

Acute Inpatient Wards - North Devon District Hospital - ‘Friends and Family Test’ Patient Feedback - Sep-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		Fantastic care by all your staff.		None. 100%.	Male	over 65	White British	
2	Acute Stroke Unit	Extremely Likely		Everyone has been so kind, caring, very welcoming.		The hospital has been fine. My notes were apparently lost between Bude and here so that held things up a bit, causing confusion on my behalf due to lack of communication. The staff on the Stroke Unit are superb.	Female	46-55	White British	
3	Acute Stroke Unit	Extremely Likely		The understanding and attention shown to my wife has been wonderful.		Not really. The medical care has been superb - amazing really i.e. the way my wife is being cared for. So no, not really. The ward staff are brilliant.	Female	over 65	White British	
4	Acute	Extremely		5-star care all the		No, everything has been	Female	over	White	

	Stroke Unit	Likely		way. Absolutely wonderful standard of care and cleanliness is second to none. K., S. and the Sodexo team are great.		fine. A visitor to the area, I am delighted with my care.		65	British	
5	Acute Stroke Unit	Extremely Likely		The nursing care is fantastic, treating mother and us with so much respect. Dr L. is amazing, always there to explain everything - a wonderful, caring man.		Very difficult. As far as we are concerned, everything that is needed is in place.	Female	over 65	White British	
6	Acute Stroke Unit	Extremely Likely		Everything you need - superb staff giving top care. What more do you need?		No, I cannot think of anything. The food is okay, cleanliness spot on. The quality of nursing is brilliant.	Male	over 65	White British	
7	Capener Ward	Extremely likely		The staff on this ward were the best I have ever had, they went out of their way to make your stay. Nothing was too much for them.			Male	56-65	White British	
8	Capener Ward	Extremely likely		Staff couldn't do enough for me,			Female	46-55	White British	

				excellent care from excellent staff.						
9	Capener Ward	Extremely likely					Male	46-55	Asian / Asian British	Do not publish
10	Capener Ward	Extremely likely		Nothing too big for them, they look after you perfectly. All the staff made me very welcome and treated me perfectly and also looked after me since I came into hospital. I would not, cannot, fault the ward at all.		They work ever so hard and sometimes they are short of nurses. That is all I can say.	Female	over 65	White British	
11	Capener Ward	Extremely likely		All the staff were excellent and good with the care I was given. The food was a bit cold and small variety of menu though.		Increase the variety in the menu.	Female	36-45	White British	
12	Capener Ward	Extremely likely		I have been very well looked after by the friendly staff. They made me feel welcome and at ease & were able to			Female	56-65	White British	

				answer any questions I had. S. remembered what I had to drink, we even had a few laughs. All in all a great experience despite the unfortunate reason we met.						
13	Capener Ward	Extremely likely		One to one reassurance at all times.		It's fine as it is. Thank you.	Female	over 65	White British	
14	Capener Ward	Extremely likely		Excellent care given from all departments. A hospital to be proud of! Best wishes to its future.			Female	56-65	White British	
15	Capener Ward	Extremely Likely		Everything is done for us that is needed. The staff are truly wonderful, including the Sodexo staff, right through to consultants.		No. I am more than happy, thank you. Spotlessly clean, the food is good. TV is expensive.	Female	36-45	White British	
16	Capener Ward	Extremely Likely		The nurses are wonderful. In fact, all the staff are superb.		Everything is fine, thank you. I wish the food was just a bit hotter but apart from that all good.	Female	over 65	White British	

17	Capener Ward	Extremely Likely		The staff do everything they can to be helpful. They are all so kind and caring.		Not really. I do feel upset that after all these years of being able to do everything myself I have to now rely so much on other people. Very frustrating but the staff here are so amazing. The ward is so clean and tidy, the food also very good, so no complaints. Thank you.	Female	over 65	White British	
18	Capener Ward	Extremely Likely		Absolutely 100% fantastic. I cannot fault anyone or anything.		I would just like to give my thanks to all the staff for their care and kindness shown to me the whole time I have been on the ward. Wonderful, professional people, a credit to the hospital	Female	26-35	White British	
19	Capener Ward	Extremely Likely		Don't worry about anything - they look after you really well.		No. I would say that everything is perfect. Thank you.	Female	46-55	White British	
20	Capener Ward	Extremely Likely		The staff are truly magnificent - always giving over and above.		Very difficult to improve on excellence from such professional staff.	Female	over 65	White British	
21	Capener Ward	Extremely Likely		Could not wish for better care.		The staff are a credit to the NHS and our local hospital.	Female	over 65	White British	
22	Capener Ward	Extremely Likely		Everything has been spot on up to now.		No, not at all. Absolutely wonderful care ever since I was admitted.	Male	46-55	White British	
23	Capener	Extremely		Wonderful people.		The staff are angels - every	Male	over	White	

	Ward	Likely		Cannot find any fault whatsoever.		one of them.		65	British	
24	Capener Ward	Extremely Likely		Well looked after by all the staff.		The ward appears untidy at times.	Female	over 65	White British	
25	Capener Ward	Extremely Likely		So caring and attentive.		More medical staff.	Female	over 65	White British	
26	Capener Ward	Extremely Likely		A very good ward - full of friendliness and laughter.			Female	over 65	White British	
27	Capener Ward	Extremely Likely		The kind and considerate staff.			Female	over 65	White British	
28	Capener Ward	Extremely Likely		The staff are excellent and cater for my every need.		I felt that there was a slight lack of communication between departments.	Female	over 65	White British	
29	Capener Ward	Extremely Likely		The staff are friendly.		A complete waste of medical equipment can be found at most community tips and have to be replaced.	Male	over 65	White British	
30	Capener Ward	Extremely Likely		Very good and friendly staff.			Male	over 65	White British	
31	Capener Ward	Extremely Likely		Very helpful and attentive staff.			Male	56-65	White British	
32	Capener Ward	Extremely Likely		Well looked after by all staff.			Male	over 65	White British	
33	Capener Ward	Extremely Likely		The staff and the treatment is positive and works.			Male	over 65	White British	
34	Capener Ward	Extremely Likely		Nice and friendly staff.			Male	over 65	White British	
35	Capener Ward	Extremely Likely		The staff are all so friendly and kind.		Not really. As a visitor to the area, I and my husband	Female	over 65	White British	

				Excellence is hard to achieve but the staff here certainly try to do it.		are delighted the way I have been looked after. Spotlessly clean. So, generally speaking, all good.				
36	Capener Ward	Extremely Likely		The best possible care I could have wished for. Absolutely brilliant. K. from Sodexo - always a lovely smile and a kind word.		No. As a hospital, I cannot see how anything could help by altering. We are all concerned re: closures but we shall see. The food and cleanliness are good, so that's it really. Thank you.	Female	over 65	White British	
37	Capener Ward	Extremely Likely		Friendly, kind, wonderful staff, clean, good food. Yes, very good indeed.		In my opinion, no. I think we are so lucky to have such fantastic care in our hospital. I, and many like me, do worry about the future of our hospital, though.	Female	over 65	White British	
38	Capener Ward	Extremely Likely		Very kind and welcoming staff. So kind and thoughtful, all of them.		No, not really. Everyone seems to work together as a professional team. Clean ward. Haven't had much food yet. So, all is fine.	Female	36-45	White British	
39	Capener Ward	Extremely Likely		The staff all know what they are doing, very responsive to any request.		No. Just once again to thank all of them staff, from Sodexo to consultants.	Male	46-55	White British	
40	Capener Ward	Extremely Likely		Brilliant. So much better than Derriford.		There is only thing I can say i.e. more staff. My word, these youngsters never	Male	56-65	White British	

				Obviously, the staff here work together as a team and a good team at that.		stop. So much is expected of them. The care shown is way above expectations.				
41	Capener Ward	Likely		All the staff were polite and helpful. Nothing was ever too much trouble straightaway the other wards. I have a lot learn to treat their patients the same. They are attentive in every way possible - just update some of their equipment for them as that what they need.		Just upgrade the equipment sooner rather sooner than later.	Female	36-45	White British	
42	Capener Ward	Likely		On the whole brilliant. Sometimes due to lack of staff by the look of things, you do have to wait a while for things, but not the staff's fault.		I don't think so, just more staff maybe, but I have just lost my husband as well as my health and the staff have been so kind and caring. A huge thanks to you all.	Female	over 65	White British	
43	Capener Ward	Neither likely nor unlikely					Female	over 65	White British	Do not publish
44	Capener	Neither		Sitting round			Female	over	Other	

	Ward	Likely nor Unlikely		doing nothing for a long while.				65	ethnic group	
45	Caroline Thorpe Ward	Extremely Likely		Very friendly, understanding, when speaking to you, they also listen.		No. Just awaiting surgery for our little girl so just the wait now but we are being looked after very well indeed.	Female	Under 16	White British	
46	Caroline Thorpe Ward	Extremely Likely		The staff have been absolutely wonderful the way they have looked after our two week old baby. Superb people, all very kind and caring.		No, not really. All is very good, thank you.	Female	Under 16	White British	
47	Caroline Thorpe Ward	Extremely Likely		Quick responses to needed care. Time to talk & discuss issues, staff care.		All good - excellent service. Look after parents as well as patient. This makes a huge difference.	Female	Under 16	White British	
48	Caroline Thorpe Ward	Extremely Likely		Staff always there for you. Much, much better than Derby hospital.		Ipads for older children. Need internet access with less restrictions please.	Male	Under 16	White British	
49	Caroline Thorpe Ward	Extremely Likely		The staff are wonderful. Plus everything seems to be provided for any situation.		No. As a family, we have been treated extremely well indeed. The care shown is amazing.	Female	Under 16	White British	
50	Caroline Thorpe Ward	Extremely Likely		The staff are all so kind and very attentive - so professional.		No. To be honest, all is very good. The staff are all so kind, thoughtful and caring. Thank you everyone, you	Male	Under 16	White British	

						are amazing.				
51	Caroline Thorpe Ward	Extremely Likely					Female	Under 16	White British	
52	Caroline Thorpe Ward	Extremely Likely					Female	Under 16	White British	
53	Caroline Thorpe Ward	Extremely Likely		We have been in a lot of hospitals, including abroad, and as parents we rate this children's ward as the best we have attended. The staff listen and show kindness and care.		No, more than happy. My wife and I are absolutely delighted with care shown. Off to Bristol today for tests so fingers crossed for the future.	Female	Under 16	White British	
54	Caroline Thorpe Ward	Extremely Likely					Male	Under 16	White British	
55	Caroline Thorpe Ward	Extremely Likely					Male	Under 16	White British	
56	Caroline Thorpe Ward	Extremely Likely		Wonderful hospital, wonderful ward, wonderful professional staff.		Nothing I can think of. Total top quality care at all times.	Female	Under 16	White British	
57	Caroline Thorpe Ward	Extremely Likely		The staff care		Always a massive delay when told we can go home. Waiting for sign off from doctors who take hours to come.	Male	Under 16	White British	

58	Caroline Thorpe Ward	Likely		Staff kind, polite.		All fine well-staffed.	Male	Under 16	White British	
59	Caroline Thorpe Ward	Likely		Nursing staff attentive and answer questions & are informative.		Ipads for teenagers would help.	Female	16-25	White British	
60	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Friendly, polite and caring staff.	Not only were the staff brilliant with the patient but also her brother which made him seem happier and comfortable with the situation. I also really appreciate how much everything was explained to us, we can leave feeling prepared and educated about it. Thank you.	Nothing.	Female	under 6	White British	
61	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	People don't seem to communicate with one another, knock on effect is long waiting times and doctors & nurses questioning each other.						
62	Caroline Thorpe	Yes, I do	Parent / guardian /	Very friendly, helpful and lovely	They helped in every way possible.		Female		White British	

	Ward		carer	people.						
63	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	We were well looked after and had everything explained to us properly.	There was lots to do and play with to pass the time, the 3D TV.			6-8	White British	
64	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	The staff are very thoughtful and are always on hand in case of emergency. Very caring and happy team with nothing too much to ask for. A genuine pleasant experience for parent & patient.	Made very comfortable and at ease with the situation by a caring care team.	To give a bit more updates and to pass more info. to parent / carer as to progress etc.	Male	6-8	White British	
65	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	V. helpful, friendly, kind and lovely people. Big thank you for C., H. & Dr V. & Dr S. for their great help!	To have all the needed help for my son.	Consultant on call (Sep 12/16 morning) was sitting there having coffee and didn't come to see us????	Male		Mixed / Multiple ethnic groups	
66	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	So caring and looked after my daughter so well.	The care and nursing.		Female	12-15	White British	
67	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Everyone very kind, patience, smiley and warm care.	Seems always someone available.	Nothing. We had all we need.	Female		Other ethnic group	
68	Caroline Thorpe	Yes, I do	Parent / guardian /	Because the staff have been	Staff supportive, friendly and made	Nothing. Amazing care!	Male	under 6	White British	

	Ward		carer	absolutely incredible, so helpful and brilliant by getting everything we and he needed. Very caring, friendly and set our minds at rest about our stay. They, I feel, have gone above and beyond to make us feel comfortable considering the situation. A massive thank you to the staff!	us feel much more at ease about the situation. I am breastfeeding and was feeling faint as not eaten - they gave me food and were very helpful & understanding.					
69	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Excellent staff, very friendly.			Female	under 6	White British	
70	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Doctors and nurses always coming around checking on my daughter made me feel she was top priority for them and I felt she was in safe place.	Yes. I spent two nights at my daughter's side and was comfortable with a bed to myself and fresh bedding. My daughter was also very comfy. Plus food given was good. Kids have lots of entertainment.	Nothing really!!	Female	under 6	Other ethnic group	
71	Caroline Thorpe	Yes, I do	Parent / guardian /	Fantastic ward, fantastic staff.						

	Ward		carer	Thanks especially to S. for everything.						
72	Caroline Thorpe Ward	Yes, I do	Patient	Because it has a playroom.	Lots to do.	If it had a slide.	Female	6-8	White British	
73	Caroline Thorpe Ward	Yes, I do	Patient	Friendly staff, good treatment and looked after me very well.	The food was good and the staff were very friendly and answered my questions.		Male	12-15	White British	
74	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Very attentive nurses, regular doctors' checks compared to other hospitals. We were even provided with tea + coffee!	Caring, friendly and attentive staff. Regular doctors' visits.	The cot we had didn't raise up/down any more. Ladywell Unit poorly signposted.	Male	under 6	White British	
75	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	All staff very competent, friendly - took care to explain everything to myself and my son. Hospital close to home so my husband and I could share care of our daughter and easily pick her up from nursery etc.	All round high standard of care.		Male	under 6	White British	
76	Caroline	Yes, I do	Parent /	All of the Drs,	The fact that we	Nothing, the experience	Male	6-8	White	

	Thorpe Ward		guardian / carer	nurses, ward teacher etc. have been so attentive and caring towards both my son (6) and myself from the moment we arrived on the ward.	were treated so well, that there is a well maintained and equipped playroom and that I (parent) am able to sleep at the side of my son overnight and of course the fact that we received the correct diagnosis and treatment.	and service we received was first class, thank you.			British	
77	Caroline Thorpe Ward	Yes, I do	Patient	The staff were fantastic, very friendly, easy to approach, kept us informed every step of the way.	The care we had was outstanding.		Male		White British	
78	Caroline Thorpe Ward	Yes, I do	Parent / guardian / carer	Staff are friendly and good at their job.	Staff.		Female	under 6	White British	
79	Fortescue Ward	Extremely likely		Found everyone most helpful.						
80	Fortescue Ward	Extremely likely		I was in a very stressed & painful condition after a fall which caused me to be alone on the floor for 19 hrs. I have had every care & kindness in this ward. I cannot		I suppose, although busy, but had a very long wait for pharmacy.	Female	over 65	White British	

				Speak with more thanks for all.						
81	Fortescue Ward	Extremely likely		Thank you to everyone.			Male	over 65	White British	
82	Fortescue Ward	Extremely Likely		Excellent. The nurses cannot do enough for you.		I sometimes get confused, other times I am ok. One lady is very noisy in here.	Female	over 65	White British	
83	Fortescue Ward	Extremely Likely		Only young people. They are so kind and so caring, giving me all their help I need after my stroke.		Yes. More staff. These people just never stop. How they manage with some of these other patients I do not know. Enough to try the patience of a saint.	Female	over 65	White British	
84	Fortescue Ward	Likely		I just feel very vulnerable that's all. It's been such a long time in here.		Waiting to go to a care home in Barnstaple - that will be better for me I am sure but the hospital do their best.	Male	over 65	White British	
85	Fortescue Ward	Not entered		I'm elderly but being amongst others worse off than myself is rather disheartening.			Female	over 65	White British	
86	Fortescue Ward	Not entered					Male	over 65	White British	Do not publish
87	Glossop Ward	Extremely likely		Would not be alive today but for all the kind care of all staff & wards N.D.H. Thank you all so much x. Ms			Female	over 65		

				J.						
88	Glossop Ward	Extremely likely		I found the staff excellent. I cannot put into words high enough. Everybody from doctors to the cleaning operatives very professional. I am a professional patient with many years exp. of ward.			Male	56-65		
89	Glossop Ward	Extremely likely		Because you all are very good to get very helpful, kind whatever I wanted for. I think all could do with pay rise.			Female	56-65		
90	Glossop Ward	Extremely likely		Very good.			Male	over 65		
91	Glossop Ward	Extremely likely		Nursing staff, friendliness and professionalism.			Female	over 65		
92	Glossop Ward	Extremely likely		Excellent care, friendly staff. Thank you so much for being so kind and thorough x.			Female	56-65		
93	Glossop Ward	Extremely Likely		The ward is brilliant looking		Medically superb. Moved to Glossop Ward from	Male	over 65	White British	

				after my father. I cannot fault it at all.		Staples Ward. Unfortunately, no communication telling us of the move until we arrived for visiting. I feel the price of the TV is extortionate but I guess no choice as captive audience.				
94	Glossop Ward	Extremely Likely		I am old and get very tired but the nurses always help me.		Not really, I am being well looked after. Thank you.	Male	over 65	White British	
95	Glossop Ward	Extremely Likely		Brilliant. I wish all wards were like this one.		My fault I am in here so I cannot say anything about the place. The staff are all great.	Male	36-45	White British	
96	Glossop Ward	Extremely Likely		It is the wonderful, friendly nature of the staff - cleaners, nurses and doctors.		The TV is a bit naughty when programme keep running when not watching it but the ward is clean, food is okay and the staff are very hardworking.	Male	Prefer not to say	White British	
97	Glossop Ward	Extremely Likely		Breakfast in bed! Everything is very clean and the staff are lovely.		They do a very good job as it is.	Female	over 65	White British	
98	Glossop Ward	Extremely Likely		All the staff are extremely efficient.		I would like to see a regular distribution of newspapers.	Male	over 65	White British	
99	Glossop Ward	Extremely Likely		The staff are on the ball.		Satisfied as it is.	Male	over 65	White British	
100	Glossop Ward	Extremely Likely		All the staff are very efficient and		No complaints.	Male	over 65	White British	

				helpful.						
101	Glossop Ward	Extremely Likely		Nice and quiet at night - well managed.		No - fine as it is. Everyone does their best.	Female	56-65	White British	
102	Glossop Ward	Extremely Likely		The staff are excellent - could do with more at times.		More staff.	Female	over 65	White British	
103	Glossop Ward	Extremely Likely		Cannot be faulted.		Very impressed - cannot be improved.	Female	over 65	White British	
104	Glossop Ward	Extremely Likely		Staff have been very nice.		Good as it is.	Female	26-35	White British	
105	Glossop Ward	Extremely Likely		Friendly, caring staff.		More staff at weekends.	Female	over 65	White British	
106	Glossop Ward	Extremely Likely		Because the staff are excellent and knowledgeable.		More staff generally.	Female	over 65	White British	
107	Glossop Ward	Extremely Likely		Staff very friendly. A quiet ward.			Female	16-25	White British	
108	Glossop Ward	Extremely Likely		The staff are very nice.			Female	56-65	White British	
109	Glossop Ward	Extremely Likely		Been well treated with greatest respect.		Walking frames appear to be in short supply.	Female	over 65	White British	
110	Glossop Ward	Extremely Likely		Well looked after.			Female	over 65	White British	
111	Glossop Ward	Extremely Likely		Friendly staff. Clean ward.		The food is fair but eatable.	Female	over 65	White British	
112	Glossop Ward	Extremely Likely		Friendly staff.			Female	over 65	White British	
113	Glossop Ward	Extremely Likely		Well looked after.			Male	56-65	White British	
114	Glossop	Extremely		Everything good,		Very good as it is - cannot	Female	over	White	

	Ward	Likely		so kind and helpful		be bettered		65	British	
115	Glossop Ward	Extremely Likely		All staff amazing		Food is dire - hard to identify it	Female	46-55	White British	
116	Glossop Ward	Likely		As a regular visitor to the ward, the staff are always on the ball.		Not really. The ward is always clean and food acceptable. So, all pretty good really	Female	46-55	White British	
117	Glossop Ward	Likely		If I knew of anyone coming in to this ward I would not hesitate to recommend it.		My only wish is that it was the old way of nursing when patients could easily tell sister from nurse. They all look the same. This is my opinion as a retired nursing sister but, seriously, for modern times the ward is good.	Female	over 65	White British	
118	Intensive Care Unit	Extremely Likely		Really excellent quality and professional care.		No. How can you improve on excellence? The quality of the care and kindness is amazing plus this wonderful facility offered to us as family so we can enjoy our own time and privacy while going through a very difficult time.	Female	over 65	White British	
119	Intensive Care Unit	Extremely Likely		The staff take the time to explain what is happening.		The ICU is excellent. Other wards in the hospital are very noisy. The staff here are kind and caring.	Male	over 65	White British	
120	Intensive Care Unit	Extremely Likely		The level of care and professional on ICU is excellent.		Lucky with the care I have had.	Male	56-65	White British	

121	Intensive Care Unit	Extremely Likely		No complaints about anything. The staff are friendly. First class treatment.		Brilliant. I cannot praise the staff and service enough.	Male	56-65	White British	
122	Intensive Care Unit	Extremely Likely		The staff are so good.		None - all good.	Female	16-25	White British	
123	King George V Ward	Extremely likely		I just want to say how fantastic the healthcare assistant L.R. has been with looking after me - she should have a pay rise and you should have more like her.			Female	26-35	White British	
124	King George V Ward	Extremely likely		First experience in hospital which contradicts the information you hear from the media.			Female	56-65	White British	
125	King George V Ward	Extremely likely		All the staff have been incredible, both during this stay on KG5 and when I was in for the day 2 weeks ago. So friendly & helpful.			Female	26-35	White British	
126	King George V	Extremely likely		Everyone was so helpful and kind,			Female	over 65	White British	

	Ward			couldn't ask for better doctors and nurses were fab at all times even when patients being difficult. Well done. Many thanks.						
127	King George V Ward	Extremely likely		I have been very well looked after since the start of miscarriage to the aftercare when I lost baby. The staff have been very caring and supportive at such a sad time. I would like to say a big thank you to you all for all your help & support to get me fit & well again.						
128	King George V Ward	Extremely likely		Attentive staff, very friendly atmosphere, lenient with visiting times when needed. Thank you.		Toilet cleaning, ideally more than twice, especially with other poorly patients, constant use.	Female	26-35	White British	
129	King George V Ward	Extremely likely					Female	over 65	White British	Do not publish

130	King George V Ward	Extremely likely		Have received really good care from all nurses etc. Nothing has been too much trouble.			Female	36-45	White British	
131	King George V Ward	Extremely likely		Every member of the team of KG5 are the most caring, friendly and helpful people I have ever met. They have made each of the stays I have had the most comfortable Thank you so much to each and every member of the team.		Reward the team for being the best.	Female	56-65	White British	
132	King George V Ward	Extremely likely		I would like to say how fantastic the housekeeper C.B. has been with my stay very caring and lovely.			Female	26-35	White British	
133	King George V Ward	Extremely likely		The staff are caring, friendly, informative and the atmosphere (expect for the continual beeping of a faulty machine!)		Through the grapevine I've heard that all day visiting is being considered. I do not think this is a good idea because hindrance to staff, patient confidentiality, fatigue to patient.	Female	over 65	White British	

				relaxing.						
134	King George V Ward	Extremely likely		The whole staff were caring, kind and attentive, couldn't fault their commitment to their work which they seem to enjoy. The beds and other equipment were first class. I'm glad the paramedics (they were wonderful) [illegible], I'm glad they brought me to Barnstaple.		Covers for the toilet seats would be good. I do understand this might not be possible because of expense.	Female	over 65	White British	
135	King George V Ward	Extremely likely		Lovely staff. Very friendly & supportive.		No!	Female	56-65	White British	
136	King George V Ward	Extremely likely		The staff, from consultant to domestic cleaners & all in between have made my stay - dare I say - enjoyable. Politeness, understanding, caring and expert knowledge made a great difference to		Not that I can think of.	Female	over 65	White British	

				what has been a worrying time.						
137	King George V Ward	Extremely likely		Staff were very pleasant, very friendly and caring.			Female	46-55	White British	
138	King George V Ward	Extremely Likely		A very clean, modern ward. The staff are brilliant.		My only complaint is that the toilets are too high and the toilet roll holders are too far from the toilet.	Female	46-55	White British	
139	King George V Ward	Extremely Likely		The staff are very friendly - treated like a human being.		Satisfied the way it is.	Female	46-55	White British	
140	King George V Ward	Extremely Likely		Friendliness of staff. Nothing is too much trouble.		Running very well as it is.	Female	over 65	White British	
141	King George V Ward	Extremely Likely		All staff so kind and helpful			Female	over 65	White British	
142	King George V Ward	Extremely Likely		Cleanliness and all the staff have been so friendly.		Very happy the way it is.	Female	26-35	White British	
143	King George V Ward	Extremely Likely		The staff are very good. The ward is clean.		The food could be improved.	Female	over 65	White British	
144	King George V Ward	Extremely Likely		The staff are friendly and helpful. The ward is very clean.		The toilets are too high.	Female	36-45	White British	
145	King George V Ward	Extremely Likely		Wonderful care the whole time I have been on the		Not really. My only comment in a negative way is the variable	Female	46-55	White British	

				ward.		quality of the food i.e. not always hot enough. Cleanliness is fine, nurses and doctors have been wonderful. S. and the Sodexo team are absolute stars.				
146	King George V Ward	Extremely Likely		I give the ward top marks in everything, so kind, and so caring. Very consistent care as well, which is so good in today's times. I am very impressed.		Nursing staff and doctors are superb. Some of the Sodexo staff need to remember people in hospital are poorly and not bang around but that is just a small niggle.	Female	over 65	Asian / Asian British	
147	King George V Ward	Extremely Likely		Brilliant care, always on hand to help in any way. Plus, very busy - they hardly ever stop.		Not really apart from these wonderful nursing staff are so overworked. Surely, more help is needed.	Female	26-35	White British	
148	King George V Ward	Extremely Likely		After my surgery, everyone has been so kind and attentive to not just me but everyone around me. Marvellous to see such professional care shown. The doctors and nurses		No. After all you see and read in the press, I was actually scared to come in here but I will assure people from now on that it is nothing like that and if you ever need to use our hospital, they have no fear as you will most certainly be looked after.	Female	36-45	White British	

				are unbelievable.						
149	King George V Ward	Extremely Likely		Good, very good. Everyone is amazing. I seem to have been on the ward a long time, so have witnessed the non-stop care the nurses provide.		Not at all. Dr C. and her team have been so wonderful and the nursing staff are just like her - all so caring and kind. Spotlessly clean. So all good. Thank you.	Female	over 65	White British	
150	King George V Ward	Extremely Likely		All lovely. My word, the care has been wonderful. I cannot speak highly enough of all of the staff - from Sodexo through to the consultants. Amazing kindness and care.		Difficult to improve on excellence. No, these hardworking people are wonderful, no complaints whatsoever.	Female	56-65	White British	
151	King George V Ward	Extremely Likely		Brilliant, all of them. Can I give 12 out of ten?		No. Everything is absolutely brilliant, no problems whatsoever with anything at all.	Female	56-65	White British	
152	King George V Ward	Extremely Likely		The staff are very attentive, alongside a high level of cleanliness.		Not at all. The staff treat you so well. They show so much care and kindness.	Female	over 65	White British	
153	King George V Ward	Extremely Likely		Lovely nurses and staff. A very clean ward.			Female	46-55	White British	

154	King George V Ward	Extremely Likely		Nurses and all the staff are friendly.			Female	46-55	White British	
155	King George V Ward	Extremely Likely		A nice ward. Well looked after by all the staff.		More staff and beds.	Female	16-25	White British	
156	King George V Ward	Extremely Likely		Well looked after by all the staff.			Female	16-25	White British	
157	King George V Ward	Extremely Likely		Nice ward. Most of the staff are lovely - well looked after.		Politer night staff.	Female	26-35	White British	
158	King George V Ward	Extremely Likely		Well looked after by all the staff.			Female	46-55	White British	
159	King George V Ward	Extremely Likely		Well looked after.			Female	36-45	White British	
160	King George V Ward	Likely		The care was brilliant. Was never waiting for someone [illegible].		No.	Female	16-25	White British	
161	King George V Ward	Likely		Nurses are really friendly and kind, just a bit forgetful and slow probably because they're very busy.		Tell you a bit more about the medication they're giving you.	Female	16-25	White British	
162	King George V Ward	Likely					Female	16-25	White British	
163	King	Likely		Friendly,			Female	46-55	White	

	George V Ward			courteous, hardworking.					British	
164	King George V Ward	Likely		Staff are kind and caring.		Better food.	Female	over 65	White British	
165	King George V Ward	Likely		Care + attention has been very good + my needs + requirements have been met.			Female	over 65	White British	
166	King George V Ward	Likely		Variation in quality of staff. A healthcare assistant upset three of the patients yesterday.		Nurses should listen to the patient and not dictate to them.	Female	16-25	White British	
167	King George V Ward	Likely		This patient was also upset by one nurse yesterday who does not appear to enjoy her job!		Experience tainted by the one nurse.	Female	16-25	White British	
168	King George V Ward	Likely		The staff all work hard. The place is very clean.		Lack of communication at times between ward staff, doctors and patients.	Female	56-65	White British	
169	King George V Ward	Likely		The staff are friendly. A very clean ward.		The quality of the food has deteriorated since I was last in this hospital.	Female	46-55	White British	
170	Lundy Ward	Extremely likely		The care and attention from all of the staff on Lundy ward was			Male	56-65	White British	

				exceptionally good. In particular S/N T. was amazing, always helpful with a smile on her face.						
171	Lundy Ward	Extremely likely		Simply the kind, caring responses of all staff members that I had the pleasure to meet during long weekend stay.		Just keep on keeping on.	Male	over 65	White British	
172	Lundy Ward	Extremely likely		Complete satisfaction with everything (surgeons, doctors, nurses, catering cleanliness) special mention for S/N M. - so helpful!		None whatsoever.	Male	over 65	White British	
173	Lundy Ward	Extremely likely		Everybody really helpful, friendly & efficient.		No.	Male	56-65	White British	
174	Lundy Ward	Extremely likely		I have been a patient in Lundy Ward several times. The care shown is second to none the staff excellent and		You cannot improve on perfection the nurses are worth their weight in gold the so called bureaucrats should remember they are the back bone of our NHS.	Male	over 65	White British	

				dedicated. To be treated here is a privilege for which I am truly.						
175	Lundy Ward	Extremely likely		All the staff are very friendly, caring and efficient at all levels. Thank you for everything!		No. It's fine!	Male	over 65	White British	
176	Lundy Ward	Extremely likely		Kind, friendly, very well organised and understanding as we are on holidays.		No - none at all.		46-55		
177	Lundy Ward	Extremely likely		The staff are very friendly and helpful. E. made an excellent job of changing my dressing.			Male	over 65	White British	
178	Lundy Ward	Extremely likely		The obvious quality after and respect given by staff both clinical and support to me as a patient.			Male	56-65	White British	
179	Lundy Ward	Extremely likely		I see no reason to complain about anything - excellent care.			Male	over 65	White British	
180	Lundy Ward	Extremely likely		I've had splendid, professional,			Male	over 65	White British	

				sympathetic, caring support from top to bottom. [Illegible]. Sorry about writing on my knee while lying down. Hope you can make use of my comments.						
181	Lundy Ward	Extremely likely		From the reception desk to discharge 2 days later, the care I have received has been the most professional, sensitive, compassionate and attentive I have ever experienced. J., S., P., J. & C. went out of their way on many occasions to ensure I was comfortable.		Reduce the nurses working hours for shift whilst maintaining their salary, or pay them what they are worth! 50% more.	Male	36-45	White British	
182	Lundy Ward	Extremely likely		Well looked after.			Male	over 65	White British	
183	Lundy Ward	Extremely likely		All the staff are friendly, efficient, hardworking and motivated to work together as a						

				team. All the doctors, nursing staff, catering, admin and cleaning staff should be congratulated on their exceptional standard.						
184	Lundy Ward	Extremely likely		Having the need to stay in hospital my experience of Lundy Ward was really nice. Small units, quiet but most important of all was the staff being so friendly and helpful. Thank you very much.		None.	Male	over 65	White British	
185	Lundy Ward	Extremely likely		All of the staff are friendly, efficient and hardworking. All the doctors, nursing staff, admin, catering and cleaning staff work together as a team and should all be congratulated on the outstanding results they achieve.		Keep going and keep up your morale in the face of future threats to the hospital and NHS.	Male	over 65	White British	

186	Lundy Ward	Extremely Likely		Everyone is very kind and caring, extremely professional.		I cannot fault my care. Clean ward, good food, amazing care. Having been in here for 11 days up to now, I do find the TV costs expensive. £110 and counting. Short term I guess but surely say after 3 days it should be at least half price or even free. I could have purchased a new TV for £110.	Male	16-25	White British	
187	Lundy Ward	Extremely Likely		Amazing care. After three weeks on the ward, the standard of care has been of the highest quality.		TV is I feel ridiculous to pay £10 per day for long-term patients. Spotlessly clean. Food is more than adequate. Thank you to all the staff.	Male	16-25	White British	
188	Lundy Ward	Extremely Likely		The staff are so good, kind, friendly, caring and efficient.		Not really. I think everything is carried out to a very high standard, cleanliness is good, food can be variable. Cannot afford the TV.	Male	56-65	White British	
189	Lundy Ward	Extremely Likely		Marvellous staff - cannot do enough for you.		No. As far as I am concerned, we come in here to get well not to be treated like in a hotel.	Male	over 65	White British	
190	Lundy Ward	Extremely Likely		The staff. They are all so good, they work well and as a team.		It would be good to consider no cleaning taking place when receiving treatment as the noise can be a put off when talking to	Male	over 65	White British	

						doctors, nurses etc. but, apart from that, all good.				
191	Lundy Ward	Extremely Likely		Very well looked after. T. and E. keep me going with their smiles and jovial care, without losing their nursing qualities.		Not really. The wonderful staff are so helpful, slowly getting me back to eating - food is good as well, so far. I would like my reading light fixed - I have reported it. I would also like to see someone from the Roman Catholic Church as I am a practicing Catholic.	Male	over 65	White British	
192	Lundy Ward	Extremely Likely		After a bad illness, I have been treated so well by these kind, considerate and very young staff. They are truly amazing.		Not really. My only complaint if you like, is like other patients in our bay i.e. the over-bed light does not work, so always main which is a real pain, especially during late evening.	Male	56-65	White British	
193	Lundy Ward	Extremely Likely		Everything is very good. The staff are first class.		My only concern is the amount of staff. My word, the nurses are so overstretched. I do not like to see them having to cope under this pressure, especially when we read about the cutbacks. I and my family hope this does not happen.	Male	16-25	White British	
194	Lundy Ward	Extremely Likely		Brilliant. Can't fault it. These people are		No. If anyone has a problem with this ward / hospital, then they must be	Male	46-55	White British	

				amazing.		very hard to please. All is 100% top quality care. Cleanliness and food is good. TV is ultra-expensive. I feel if it was not so expensive more people would use it so the firm would still make money.				
195	Lundy Ward	Extremely Likely		Staff caring and I could not be in a better place.		All excellent.	Male	56-65	White British	
196	Lundy Ward	Extremely Likely		Very caring and efficient.		More staff present, particularly at night.	Male	over 65	White British	
197	Lundy Ward	Extremely Likely		The staff are kind, polite and the ward is very clean.		Very good as it is.	Male	over 65	White British	
198	Lundy Ward	Extremely Likely		All staff are very helpful - nothing too much trouble.		Good as it is but communication between doctor and patient can be frustrating.	Male	over 65	White British	
199	Lundy Ward	Extremely Likely		Well-organised and very friendly staff.		More staff needed at times.	Male	over 65	White British	
200	Lundy Ward	Extremely Likely		Very friendly - cannot do enough for you.		Very good as it is.	Male	over 65	White British	
201	Lundy Ward	Extremely Likely		Treated so well by all staff.		More investment needed - more staff.	Male	over 65	White British	
202	Lundy Ward	Extremely Likely		All the staff are excellent.		The food is abysmal.	Male	over 65	White British	
203	Lundy Ward	Extremely Likely		Care and dedication is second to none.		Carry on as they are.	Male	46-55	White British	

204	Lundy Ward	Extremely Likely		Very friendly		Food needs to be improved	Male	over 65	White British	
205	Lundy Ward	Likely		Light, airy, clean ward. Attentive, helpful & professional staff.		Improve communication between shifts. On more than one occasion it has been me telling the nurses what treatment I am due.		56-65	White British	
206	Lundy Ward	Likely		Was very well looked after this time.		Not really.	Male	over 65	White British	
207	Lundy Ward	Likely		Very good but insufficient staff at night.		When staff short, the doctors and nurses, there appears to be no cover.	Male	over 65	White British	
208	Lundy Ward	Likely		The staff. Good communications at times is a problem.		Punctuality and communication.	Male	over 65	White British	
209	Lundy Ward			The friendliness and professionalism of all the staff.			Male	over 65	White British	
210	Tarka Ward	Extremely likely		Excellent staff couldn't do enough to help you.						
211	Tarka Ward	Extremely likely		I have found all the staff kind, friendly and competent. Thank you for my stay and results.		Keep up the great work. Thank you for my stay.	Female	over 65	White British	
212	Tarka Ward	Extremely likely		Excellent service throughout. All		A better line of communication between		over 65	White British	

				staff care & show it. Lovely people & thank you. Two small words but I mean them a lot. Mr P. (I am happy to put my name to this).		the ward & X-ray might help people get clear of the ward after surgery.				
213	Tarka Ward	Extremely likely		The staff have been wonderful without exception. I've felt like a person & not a number.		No. I've been very impressed with the kindness & efficiency I have received.	Female	over 65	White British	
214	Tarka Ward	Extremely likely		Could not have had better care. The staff are all so helpful and happy, nothing is too much trouble. You are checked frequently to make sure your blood pressure and oxygen levels are right.			Female	over 65	White British	
215	Tarka Ward	Extremely likely					Female	over 65	White British	Do not publish
216	Tarka Ward	Extremely likely		Staff gave us all a very warm welcome. Nothing was too much trouble.			Female	36-45	White British	

217	Tarka Ward	Extremely likely								
218	Tarka Ward	Extremely likely		Fantastic staff all happy to go the extra mile.			Male	56-65	White British	
219	Tarka Ward	Extremely likely		The staff were all so kind and helpful and explained everything clearly.			Female	over 65	White British	
220	Tarka Ward	Extremely likely		Very friendly, helpful staff, nothing was too much trouble.			Male	36-45	White British	
221	Tarka Ward	Extremely likely		Prompt / professional care.			Male	26-35	White British	
222	Tarka Ward	Extremely likely		All of the staff have been extremely kind and caring and made my stay less of an ordeal than it might have been otherwise. Nothing was too much trouble.		Can't think of anything.	Female	over 65	White British	
223	Tarka Ward	Extremely likely		Everyone was very kind and understanding. First class. Thank you.			Female	56-65	White British	
224	Tarka Ward	Extremely likely		Wonderful, caring attentive staff. Cannot fault the		Excellent service, just maintain the high standards you already have	Female	46-55	White British	

				care given. D. and K. - two lovely ladies a credit to the ward.		in place.				
225	Tarka Ward	Extremely likely		Friendly, cheerful & helpful staff excellent food!			Female	over 65	White British	
226	Tarka Ward	Extremely Likely		The staff have been excellent - all of them.		At times, mainly nights, the junior staff need more assistance from senior personnel.	Female	56-65	White British	
227	Tarka Ward	Extremely Likely		The nurses and all the staff are so good and helpful.		No - satisfied as it is.	Female	over 65	White British	
228	Tarka Ward	Extremely Likely		Very caring and prompt.		The food could do with a good cook.	Female	over 65	White British	
229	Tarka Ward	Extremely Likely		Very good but would have appreciated more instructions in the washroom.		First experience of hospital and is very impressed.	Female	over 65	White British	
230	Tarka Ward	Extremely Likely		Day and evening staff excellent but stretched at weekend.		Only more staff at weekend / evenings.	Female	over 65	White British	
231	Tarka Ward	Extremely Likely					Female	over 65	White British	
232	Tarka Ward	Extremely Likely		A clean ward. Efficient staff.		Happy the way it is.	Female	over 65	White British	
233	Tarka Ward	Extremely Likely		Everyone treated as a person very caring.		Increase staffing levels.	Female	over 65	White British	
234	Tarka	Extremely		All staff v. good at		Satisfied the way it is.	Male	over	White	

	Ward	Likely		times, too busy but overall excellent. Food good.				65	British	
235	Tarka Ward	Extremely Likely		Friendly attitude of staff. V. clean.		A cup of tea before 8am would be appreciated.	Female	46-55	White British	
236	Tarka Ward	Extremely Likely		Very clean, all staff lovely, efficient.		Not on this ward, but has experienced delays in response to buzzers causing anxiety to patient.	Female	56-65	White British	
237	Tarka Ward	Extremely Likely		So efficient, clean, very helpful staff.		Satisfied the way things are at present.	Female	over 65	White British	
238	Tarka Ward	Extremely Likely		All staff excellent.		Very good as it is.	Male	26-35	White British	
239	Tarka Ward	Extremely Likely		The ward very good - very peaceful & efficient. Tranquillity is essential.		Staff are too busy.	Male	56-65		
240	Tarka Ward	Extremely Likely		Always very hardworking and helpful.			Female	over 65	White British	
241	Tarka Ward	Extremely Likely		Friendly staff.			Male	16-25	White British	
242	Tarka Ward	Extremely Likely		Very caring staff.			Female	over 65	White British	
243	Tarka Ward	Extremely Likely		Very helpful and cheerful.			Female	over 65	White British	
244	Tarka Ward	Extremely Likely		Very professional, kind and helpful.			Male	56-65	White British	
245	Tarka Ward	Extremely Likely		The care and treatment are			Male	over 65	White British	

				excellent.						
246	Tarka Ward	Extremely Likely		Very helpful and understanding.			Female	over 65	Other ethnic group	
247	Tarka Ward	Extremely Likely		All staff are fairly pleasant.			Female	over 65	White British	
248	Tarka Ward	Extremely Likely		Very caring.			Female	36-45	Other ethnic group	
249	Tarka Ward	Extremely Likely		Been well looked after.			Male	over 65	White British	
250	Tarka Ward	Extremely Likely		The staff have been very kind and caring, made so welcome, nothing is too much trouble for them.		Depends on people's expectations I suppose but no at the moment. All is good, very good, staff are wonderful.	Male	56-65	White British	
251	Tarka Ward	Extremely Likely		Since my arrival on Tarka, I have been made very welcome. The staff are very friendly and kind, everything I have needed has been provided for me.		Everything is fine, thank you. So clean as well. Food is ideal. From Sodexo to consultants all very good.	Female	over 65	White British	
252	Tarka Ward	Extremely Likely		Because so well informed of everything that goes on, excellent nursing staff, spotlessly clean, spoilt for choice		I don't think so. Everything seems to be well thought through regarding patients' needs. As I was moved to the ward during the night (obviously there was a need) but King George V	Female	over 65	White British	

				re: food served by Sodexo staff with a smile and a kind word.		Ward liaised with Tarka and all went smoothly. I feel both wards are a credit to our hospital. Plus, my consultant, Mr E., a mention - a truly dignified, professional gentleman. Thank you all.				
253	Tarka Ward	Extremely Likely		All staff are dedicated, efficient and so professional, obviously a wonderful team.		Both myself and family find the ward very accommodating. Absolutely nothing is too much trouble for any of the wonderful staff. Like many other people, I do fear for the future of our area with proposed closures.	Female	over 65	White British	
254	Tarka Ward	Extremely Likely		All as good as gold, 1st class care and treatment from everyone on the ward A brilliant team, obviously very happy working together. Nothing is too much trouble for them. Always a kind word and a smile.		No, this ward in my opinion is excellent. I cannot think of anything to improve. On the go all the time - angels.	Female	over 65	White British	
255	Tarka Ward	Extremely Likely		The staff are all fine, all do their bit to make sure I am comfortable and		Medically, everything is fine. My only wish would be access to wifi, especially if in hospital for any length	Male	over 65	White British	

				my needs are taken care of.		of time. But I cannot praise the staff enough. Cleanliness is extremely good. The food I find surprisingly good - my compliments.				
256	Tarka Ward	Extremely Likely				Not really. May I say though just how helpful I found the booklet given to me at pre-operation, explaining in a very informative way my procedure, plus then showing aftercare and exercises etc. So all has been good. Thanks to the whole team of cleaning staff, nurses, doctors and consultant.	Female	56-65	White British	
257	Tarka Ward	Extremely Likely		Only just arrived on the ward, made very welcome indeed. Impressive.		Far too early to say. I will take note and if I do notice anything I will let you know but so far all good.	Male	56-65	White British	
258	Tarka Ward	Likely		Very friendly and caring staff apart from agency - some nurses who needn't be quite so rude.			Female	over 65	White British	
259	Tarka Ward	Likely		As a self-paying patient I had a nice room &		I feel more time should be given to giving instructions about everything especially	Female	over 65	White British	

				facilities for my use. On the whole the staff were attentive and very pleasant and the visiting hours were generous. As a private patient I was surprised at the cost to have TV all day and at the telephone costs to my friends & family of 50p per min.		the toilet - reaching the toilet paper which I had difficulty reaching until 2 days in when someone told me you pulled the whole thing down from the wall. I found the X-ray very painful and felt I took a step backwards as regard recovery.				
260	Tarka Ward	Likely		Very clean. Pleasant but communications can be at fault. Nurses v. good.		All staff should introduce themselves, consultant arrogant. But overall full of praise for NHS & staff.	Female	over 65	White British	
261	Tarka Ward	Unlikely		There is too much restriction on visiting hours.		Visiting hours should be extended.	Female	56-65	White British	
262	Tarka Ward	Unlikely		So much delay, particularly at night. More staff are needed.		The patient feels that private patients are given priority to the detriment of other patients.	Female	over 65	White British	
263	Tarka Ward	Not entered		In for elective knee surgery - no choice!		Daily menu options uninspiring & boring.	Female	over 65	White British	
264	Tarka Ward			Nothing to complain about. Previous to op.,		Only the quality of drinking water!	Female	over 65	White British	

				when I was very nervous, they were so good to me! TV - no comment! Most impressed to be able to make phone calls.						
265	Victoria Ward	Extremely likely		The care and dedication of the staff while I was in hospital was second to none. In fact it was outstanding compared to other hospitals I have been in. The hygiene and cleanliness needs to be mentioned and the staff excelled themselves. NDDH - Victoria ward should be very proud of all their dedicated work. Thank you. Ward cleanliness 100%.			Female	over 65		
266	Victoria Ward	Extremely likely		The staff are caring, friendly and are good at giving you		Access wifi on the wards. More information given about discharge procedures and timings.	Male	56-65	White British	

				information when you ask for it. Thank you. I am sure having a full complement of staff on duty at all times would only improve the care offered as sometimes the nursing staff seem very stretched.						
267	Victoria Ward	Extremely likely		Think the hospital has excellent services, great professional staff – great, caring people.		Get angiograph machine here, perhaps.	Male	56-65	Other ethnic group	
268	Victoria Ward	Extremely likely		I have been treated with kindness and consideration and the treatment explained to me. Adequate food and good.			Female	over 65	White British	
269	Victoria Ward	Extremely likely		First class service (the food's not bad either).			Male	over 65	White British	
270	Victoria Ward	Extremely likely		Good friendly service / treatment.			Male	over 65	White British	
271	Victoria	Extremely		Because of the		Keep up the good work!!	Male	over	White	

	Ward	likely		level of care offered by all the levels of staff. Consideration and courtesy. Very much appreciated.				65	British	
272	Victoria Ward	Extremely likely		For the courtesy, kindness & understanding given to me at the time of great distress.		Just keep up the great work you are all doing. Thank you.	Female	over 65	White British	
273	Victoria Ward	Extremely likely		Quiet at night.			Male	56-65	White British	
274	Victoria Ward	Extremely likely		Friendly and helpful staff.		More staff.	Female	over 65	White British	
275	Victoria Ward	Extremely Likely		Everyone is for the patient.			Female	over 65	White British	
276	Victoria Ward	Extremely Likely		All the staff are caring.			Female	56-65	White British	
277	Victoria Ward	Extremely Likely		Looked after well by all the staff.			Female	over 65	White British	
278	Victoria Ward	Extremely Likely		Been treated with care and dignity.			Female	over 65	White British	
279	Victoria Ward	Extremely Likely		They are all very professional.			Female	over 65	White British	
280	Victoria Ward	Extremely Likely		Good treatment by all.			Female	over 65	White British	
281	Victoria Ward	Extremely Likely		Friendly and helpful staff.			Male	over 65	White British	
282	Victoria Ward	Extremely Likely		A very professional job by all staff.			Male	over 65	White British	

283	Victoria Ward	Extremely Likely		The staff are very friendly, helpful and caring.			Male	over 65	White British	
284	Victoria Ward	Extremely Likely		The staff are friendly and helpful.			Male	56-65	White British	
285	Victoria Ward	Extremely Likely		Friendly and helpful staff.		Would have been grateful for communication at the start.	Male	over 65	White British	
286	Victoria Ward	Extremely Likely					Male	over 65	Asian / Asian British	
287	Victoria Ward	Extremely Likely					Male	over 65	White British	
288	Victoria Ward	Extremely Likely		The staff are fantastic - 100% professional. A great team.		As a visitor to Devon, I'm awaiting my fate going to Exeter and will take it from there. If any operations are needed, I have to make the decision whether to have it here or back in London.	Male	56-65	White British	
289	Victoria Ward	Extremely Likely				No. Everything has been very, very good. All so friendly, a spotlessly clean ward, food also more than adequate.	Female	46-55	White British	
290	Victoria Ward	Extremely Likely					Male	over 65	White British	
291	Victoria Ward	Extremely Likely		Brilliant care. Friendly, kind people. They never stop.		No. Treated very well indeed. Sodexo ladies, S. and L., are lovely. I cannot believe the superb quality of care shown to us all.	Male	over 65	White British	

292	Victoria Ward	Extremely Likely		Nothing is too much trouble to any of the staff. They are all so helpful.		Nothing at all, thank you. All is so good here.	Male	56-65	White British	
293	Victoria Ward	Extremely Likely		The staff all caring, bright and cheerful. Nothing is too much bother to them. Spotlessly clean ward.		No, I don't think so, everything seems fine up to now.	Male	over 65	White British	
294	Victoria Ward	Extremely Likely		I come in here regularly, so what I expect really - all very good.		Not really. Always someone to help with anything you need.	Male	over 65	White British	
295	Victoria Ward	Extremely Likely		Absolutely fabulous care from excellent staff. I do have one concern which is that I live alone and came into hospital with no spare clothes, pyjamas etc. Just wondering how I can get washing done etc.?		No, I have no issues at all once I have my clothing problem sorted.	Male	56-65	White British	
296	Victoria Ward	Extremely Likely		So kind and gentle			Female	over 65	White British	
297	Victoria Ward	Likely		Sometimes very elderly patients are questioned too			Female	over 65	White British	

				much and it becomes an interrogation which distress esthem!						
298	Victoria Ward	Likely		The nurses at time are lacking compassion. Maybe a smile and introduction would make patients feel more at home.			Female	over 65	White British	
299	Victoria Ward	Unlikely					Male	over 65		