed and breakfast. Wonderful. Thank you everyone.	Female	Under 16	White British	
37	Caroline Thorpe Ward	Extremely Likely		Very prompt care Bypassed A&E straight onto the ward and so impressed with the speed of care shown by both ambulance crew and ward staff.		The care has been surprisingly good after all the bad press etc. from the local press. So, honestly, I am impressed. The food voucher scheme is a good idea. Plus being able to stay overnight and provision of breakfast. Very good.	Male	16-25	White British	
38	Caroline Thorpe Ward	Extremely Likely		Doctors brilliant. The nurses are kind. It is stressful here but it is made as relaxing as		Not given enough information about how parents get food at the hospital.	Female	Under 16	White British	

				possible.						
39	Caroline Thorpe Ward	Extremely Likely		Communication good. Staff brilliant.		All good.	Prefer not to say	16-25	White British	
40	Caroline Thorpe Ward	Extremely Likely				No, not really. I like the food.	Male	16-25	White British	
41	Caroline Thorpe Ward	Extremely Likely		The staff are a wonderful efficient team, no waiting around for anything, at any time. Nothing is too much trouble.		No. As a parent as far as I am concerned, everything is really very good. I cannot thank the staff enough, including the Sodexo staff.	Male	Under 16	White British	
42	Caroline Thorpe Ward	Extremely Likely					Male	Under 16	White British	
43	Caroline Thorpe Ward	Extremely Likely		This children's ward is fantastic, all do a very professional job.		No, more than happy with everything thank you, the staff are so kind and professional, a superb well run team.	Female	Under 16	White British	
44	Caroline Thorpe Ward	Extremely Likely		Only just arrived on the ward but made very welcome and comfortable.		We came in through A& E and also made welcome there, so all in all a good experience so far.	Female	Under 16	White British	
45	Caroline Thorpe Ward	Extremely Likely		Made us feel very welcome, reassuring us if we needed it, all very professional and kind. A. is very thorough and sets		Not really, thank you. I feel our treatment has been/is first class, very kind and caring. Wonderful, wonderful people.	Female	Under 16	White British	

				a fine example.						
46	Caroline Thorpe Ward	Extremely Likely				Care, as I said earlier, has not been an issue. It is just a heads up that it would be good to explain any developments regarding our daughter's care as we arrived on the ward so that we do not have to wait and approach the staff ourselves.	Female	Under 16	White British	
47	Caroline Thorpe Ward	Extremely Likely					Female	Under 16	White British	
48	Caroline Thorpe Ward	Extremely Likely		Made to feel welcome, the staff are all extremely helpful to both me and my son, arranging a bed for me etc. So all very good and I would most certainly recommend Caroline Thorpe.		No. I have no thoughts about how you can improve, I am very impressed actually. Thank you everyone.	Male	Under 16	White British	
49	Caroline Thorpe Ward	Extremely Likely				No. I have no thoughts about how you can improve,	Male	Under 16	White British	
50	Caroline Thorpe Ward	Extremely Likely		Very impressed by total professional care from wonderful staff.		No. As visitors to Devon, I am amazed at the way my daughter and I have been treated.	Female	Under 16	White British	
51	Caroline	Extremely		Amazing care. As		I don't think so, all are kind,	Male	Under	White	

	Thorpe Ward	Likely		the auntie of my nephew I am truly amazed at the wonderful care shown. My sister is on another ward after a nasty car accident. We are pleased to be here. J. is a star, so nice, nothing too much trouble for her, seems to read my mind on what is required.		friendly, helpful, reassuring, spotlessly clean. So no, wonderful. Thank you to everyone.		16	British	
52	Caroline Thorpe Ward	Likely		The staff are friendly.		It would be nice if the consultants could be more friendly and understanding, more personable.	Male	Under 16	White British	
53	Caroline Thorpe Ward	Likely		Efficient service.		It is very noisy for older patients being in bays with under 5-year olds.	Prefer not to say	Under 16	White British	
54	Caroline Thorpe Ward	Likely		The atmosphere is relaxing even though a stressful situation. Parents' beds are uncomfortable.		No. It has been a good storyteller and the playroom is amazing.	Male	Under 16	White British	
55	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Really friendly nurses and doctors, felt really looked after, reassured.	Sleeping arrangements - offering plenty of choice but let me do what was	Maybe the option of a fresh water jug before night time as I didn't want to leave baby to come and get more.	Female	Under 6	White British	

					most comfortable.					
56	Caroline Thorpe Ward	Yes	Patient	The staff are friendly and efficient. They are very helpful and explain everything they're doing.	That relatives could stay with the child. Small rooms with toilet on hand.	Because I had a head injury, darker curtains to prevent sunlight in eyes.	Female	12-15	White British	
57	Caroline Thorpe Ward	Yes	Patient				Male	16-18	White British	Do not publish
58	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female		White British	Do not publish
59	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	We were welcomed and cared for very well. Thank you.						
60	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Fantastic staff, doctors were very informative. C. the HCA went above and beyond for both myself and my son. F. and E. were fantastic with C. and made him feel at ease.			Male	9-11	White British	
61	Caroline Thorpe Ward	Yes	N/A	Very friendly, careful monitoring of my son and calm with him.	J. did a fantastic job calming L. down when he couldn't breathe when he was	Not essential but L. wakes early hungry well before 8am so option of earlier breakfast/snack (I brought some).	Male	9-11	White British	

					worried about a drip.					
62	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	The staff is always professional and very friendly. They saw our child very quickly and were very thorough.	The care shown by the staff.		Male	Under 6		
63	Caroline Thorpe Ward	Yes	Patient	Because this is a great, caring place to stay and there's load of fun things to do!	We got to play loads of things, the people here nice.	Nothing!	Male	9-11	White British	
64	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Everyone was very helpful and great with my child, keeping her calm, happy and entertained.	Everyone tried hard to make sure we were comfortable.	Nothing.	Female	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Excellent service, very efficient.	Quick service & everyone was lovely.	N/A.	Female	Under 6	White British	
66	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very friendly and helpful staff, caring about our child.	Kept informed.	Nothing.	Female		White British	
67	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Even though we arrived on the ward at 10pm, friendly and warm greeting. Great staff on duty.	Made to feel welcome. Daughter enjoyed a morning in the school room and playroom.	N/A.	Female	Under 6	White British	
68	Caroline	Yes	Parent/Guardian/Carer	Great staff!	Lovely, friendly	Nothing, great!	Female	Under	White	

	Thorpe Ward		Carer		people.			6	British	
69	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff were friendly, my daughters stay was stress free, facilities available met our needs during our stay.	Staff were really friendly, they engaged well with my daughter during our stay.	A few facilities available to us I was not aware of until later on in our stay. It would have been nice to have been told about them at the beginning of our stay.	Female	Under 6	White British	
70	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All of the staff were amazing and made us all feel at home and my daughter very comfortable throughout, Thanks.	Everything was excellent. All staff were very friendly and helpful.	Nothing, everyone was great.	Female	6-8	White British	
71	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	All the staff, nurses, HCAs, etc. have been fantastic very kind and friendly and very caring. My daughter enjoyed the food too! Thank you for all your help.	Very kind staff, lots of reassurance, lots of distractions too. Very prompt care, discharge etc. We are very grateful. Lovely nurses - especially J.	The length of time booking in was too long from approx. 7.45 to about 9.30pm before we reached a bed but we do understand that everyone is very busy.		12-15	White British	
72	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff amazing, friendly and very patient.	Playroom & toys made it a lot easier.	Keep up the good work Thank you for being lovely.	Male	Under 6	White British	
73	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female	Under 6	White British	Do not publish

74	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Male	12-15	White British	
75	Caroline Thorpe Ward	Yes	N/A	Because the doctors are nice & because they all take care of you & give us teddies.	It was good that mummy slept with me & I love it that they bring us breakfast.	Nothing because they take really good care of you.	Female	Under 6	White British	
76	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very efficient service, responsive helpful, explained everything well.	Everything as in previous box.	Nothing.	Female	Under 6	White British	
77	Caroline Thorpe Ward	Yes	N/A	Because I was dealt with swiftly & everyone was very kind to me. Food was nice & I felt cared for.	Coming to A&E, being seen x-rays, plaster, bed, operation & re-plaster all within 24 hours!	Caroline Thorpe was excellent but, I do feel that pain relief in A&E could have been a bit better.	Male	12-15	White British	
78	Caroline Thorpe Ward	Yes	Patient	Staff are excellent in every way playroom has great facilities E. is epic!	Everything!	Nothing!	Male	9-11	White British	
79	Caroline Thorpe Ward	Yes	Patient	Sausage chips! Lots to do.	I don't know.	Everything was great lovely staff, very attentive, made efficient relax.	Male	Under 6	White British	
80	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer		Fantastic staff kept us well informed - excellent facility, great for bringing in poorly baby.	Like S., nothing.	Female	Under 6	White British	

					Made us feel very confident she was well looked after.					
81	Caroline Thorpe Ward	Yes	Parent/Guardian/ Carer	Very friendly, helpful staff.			Male	Under 6	White British	
82	Caroline Thorpe Ward	Yes	N/A	Because I got a good nurse.	I got hot chocolate.	Gave me a mars bar and a pink and white bar.	Female	6-8	White British	
83	Caroline Thorpe Ward	Yes	N/A	The staff are knowledgeable and very friendly. I have received the care I needed to get better. Thanks J. and J.!	I had all the treatment I required and J. and J. were very friendly, as well as the other staff.	Possibly have colder water to drink.	Male	16-18	White British	
84	Caroline Thorpe Ward	Yes	N/A	J. - staff nurse - excellent care! J. - looked after the parent with wonderful coffee & a smiley face. Thank you for making my son better.	My son was made better Dr S. team are fun & fun & took time to answer questions! Thank you.	Nothing! I am so grateful for your care & compassion. Thank you.	Male	16-18	White British	
85	Caroline Thorpe Ward	Yes	Parent/Guardian/ Carer	Staff have been very helpful and made J. feel comfortable throughout her stay.			Female	Under 6	White British	
86	Caroline	Yes	Parent/Guardian/	We were looked	Kind staff.	Have had medication ready	Male	Under	White	

	Thorpe Ward		Carer	after well. Given good attention and were well informed about what was needed in terms of care.	Comfortable stay. Effective medication.	to take on discharge rather than having to return later the same day to pick it up.		6	British	
87	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	M. was wonderful, very kind polite friendly. Great with my baby.	TV.	Nothing.				
88	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Friendly, helpful nurses in the morning – J. was brilliant with my little one.			Male	Under 6	White British	
89	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer				Female		Asian / Asian British	Do not publish
90	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Such lovely welcoming staff! Clean place.						
91	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Very good care, nurses & doctors are fantastic, very supportive & listens to [illegible] concerns.	Care support from nursing team. Made me feel at ease.	Nothing.	Female	Under 6	White British	
92	Caroline Thorpe Ward	Yes	Parent/Guardian/Carer	Staff are always friendly with great advice. Always ready to help.	Our treatment.		Female	Under 6	White British	
93	Fortescue Ward	Extremely Likely		Staff excellent under extreme		More staff and separate clinical and geriatric.	Male	Over 65	White British	

				circumstances.						
94	Fortescue Ward	Extremely Likely		My husband's treatment was fantastic. Could not be any better. Staff brilliant.		No.	Female	56-65	White British	
95	Fortescue Ward	Extremely Likely		I would like to thank all the staff, everyone has been so lovely. I would recommend this ward to everyone.			Male	Over 65	White British	
96	Fortescue Ward	Extremely Likely		The staff in this ward were kind and caring under some trying circumstances and I would have no worries in coming back here for treatment.		Employ more staff.		Over 65	White British	
97	Fortescue Ward	Extremely Likely		Extremely helpful.			Male	Over 65	White British	
98	Fortescue Ward	Extremely Likely		The staff are very caring, consider your needs.		A little bit more understanding.	Male	56-65	White British	
99	Fortescue Ward	Extremely Likely		The staff are all rushed off their feet, all very kind, they look after me very well.		Not in here, no. I am just a little worried about the way I will cope when I go home to my husband.	Female	over 65	White British	
100	Fortescue Ward	Extremely Likely		Very nice ward. Lovely, kind staff.		No, I don't think so. Everywhere is clean, the	Female	over 65	White British	

						food is good. I do get bored though.				
101	Fortescue Ward	Extremely Likely		Very nice people helping us every day.		No, thank you. I do get a bit confused but I am fine.	Female	over 65	White British	
102	Glossop Ward	Extremely Likely					Male	Over 65		
103	Glossop Ward	Extremely Likely					Male	56-65		
104	Glossop Ward	Extremely Likely					Male	56-65		
105	Glossop Ward	Extremely Likely					Male	Over 65		
106	Glossop Ward	Extremely Likely					Male	Over 65		
107	Glossop Ward	Extremely Likely		Care & attention from nurses & doctors first class.			Male	Over 65		
108	Glossop Ward	Extremely Likely		Polite, kind, caring staff who were so willing to help.				Over 65		
109	Glossop Ward	Extremely Likely					Female	Over 65		
110	Glossop Ward	Extremely Likely		I would like to say thank you for all the care received. A special thanks to nurse F. who's kindness, patience and understanding was above and beyond. He was a 'rock star'.			Male	Over 65		

111	Glossop Ward	Extremely Likely		Giving me excellent care at all times. My husband and mum would like to thank all staff on MAU and Glossop for the care and attention.						
112	Glossop Ward	Extremely Likely		Always very busy and occasionally overworked.		Satisfied as it is.	Male	over 65	White British	
113	Glossop Ward	Extremely Likely		Has received very good treatment since being on the ward.		Have found the service very good.	Female	over 65	White British	
114	Glossop Ward	Extremely Likely		Very efficiently managed.		Satisfied as it is.	Female	over 65	White British	
115	Glossop Ward	Extremely Likely		The staff are very understanding and efficient.		No. They do the best they can.	Female	over 65	White British	
116	Glossop Ward	Extremely Likely		Friendly and efficient.		Breakfast is badly organised. The tea is cold by the time it is needed.	Male	over 65	White British	
117	Glossop Ward	Extremely Likely		Cleanliness and friendliness.		No - all staff excellent, food good	Male	over 65	White British	
118	Glossop Ward	Extremely Likely		On top of the job. The cleanliness is excellent.		Everything seems to take so long and time passes so slowly.	Male	over 65	White British	
119	Glossop Ward	Extremely Likely		Everyone is so kind. A lovely atmosphere.			Female	over 65	White British	
120	Glossop Ward	Extremely Likely		The staff are caring and helpful.		Need more ward staff and newspapers more regularly	Male	56-65	White British	

						- sometimes they miss this ward.				
121	Glossop Ward	Extremely Likely		Excellent service from all the staff.			Female	56-65	White British	
122	Glossop Ward	Extremely Likely		Very good, excellent staff.			Male	26-35	White British	
123	Glossop Ward	Extremely Likely		Very good care from all the staff.			Male	over 65	White British	
124	Glossop Ward	Extremely Likely		Excellent service from all the staff. Nothing is too much trouble.			Male	over 65	White British	
125	Glossop Ward	Extremely Likely		Everyone is friendly and helpful.			Male	over 65	White British	
126	Glossop Ward	Extremely Likely		Very good treatment and care, including non-medical staff.			Male	56-65	White British	
127	Glossop Ward	Extremely Likely		Very well looked after.			Male	over 65	White British	
128	Glossop Ward	Likely		In 4 weeks the care I have received from the staff has been extremely caring and always with a kind word. At no time was I made to feel a nuisance. Thank you.			Female	Over 65		
129	Glossop Ward	Likely					Male	Over 65		
130	Glossop	Likely		The nurses do very		Staff are overworked and	Female	over	White	

	Ward			well but I am frustrated by the lack of progress with my illness.		the heating system needs attention - windows very draughty.		65	British	
131	Glossop Ward	Likely		Depends on who is in adjoining beds - snoring is a problem.		Apart from reservations already made, satisfied as it is.	Male	46-55	White British	
132	Glossop Ward	Likely		Kept awake by noisy patients but the staff are very helpful.		Not really.	Male	over 65	White British	
133	Glossop Ward	Neither Likely nor Unlikely		Mostly very nice.			Male	over 65	White British	
134	Intensive Care Unit	Extremely Likely		Everyone is doing their jobs and because they care.		Only two visitors at a time so when grandparents and parents are visiting it is difficult at times because some have come a long way.		26-35	White British	
135	King George V Ward	Extremely Likely		The staff are caring and thoughtful. They are there when you need them. They are gentle with the care you need. The doctors are on the wards each day too.		Few more lovely nurses to help others would be nice (with hard work).	Female	Over 65	White British	
136	King George V	Extremely Likely		If they were in the area. But many			Female			

	Ward			thanks.						
137	King George V Ward	Extremely Likely		Staff & everyone has been wonderful.			Female	Over 65	White British	
138	King George V Ward	Extremely Likely		Friendly staff, helpful medical staff.		More privacy when doctors are around.	Female	36-45	Other ethnic group	
139	King George V Ward	Extremely Likely		The staff have all been very caring and understanding. I wasn't expecting to spend some of my holiday time in hospital!			Female	36-45	White British	
140	King George V Ward	Extremely Likely		Because the nurses & the doctors are taking care of you very well and they are there in a second if they need them. H. is a gem!			Female	16-25	Other ethnic group	
141	King George V Ward	Extremely Likely					Female	56-65	White British	Do not publish
142	King George V Ward	Extremely Likely		The help & caring have been amazing!		No.	Female	Over 65	White British	
143	King George V Ward	Extremely Likely		Because all the staff are so kind, caring and so professional. Brilliant.		No, the ward is spot on. Nothing is too much trouble.	Female	over 65	White British	
144	King	Extremely		Very friendly and		No, I am more than happy	Female	36-45	White	

	George V Ward	Likely		so respectful, looked after me very well.		with everything thank you.			British	
145	King George V Ward	Extremely Likely		Very friendly and so respectful, looked after me very well. Staff Nurse G. has been so kind.			Female	36-45	White British	
146	King George V Ward	Extremely Likely				Food and cleanliness has been exceptional. I would just like to thank all of the staff for their kindness and care.	Female	36-45	White British	
147	King George V Ward	Extremely Likely		Always there for you, nothing is too much trouble for any of the staff in your needs.		Nothing I can think of as yet. All seems good.	Female	26-35	White British	
148	King George V Ward	Extremely Likely		All is fine. I don't like my medication locked away though.		Not really. As I say, I just wish I could take my own medication as I need it but, otherwise, no problems.	Female	56-65	White British	
149	King George V Ward	Extremely Likely		The attitude, quality and professional care I have received has been second to none. The staff all listen which makes such a difference.		No, obviously people's expectations. But I cannot even think of anything to nit pick about even. Having surgery over the next day or two, then I can move on with my life.	Female	over 65	White British	
150	King George V	Extremely Likely		Nurses are always around when you		No complaints whatsoever. I actually think the hospital	Female	36-45	White British	

	Ward			need them, working together as a professional team.		are doing an amazing job. Thank you to you all.				
151	King George V Ward	Extremely Likely		Everyone is helpful. Nothing is too much trouble.			Female	46-55	White British	
152	King George V Ward	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
153	King George V Ward	Extremely Likely		The staff are very good and attentive.			Female	56-65	White British	
154	King George V Ward	Extremely Likely		Everyone is helpful and caring, including non-medical.			Female	over 65	White British	
155	King George V Ward	Extremely Likely		Because of the kindness and care I've received.			Female	over 65	White British	
156	King George V Ward	Extremely Likely		Very kind and helpful. Nothing is too much for them.			Female	36-45	White British	
157	King George V Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
158	King George V Ward	Likely		Lovely ward and staff. Do they usually get choice?			Female	16-25	White British	
159	King George V Ward	Likely		Kind, nice people, helpful.						
160	King	Likely		For most of my		I have written a blog, and	Female	26-35	White	

	George V Ward			<p>stay, 90% of the staff have been very kind and understanding, having lost my baby. Unfortunately, the remaining 10% have not shown that much compassion. H. has been an absolute gem, so kind and understanding.</p>		<p>will pass it on to the communications office. Although my experience has been very traumatic, due to me losing my baby, as I said earlier for the majority of the time my care has been very good, just the odd blips. Especially with ladies who have gone through this awful time, it would be good to be in a side room, at least for a day or two. Some of the terminology really hurt the way it was used in talking to me about my loss. Perhaps staff should have lessons from the likes of Sister D. and H. how to treat people. May I also give S. from Sodexo a mention, she also has been so kind, and supportive, always a kind word and a smile.</p>			British	
161	King George V Ward	Likely		<p>Most of the time, all has been good, just the waiting around really.</p>		<p>I think staffing is a problem. They are always on the go and you can bet your life as soon as one patient calls for a nurse then about three others do.</p>	Female	36-45	White British	

162	King George V Ward	Extremely Unlikely		Day staff were not too bad. However, the night staff were unconcerned with my pain, refused to do things because it was too much effort. D. wouldn't dispense medication until I was completely in tears and agony. Very unhappy.		Monitor the night staff. They need to learn how to nurse. Not take 2.5hrs to give me something necessary to my recovery.	Female	36-45	White British	
163	Lundy Ward	Extremely Likely		I have received amazing care and compassion in a truly professional yet personal way. Many thanks to you all and keep up the amazing work.				46-55	White British	
164	Lundy Ward	Extremely Likely		All staff helpful & friendly. Would recommend this hospital to all.			Male	Over 65		
165	Lundy Ward	Extremely Likely		Because they look after you and they tell you things you should know and they are very friendly.			Male	Over 65	Other ethnic group	
166	Lundy Ward	Extremely Likely		Because I've had all the care in the		No improvements needed great.	Male		White British	

				world. Thank you.						
167	Lundy Ward	Extremely Likely		Very well looked after by the extremely kind and considerate staff.			Male	Over 65	White British	
168	Lundy Ward	Extremely Likely		Everybody was very nice & helpful. I couldn't have asked for anymore. The operation was fully explained to me in detail.		Carry on with the good work.	Male	46-55	White British	
169	Lundy Ward	Extremely Likely		My experiences in the ward.			Male	Over 65	White British	
170	Lundy Ward	Extremely Likely		Everybody, all staff from the domiciliary to the doctors, were friendly and professional. The private room allowed me to rest when I needed it.		No, it was excellent. Thank you.	Female	56-65	White British	
171	Lundy Ward	Extremely Likely		Excellent stay.				46-55		
172	Lundy Ward	Extremely Likely		Excellent care.			Male	Over 65	White British	
173	Lundy Ward	Extremely Likely		Caring and friendly staff, excellent care.		No.	Male	Over 65	White British	
174	Lundy Ward	Extremely Likely		The day care is first rate but the night care not so good.		Night care needs to be more responsive. It varies from one night to another.	Male	Over 65	White British	

175	Lundy Ward	Extremely Likely		Superb service all round.						
176	Lundy Ward	Extremely Likely					Male	Over 65	White British	
177	Lundy Ward	Extremely Likely		My second stay here. Excellent attention & service both times.			Male	Over 65	White British	
178	Lundy Ward	Extremely Likely		Fully supported with professional courtesy.			Male	46-55	White British	
179	Lundy Ward	Extremely Likely		Excellent care from all staff from the consultants down. All other staff most helpful at all levels.		Keep up the good work. 10 out 10.	Male	Over 65	White British	
180	Lundy Ward	Extremely Likely		All treatment was administered extremely quickly & nursing was excellent.						
181	Lundy Ward	Extremely Likely		Staff are kind, attentive and extremely professional.		None - all good.	Male	46-55	White British	
182	Lundy Ward	Extremely Likely		All staff are helpful & pleasant. Good, clean environment.			Female	56-65	White British	
183	Lundy Ward	Extremely Likely		All the staff were very capable, caring and cheerful.		No - it was brilliant.	Male	Over 65	White British	
184	Lundy	Extremely					Male	Over	White	Do not publish

	Ward	Likely					65	British		
185	Lundy Ward	Extremely Likely		Excellent care from everyone here - very impressed.		May be useful to have a nurse present when the doctors visit. Sometimes get information overload.	Male	56-65	White British	
186	Lundy Ward	Extremely Likely		Staff were amazing.			Male	Over 65	White British	
187	Lundy Ward	Extremely Likely		Care from wonderful, caring staff, a credit to all staff that deserve a lot more appreciation for all their hard work. Thank you once again.		Perfect but I don't think you can as the staff on Lundy do all they can possible. x.	Male	46-55	White British	
188	Lundy Ward	Extremely Likely		Excellent care and attention.		N/A.	Male	46-55	White British	
189	Lundy Ward	Extremely Likely		All members of the hospital team know their jobs, introduced themselves with a smile and carried out their tasks efficiently and with empathy. Well done & thank you all.			Male	Over 65	White British	
190	Lundy Ward	Extremely Likely		Help & friendly staff & good food.		Pay more to the staff. Move the clock from bottom of bed.	Male	Over 65	White British	
191	Lundy	Extremely		Extremely good		Not required. Good all	Male	Over	White	

	Ward	Likely		ward service with excellent staff throughout from theatre recovery to Lundy Ward.		round. Drinking water very poor.		65	British	
192	Lundy Ward	Extremely Likely		Very professional staff, including the domestic staff.			Male	56-65	White British	
193	Lundy Ward	Extremely Likely		Staff are good, ward very clean.		Too top heavy. Not enough staff where it matters	Male	over 65	White British	
194	Lundy Ward	Extremely Likely		Everything in the ward is ok.			Male	over 65	White British	
195	Lundy Ward	Extremely Likely		All the staff have been excellent.			Male	over 65	White British	
196	Lundy Ward	Extremely Likely		Well looked after by all the staff, including non-medical.		Perhaps at night maybe a little quieter.	Male	36-45	White British	
197	Lundy Ward	Extremely Likely		Nice and friendly staff.			Male	over 65	White British	
198	Lundy Ward	Extremely Likely		Very helpful, attentive and friendly.		If on discharge doctors give the go-ahead earlier it would help with bed-blocking.	Female	36-45	White British	
199	Lundy Ward	Extremely Likely		Good staff, well looked after.			Male	26-35	White British	
200	Lundy Ward	Extremely Likely		Very clean ward and friendly staff.			Male	over 65	White British	
201	Lundy Ward	Extremely Likely		All been caring.		Lack of information on the meaning of the different uniforms . No information pack available.	Male	56-65	White British	
202	Lundy	Extremely		Very well looked		The beds are not long	Male	36-45	White	

	Ward	Likely		after.		enough for taller people.			British	
203	Lundy Ward	Extremely Likely		Well looked after by the staff. Nothing is too much for them.			Male	56-65	White British	
204	Lundy Ward	Extremely Likely		The staff have been very good.			Male	over 65	White British	
205	Lundy Ward	Extremely Likely		Very helpful.			Male	over 65	White British	
206	Lundy Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
207	Lundy Ward	Extremely Likely		Very efficient.		Very satisfied the way it is.	Male	56-65	White British	
208	Lundy Ward	Extremely Likely		Hardworking and efficient.		Very satisfied as it is.	Female	56-65	White British	
209	Lundy Ward	Extremely Likely					Female	56-65	White British	
210	Lundy Ward	Extremely Likely		Nothing is too much trouble.		No.	Male	over 65	White British	
211	Lundy Ward	Extremely Likely		On holiday and has been most impressed with the treatment. The nursing is excellent.		A very good, efficient team - top to bottom.	Male	over 65	White British	
212	Lundy Ward	Extremely Likely		Staff so dedicated. Cleanliness.		Would like to see the League of Friends return.	Male	over 65	White British	
213	Lundy Ward	Extremely Likely		Friendly staff, very professional.		Has been very good.	Male	26-35	White British	
214	Lundy Ward	Extremely Likely		Tidiness, cleanliness, service.		As it stands what they have done here is very good.	Male	over 65	White British	
215	Lundy Ward	Extremely Likely		Well managed, tidy, all staff good humoured and		No complaints at all.	Male	over 65	White British	

				pleasant.						
216	Lundy Ward	Likely		Good care given by staff. Overworked and not enough staff on ward most of the time.		More staff on shifts which will improve care for patients. Too many 'chiefs' and not enough 'Indians'.	Male	46-55	White British	
217	Lundy Ward	Likely		The quality of care very good, but not happy with the lack of communication between staff for all the paperwork and gadgets used.		Communicate with each other clearly.	Male		White British	
218	Lundy Ward	Likely		To our opinion we have thought the care father have received was very good and think the nurses & doctors were brilliant.			Female	56-65	White British	
219	Lundy Ward	Likely		At this stage, not knowing what the outcome of my treatment is, recommending the result is difficult. However, generally the manner & care provided has been very good.		Maybe clearer information on recovery time.	Male	Over 65	White British	
220	Lundy Ward	Not entered		Excellent stay - a little noisy at night.			Male	Over 65	White British	
221	Lundy	Not		Everybody tries						

	Ward	<i>entered</i>		hard, food pretty good. S/R good, noisy in the bay. Waiting too long for pharmacy.						
222	Staples Ward	Extremely Likely		Good heavens, absolutely wonderful.		No. My son has sorted everything out for me.	Female	over 65	White British	
223	Staples Ward	Extremely Likely		I am being treated like the Queen .		No, I am fine thank you. Good food and lovely nurses. I had a fall, otherwise I would not be in here. The nurse P. (and all the others) are super, so kind and friendly.	Female	over 65	White British	
224	Staples Ward	Extremely Likely				Care, food and cleanliness is excellent. Personally, I would like the lights off a little earlier in the evening as I am an early to bed person but, honestly, everything is very good.	Female	46-55	White British	
225	Tarka Ward	Extremely Likely					Female	Over 65	White British	Do not publish
226	Tarka Ward	Extremely Likely		Absolutely amazing.		Work on pharmacy check out procedures.	Male	46-55	Other ethnic group	
227	Tarka Ward	Extremely Likely		Could not be bettered, everyone was so very kind helpful and understanding.			Female	Over 65	White British	
228	Tarka	Extremely		Care and concern		Perfect as it is.	Male	Over	White	

	Ward	Likely		was paramount and nothing was too much trouble. Staff were happy and gave positive vibes. All in all a very pleasant stay!				65	British	
229	Tarka Ward	Extremely Likely		First class treatment off staff and all nurses etc., well looked after by all.			Male	Over 65	White British	
230	Tarka Ward	Extremely Likely		Staff - friendly, reliable. Facilities - clean. Treatment & care - very good.			Male	46-55	White British	
231	Tarka Ward	Extremely Likely		The care by the staff is fantastic the treatment was second to none.			Male	Over 65	White British	
232	Tarka Ward	Extremely Likely		Very pleased all round with the treatment and care I received. Very [illegible] being on the other side as a patient then a member of staff.		None at all. Very excellent service and caring provided.	Male	26-35	White British	
233	Tarka Ward	Extremely Likely		Total care from admission to discharge. Nothing too much trouble both personal,		On a personal basis, no.	Female	Over 65	White British	

				medical. All [illegible] really appreciated the dedicated staff.						
234	Tarka Ward	Extremely Likely		Excellent care and support from all of the healthcare professionals I have seen during the stay.			Male	Over 65	White British	
235	Tarka Ward	Extremely Likely		Very kind & efficient staff on the ward. However, no notice was taken of the arrangements made by A&E doctor the night before which wasted 4 hours repeating enquiries & tests.		Trust other departments - don't start again.				
236	Tarka Ward	Extremely Likely					Female	56-65	White British	
237	Tarka Ward	Extremely Likely		The staff have been attentive, informative and a real boost to the progress made in treatment.		No.	Female	Over 65	White British	
238	Tarka Ward	Extremely Likely		Excellent care pre-op and post-op. So thankful we have			Female	56-65	White British	

				such a service.						
239	Tarka Ward	Extremely Likely		Really good efficient service nothing to much trouble for dedicated team. Made to feel we mattered. And team know exactly how to care treat.		I really don't think you could improve this service - totally amazing.	Female	46-55	White British	
240	Tarka Ward	Extremely Likely		The nurses were great, always there for you even though they were busy. It was very clean and the food very good. Could not be better anywhere else.		I think that if would be a very good idea to get a finger prick machine for I&R. I have really awful veins and it took a time to be able to get some blood. It would make life much easier with the machine. Simple and quick.	Female	Over 65	White British	
241	Tarka Ward	Extremely Likely		Both wards were serviced by knowledgeable staff from the HSA to the doctors and consultants who all demonstrated care & capability. Thank you North Devon District Hospital for looking after me.			Male	Over 65	White British	
242	Tarka Ward	Extremely Likely					Male	56-65	White British	
243	Tarka	Extremely		Attention to detail			Female	over	White	

	Ward	Likely		by all the staff.				65	British	
244	Tarka Ward	Extremely Likely		Nothing is too much trouble.			Female	over 65	White British	
245	Tarka Ward	Extremely Likely		Treated very well.			Female	over 65	White British	
246	Tarka Ward	Extremely Likely		Excellent service by the staff.			Male	over 65	White British	
247	Tarka Ward	Extremely Likely		The staff have been so patient and good.			Female	over 65	White British	
248	Tarka Ward	Extremely Likely					Female	over 65	White British	
249	Tarka Ward	Extremely Likely		Everyone is kind and understanding.			Female	over 65	White British	
250	Tarka Ward	Extremely Likely		Well looked after and encouragement given by the staff is good.			Female	46-55	White British	
251	Tarka Ward	Extremely Likely		Very kind, caring and considerate.			Male	16-25	White British	
252	Tarka Ward	Extremely Likely		Very helpful and friendly.		Medical staff shortage - numbers could improve.	Male	over 65	White British	
253	Tarka Ward	Extremely Likely		Very good but, in a side room, I feel isolated at times.			Female	over 65	White British	
254	Tarka Ward	Extremely Likely		All the treatment has been excellent.		Administration requires improvement i.e. the continual delay in my operation and of information received was making me more anxious. But once in hospital all ok.	Female	56-65	White British	

255	Tarka Ward	Extremely Likely		Treatment first class, caring, polite, nothing too much trouble.		More medical staff on the wards, all appear to be overworked.	Male	over 65	White British	
256	Tarka Ward	Extremely Likely		Very helpful staff.			Male	over 65	White British	
257	Tarka Ward	Extremely Likely		Staff hardworking, helpful and friendly.		Very happy as it is.	Female	over 65	White British	
258	Tarka Ward	Extremely Likely		Cleanliness and friendliness.		Satisfied the way to is.	Female	over 65	White British	
259	Tarka Ward	Extremely Likely		Very clean. Most of the staff are excellent.		Reduce cost of the TV.	Female	over 65	White British	
260	Tarka Ward	Extremely Likely		The staff are magnificent.		Wifi is needed urgently.	Male	over 65	White British	
261	Tarka Ward	Extremely Likely		The staff are brilliant and the ward is spotless.		Better facilities for smokers. The present arrangements at the entrance are degrading for smokers and the general public.	Male	over 65	White British	
262	Tarka Ward	Extremely Likely		The whole atmosphere is very good.		Very satisfied as it is.	Male	36-45	White British	
263	Tarka Ward	Extremely Likely		Dedication and care.			Male	over 65	White British	
264	Tarka Ward	Extremely Likely		The staff are excellent.		Communications need to be improved before operation between home doctor and hospital management.	Male	over 65	White British	
265	Tarka	Likely					Female	Over	White	

	Ward						65	British	
266	Tarka Ward	Likely		Staff very good and very helpful.			Male	Over 65	White British
267	Tarka Ward	Likely		The staff are very aware. The ward is clean.		Very satisfied.	Male	over 65	White British
268	Victoria Ward	Extremely Likely		Excellent care given by all staff members.			Female	56-65	White British
269	Victoria Ward	Extremely Likely		A visit to my doctor's surgery led to a very unexpected journey to NDDH. The ambulance men were delightful & thought there were long, long waits. They remained willing to talk to help pass the time. Luckily, I managed to seize a paperback (50p) from the second hand books on sale at the surgery as I was wheeled to the ambulance and I had my specs with me. It was a life saver during the			Female	Over 65	White British

				<p>long, long waits yesterday. Would it be possible to provide something to read while waiting? Thank you very much for the emergency [illegible], nightie, comb etc. Very welcome for the unexpected visit. I think almost without exception everyone I met was polite, kind and helpful & willing to answer questions. What more can one ask? But perhaps it would be a good thing to explain when first brought to the ward how some of the things work. I had no idea there was a free telephone until I saw the symbol on it & asked how one paid - and railings lowering the bed head.</p>						
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270	Victoria Ward	Extremely Likely								
271	Victoria Ward	Extremely Likely		Nurses very good. 10/10.		None.	Male	56-65	White British	
272	Victoria Ward	Extremely Likely		For the care & courtesy given to the patients.			Male	Over 65	White British	
273	Victoria Ward	Extremely Likely				Ask the nurses not to bang cupboards & drawers at night. My room next to kitchen.	Female	Over 65	White British	
274	Victoria Ward	Extremely Likely		All v. good. Staff & conditions.			Male	Over 65	White British	
275	Victoria Ward	Extremely Likely		Very friendly and helpful, very good care given.			Male	Over 65	White British	
276	Victoria Ward	Extremely Likely		Top class from bottom to top, can see why the staff are happy in their work. A real team!		Just keep doing what you are.	Male	56-65	White British	
277	Victoria Ward	Extremely Likely				Stop outside door knocking every time it closes in hallway (from No.1 ward Victoria).	Female	Over 65	White British	
278	Victoria Ward	Extremely Likely		Everything good staff lovely very clean		Satisfied as it is.	Female	over 65	White British	
279	Victoria Ward	Extremely Likely		All staff friendly, nothing is too much trouble.		Keep it as it is.	Female	over 65	White British	
280	Victoria Ward	Extremely Likely		Staff all so kind and helpful.		No, very good as it is.	Female	over 65	White British	

281	Victoria Ward	Extremely Likely		Good staff who listen to you.		Happy as it is.	Female	over 65	White British	
282	Victoria Ward	Extremely Likely		All very kind from nurses and doctors to cleaners - nothing is too much trouble.		No, very good as it is.	Female	over 65	White British	
283	Victoria Ward	Extremely Likely		Attitude of all staff, nothing too much trouble.			Male	over 65	White British	
284	Victoria Ward	Extremely Likely		All staff so caring, nothing too much trouble.		More than happy as it is.	Male	over 65	White British	
285	Victoria Ward	Extremely Likely		Friendly, everything very good.		No. Cannot be improved.	Female	over 65	White British	
286	Victoria Ward	Extremely Likely		All staff lovely and so helpful.		Need more staff.	Female	over 65	White British	
287	Victoria Ward	Extremely Likely		All staff are amazing.		Better communication - has been waiting a week to see a neurologist! The staff are stretched but excellent.	Female	36-45	White British	
288	Victoria Ward	Extremely Likely		Well looked after by all staff.			Female	over 65	White British	
289	Victoria Ward	Extremely Likely		Well treated by all.		More medical staff.	Female	over 65	White British	
290	Victoria Ward	Extremely Likely		Well looked after by all.			Female	over 65	White British	
291	Victoria Ward	Extremely Likely		I have been really touched by the attention I have received.			Female	over 65	White British	
292	Victoria	Extremely		I have been well			Male	over	White	

	Ward	Likely		looked after.				65	British	
293	Victoria Ward	Extremely Likely		Well looked after. There is a friendly atmosphere on the ward.			Male	over 65	White British	
294	Victoria Ward	Extremely Likely		The staff are excellent and very friendly.			Male	36-45	White British	
295	Victoria Ward	Extremely Likely		Been well treated by all.			Female	over 65	White British	
296	Victoria Ward	Extremely Likely		Well treated.			Male	over 65	White British	
297	Victoria Ward	Extremely Likely		Very friendly and generally excellent.			Male	over 65	White British	
298	Victoria Ward	Extremely Likely		A clean and tidy ward.			Male	56-65	White British	
299	Victoria Ward	Extremely Likely		Friendly staff.			Male	over 65	White British	
300	Victoria Ward	Likely		Hate being in hospital but staff very helpful. Everything clean.		Wifi.	Female	56-65	White British	
301	Victoria Ward	Likely					Female	over 65	White British	
302	Victoria Ward	Likely		Only been in 24 hours but first impressions good. Peaceful.		TV very expensive.	Male	over 65	White British	
303	Victoria Ward	Likely		Very good but felt that it was not quite as attentive as MAU ward.		Sheets would be more comfortable if hospital corners were used. Frustrated by lack of wifi.	Female	over 65	White British	
304	Victoria	Likely		Good and friendly		Communication could be	Male	over	White	

	Ward			staff and patients.		improved i.e. told to arrive at 7.30am in error instead of 10.30am.		65	British	
305	Victoria Ward	Unlikely		Feels that staff are of variable quality. An inconsistent level of care.		More staff needed and those with authority more easily identifiable i.e. uniforms confusing.	Female	over 65	White British	
306	Victoria Ward	Don't Know		The ward is fine but I would not wish my family to be in the same position as me.			Male	over 65	White British	
307	Victoria Ward	Not entered		Being confined to my cell - not really, it was very pleasant one bed unit with my own lovely shower & loo. I could only prowl up and down like a lion for exercise until declared free of infection and wonder what was on the other side of what seemed to be a single sheet of plasterboard on one side of it. Many conversations, some of which were quite clear to			Female			

				<p>overhear between different people sometimes children and different mechanical appliances making noises went on all day & through the night? On the other side a very bright light might be switched on suddenly overhead in the middle of the night. The ventilation blinds and nothing to stop the brightness, and unable to sleep again one night I read nearly a chapter of my book by the light of it. Would it perhaps be possible to arrange the blinds with a curtain or perhaps a board on this side of the window? But apart from these quibbles (sleep is difficult anyway sometimes when</p>						
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				one is not well). I have nothing but praise for the kind, friendly & hardworking nurses & cleaners who made my very unexpected stay so much more bearable. Thank you.							
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