

## Acute inpatient wards - North Devon District Hospital - Friends and Family Test - patient feedback - Sep-17

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

Easy read FFT card question: *Would you want your friends and family to come here if they were ill? Response options: Yes, Maybe, No, 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? Response options: Yes, Maybe, No, Don't know.*

### 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](#)

	Ward / Unit	Friends and Family Test response	Children and young person's FFT card completed by: Patient or Parent / guardian / carer  Easy read FFT card completed by: Patient or Family member / Carer)	Reason given for the Friends and Family Test response	Children and young person's FFT card  What do you think was good about your stay?	Suggestions for improvement to the service received / any other comments	Gender	Age	Ethnicity	Patient request for anonymised comments not to be published
1	ASU Orthopaedics	Extremely Likely		The staff are all very good, always there when needed.		A long wait in A&E because they were just so busy, then to MAU before coming here. I cannot really fault anything. Very impressive.	Female	over 65	White British	
2	ASU Orthopaedics	Extremely Likely		The doctors and nurses are absolutely brilliant, kind, caring and welcoming. My only concern is the pressures on the staff. It seems from A&E onward the staff are under considerable pressure.		The staff at our hospital are truly amazing, I just wish our government/councils would back the NHS with more funding in North Devon.	Female	over 65	White British	
3	ASU Orthopaedics	Extremely Likely		The tops, absolutely brilliant, so		Medical care and treatment has been wonderfully	Male	over 65	White British	

				professional at all times.		catered for. Our doctors and nurses are a credit to our hospital.				
4	ASU Orthopaedics	Extremely Likely		The quality of the care is first class. No problem at all. The staff are wonderful.		Not really. Just glad to be going home later after my operation. So much respect for the staff here.	Male	26-35	White British	
5	ASU Orthopaedics	Extremely Likely		No problems at all. Go with the flow and leave it to the very professional staff.		In my opinion no, absolutely nothing, from diagnosis through to my surgery, and aftercare, all in 7 weeks, I have had my tumour removed and now move on.	Male	46-55	White British	
6	ASU Orthopaedics	Extremely Likely		The staff are so welcoming, friendly, and only concerned with your wellbeing. Absolutely marvellous care.		No, I don't think so. I think they are all lovely and do their level best in giving quality patient care.	Female	56-65	White British	
7	ASU Orthopaedics	Extremely Likely		As a retired senior nurse, I can truthfully say that my care has been 100% finest care you can get.		How can you improve the care given with the staff they have available? It is amazing. All so clean and tidy. So, just please keep up the work.	Female	56-65	White British	
8	ASU Orthopaedics	Extremely Likely		Well looked after by all the staff, including Sodexo staff.		The waiting time after being told blood tests are to be done is too long.	Female	56-65	White British	
9	ASU Orthopaedics	Extremely Likely		Well looked after by dedicated staff.		More medical staff needed.	Female	over 65	White British	
10	ASU Orthopaedics	Extremely Likely		Well looked after.			Male	over 65	White British	
11	ASU Orthopaedics	Extremely Likely		Friendly and helpful staff.			Male	over 65	White British	
12	ASU Orthopaedics	Extremely Likely		Good, friendly and dedicated staff.			Male	46-55	White British	

13	ASU Orthopaedics	Extremely Likely		Fantastic care. Made me feel really relaxed. Thank you.			Male	46-55	White British	
14	ASU Orthopaedics	Extremely Likely		All the staff have been extremely helpful and professional.		The staff appear to be struggling in this ward after their move. The entrance to the beds is too small.	Male	56-65	White British	
15	ASU Orthopaedics	Extremely Likely		Because the whole team that has nursed me from the time I came in. From surgeon to all nurses, catering/cleaners have all had a laugh with me & have made me very welcome. I thank you all [name withheld].			Male	Over 65	White British	
16	ASU Orthopaedics	Extremely Likely		Caring people.			Male	Over 65	White British	
17	Capener (Medical)	Extremely Likely		The staff have been wonderful despite shortage of personnel.		Lack of resources - more staff required. The food is tasteless - it appears to me that the food is microwaved and not freshly cooked.	Female	46-55	White British	
18	Capener (Medical)	Extremely Likely		Apart from noisy patients, I have been well looked after.			Male	over 65	White British	
19	Capener (Medical)	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
20	Capener (Medical)	Extremely Likely		Friendly and professional staff.			Female	over 65	White British	
21	Capener (Medical)	Extremely Likely		Been well looked after by friendly and helpful staff.			Female	over 65	White British	
22	Capener (Medical)	Extremely Likely		Marvellous, absolutely marvellous - the doctors, nurses,		No, I don't think so, with the kindness and care shown to me. Plus, being fed. What	Female	over 65	White British	

				cleaners, all of them.		more can you ask for or expect?				
23	Capener (Medical)	Extremely Likely		I can honestly say the overworked staff on the ward are doing a job that a lot of other people could not do. I have full admiration for everyone.		Nothing really, apart from I am sure more staff would help.	Female	over 65	White British	
24	Capener (Medical)	Extremely Likely		The tops. After being in ICU for almost two weeks, now on Capener, I can only thank all of the hospital staff for saving my life. What more can I say?		How could I say anything after the way I have been cared for by the 100% professional staff. May I say a huge amount of thanks to all of our hospital staff. Do you know I am finding it difficult and emotional to find the words but I am sure you will understand.	Female	46-55	White British	
25	Capener (Medical)	Extremely Likely		A lovely ward. The staff are very kind and caring, nothing is any trouble for them.		Not at all. Everything seems more than fine, thank you. A very busy ward.	Female	46-55	White British	
26	Capener (Medical)	Extremely Likely		It is the wonderful and extremely hardworking staff, from Sodexo to consultants. The food and cleanliness. Always a smile and a kind word.		Gosh, a difficult question. I can honestly say, apart from doing a refurbishment like on MAU, then no. The standard of care etc. is of the highest standard.	Female	46-55	White British	
27	Capener (Medical)	Extremely Likely		Polite, considerate. Communication good. Cheerful support.		Very pleased with it as it is but could be more space for visitors.	Female	26-35	White British	
28	Capener (Medical)	Extremely Likely		Nurses' dedication and kindness.		Happy the way it is.	Female	over 65	White British	
29	Capener (Medical)	Extremely Likely		Nice, hardworking staff		Happy as it is.	Female	over 65	White British	

30	Capener (Medical)	Extremely Likely		Responsive and caring.		Very good. It can be a little noisy at night.	Female	over 65	White British	
31	Capener (Medical)	Extremely Likely		Staff so friendly - will do anything for you.		Content as it is.	Male	over 65	White British	
32	Capener (Medical)	Extremely Likely		The service is excellent.		Give all the nurses a pay rise.	Male	over 65	White British	
33	Capener (Medical)	Extremely Likely		Everything has been good. The staff are very caring.		Satisfied as it is.	Male	over 65	White British	
34	Capener (Medical)	Extremely Likely		The staff are on the ball - always there to care for you.		Much improved in terms of friendliness since I was last in this hospital.	Female	over 65	White British	
35	Capener (Medical)	Likely		The ward is in need of modernisation. More space needed.		Communication could be improved. Too much repetitive questioning.	Female	over 65	White British	
36	Capener (Medical)	Likely		The staff are all friendly. They do what they can for you.		Somewhat confused as I only arrived last night and concerned that family may be unaware of which ward I am on.	Female	over 65	White British	
37	Caroline Thorpe Ward	Extremely Likely		The nurses have been very kind and caring to me.		Not at all. A great team of people all doing a great job.	Male	Under 16	White British	
38	Caroline Thorpe Ward	Extremely Likely		All the staff are completely attentive and on the ball at all times. Basically, extremely positive and quality care.		No. Honestly, I think the treatment and the care has been amazing. Thank you to everyone.	Male	Under 16	White British	
39	Caroline Thorpe Ward	Extremely Likely		I have been very well looked after, thank you. I was a little annoyed for five minutes or so when I had my phone taken off me but I soon got over that. The nurses		Nothing at all that I can think of. As a teenager, I find the food good - a good choice on the menu and served hot. Also, I have noticed how clean the ward is. The doctors and nurses are just great - always got	Female	16-25	White British	

				are lovely - all so kind and caring.		time for you, always there if needed.				
40	Caroline Thorpe Ward	Extremely Likely		All the staff have been extremely kind and caring. Really nice at all times.		Nothing, thank you. Really helpful and friendly staff. The ward is obviously run in a very professional way.	Female	Under 16	White British	
41	Caroline Thorpe Ward	Extremely Likely		The staff are lovely - made to feel very welcome. Lots to do but, basically, it is the quality of the nursing.		On the whole and, generally speaking, everything has been perfect. Just a suggestion: children are usually up and about early but breakfast this morning was not given to us until approx. 9am. It would be good if breakfast time was made to be earlier, around 8am if this is possible.	Male	Under 16	White British	
42	Caroline Thorpe Ward	Extremely Likely		Just the fabulous nursing staff - always around, helping and doing whatever is needed. Very impressed.		Not at all. The staff on the ward have given me first class care and treatment. Just about to go down for my operation so I will see how we go afterwards.	Female	16-25	White British	
43	Caroline Thorpe Ward	Extremely Likely		Millions of reasons. All so dedicated and hugely professional. The staff are truly amazing with the quality of care they give.		No. We, as parents, feel you are doing the best you can within the restraints of the resources you have got. Very impressive care.	Male	Under 16	White British	
44	Caroline Thorpe Ward	Extremely Likely		Staff are patient and knowledgeable. They listen.		Last night, the paediatric registrar on the ward at admission was aggressive in her communication and manner. The patient's mother and sister were stunned at the doctor's	Female	16-25	White British	

						approach. The two daughters were in tears. The doctor's behaviour was felt to be bizarre - an unprofessional attitude.				
45	Caroline Thorpe Ward	Extremely Likely		The staff are efficient, professional and kind. The facilities are excellent.		Patient wifi needs improving. It is so hard for myself and my son to stay in contact with the family. The nurses and doctors are worth their weight in gold.	Male	Under 16	White British	
46	Caroline Thorpe Ward	Extremely Likely		The staff are kind and good. Attentive and helpful.		All good.	Male	Under 16	White British	
47	Caroline Thorpe Ward	Extremely Likely		The staff are good and kind.		All good.	Male	Under 16	White British	
48	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff went over and above to make [name withheld]'s visit the best it could be! We really appreciate how amazing they were with his autism and how kind & understanding they were. Thank you!!!	Welcoming & understanding.		Female	6-8	White British	
49	Caroline Thorpe Ward	Yes	Not entered	Because everyone here is caring and if you miss school there is a mini classroom. The care has been 1st class I cannot fault any member of staff.	The bed. The kind people.	Nothing.	Female	9-11	White British	
50	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are attentive and friendly.	Everyone was so accommodating and clear with information.		Female	6-8	White British	

51	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic care and advice. Wonderful atmosphere! Thank you!	Everything.	Nothing.	Male	Under 6	White British	
52	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All staff were helpful & friendly.	Well looked after.	Nothing!	Female	Under 6	White British	
53	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The staff were very friendly and helpful.	We felt at ease by the staff. I was always reassured and felt comfort when my son was having anything done.		Male	Under 6	White British	
54	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing unit with lovely, efficient staff. They go above and beyond their duties.	People. Accommodation. Clean.		Male	6-8	White British	
55	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are very friendly and caring. Willing to help and give time.	Reassuring staff.	Nothing.	Male	Under 6	White British	
56	Caroline Thorpe Ward	Yes	Patient	Because the staff are nice and friendly. Also, they checked up on me a lot, and my blood test didn't hurt.	The staff checking up on me and they were nice, also my blood test didn't hurt! Yay!	The doctors could've been quicker, but it is understandable that they weren't very quick as they have a lot of patients to deal with!	Male	12-15	White British	
57	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	The nurses and doctors on Caroline Thorpe were brilliant. So friendly and reassuring.	Feeling reassured about my child. They were very attentive.		Female	Under 6	White British	
58	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very helpful. Friendly. Non-judgemental.	We felt welcomed and not afraid to ask if we needed anything.		Female	Under 6	White British	
59	Caroline Thorpe Ward	Yes	Not entered	[Name withheld]'s words I wrote (mum):	Good resources, toys & books colouring	Nothing.	Male	6-8	White British	

				Because they did everything they could to help me, and were very friendly - [name withheld].	etc.					
60	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	My son was really well looked after, happy with the care.	Everything was good. Just happy that my son felt happy with nurses and his care was brilliant.	Nothing.	Male	Under 6	White British	
61	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Amazing, kind and sensitive staff. Thank you so much for everything you did to help [name withheld] - you have all been wonderful.	Great. A fantastic room. Thank you for providing a bed for me.	We can't fault you. 10/10. [Name withheld] thinks so too.	Male	9-11	White British	
62	Caroline Thorpe Ward	Yes	Patient					16-18	White British	
63	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care and service by all the teams in Caroline Thorpe Ward. Everything was spotlessly clean too. Everyone was concerned for [name withheld] as he was so ill & I was looked after very well too!	All staff were attentive, polite and professional at all times. A very caring ward.	Nothing. Everything about our stay has been fantastic. I was so worried but was reassured by all staff at all times. 5* service.	Male	Under 6	Asian / Asian British	
64	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	There is everything you need here to make your stay comfortable and the staff are lovely.	Everything! But mainly the fact that you have made my baby feel better.	Breakfast could be a bit earlier! As we was up at 7am but no breakfast until nearly 9am!	Male	Under 6	White British	
65	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Unbelievably caring nurses and doctors throughout. Very	Constant attention on my little girl. She was seen and treated	Nothing.	Female	Under 6	White British	

				friendly and made us all feel at ease about our poorly girl.	so quickly and everyone was very friendly.					
66	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	All the staff are kind, friendly and helpful. Nothing is too much trouble. Thank you to all on HDU, Caroline Thorpe, resus, radiology, paramedics - all who helped [name withheld].	I enjoyed the playroom and going to the schoolroom.	Nothing at all! Thank you x.	Female	6-8	White British	
67	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent care as always. Lovely, caring staff.	The care was great.	Nothing.	Male	Under 6	White British	
68	Caroline Thorpe Ward	Yes	Patient	In Germany, you don't have so friendly hospitals. Also, the food was very good.	I get better.		Male	12-15	White British	
69	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Clean & friendly ward. Excellent medical care. Attentive service on ward. Meal service good. Nice parents' facilities.	Speed of treatment. Thoroughness of aftercare/recovery. Information provided.	Nothing. We love NHS.	Male	12-15	Other ethnic group	
70	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Wonderful, attentive staff even despite how busy they were. Thank you.	Staff were excellent.	Maybe steam clean some of the toys.	Male	Under 6	White British	
71	Caroline Thorpe Ward	Yes	Patient	The staff were all so helpful & kind.						
72	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Excellent communication, caring staff. Excellent care with a smile even for the most demanding drama queen.	Everything.	Nothing.	Female	16-18	White British	

73	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Very friendly, supportive & caring. Worked very quickly and hard with our poorly baby & let my partner stay because of our situation on holiday.	Everything - def. the fast treatment.		Male	Under 6	White British	
74	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Lovely ward/staff.			Female	Under 6	Mixed / Multiple ethnic groups	
75	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Staff are very good on this ward and my little girl enjoyed the activities provided.	The school & playroom.		Female	Under 6	White British	
76	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	People - all were fantastic! Open access - very reassuring for a concerned parent. Thank you!	Staff.	Nothing.	Female	Under 6	White British	
77	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Kind, caring staff.	Staff. Being able to sleep next to child.	Nothing.	Male	6-8	White British	
78	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Exceptional nurses & doctors, informative & supportive. Quick, detailed explanations of issues to hand. Even provided spare emergency nappy & hot meal. Could not improve!	Quality of staff. Standard of care and supportive.	Nothing, brilliant service.	Female	Under 6	White British	
79	Caroline Thorpe Ward	Yes	Not entered	Very patient, kind, friendly staff, great facilities, as in playroom and parent	That there are DVD players and toys.		Female	6-8	White British	

				facilities. Very impressed with the school part.						
80	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Appropriate, effective care. Given explanations provided to questions. Friendly manner of all staff.	You helped our son get better.	It was all fine.	Male	Under 6	Mixed / Multiple ethnic groups	
81	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer				Male	Under 6	White British	Do not publish
82	Caroline Thorpe Ward	Yes	Not entered				Male	12-15	White British	Do not publish
83	Caroline Thorpe Ward	Yes	Not entered				Female	16-18	White British	Do not publish
84	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Supportive, friendly, kind. They listen to you and work with you for what's best for your child. Keep you informed about small things. Offer lots of advice.	My son would say school. I think the fact the staff kept in touch with Bristol all the way and kept us in the loop.	Maybe the parent room could be inside instead of needing to buzz back in.	Female	Under 6	White British	
85	Caroline Thorpe Ward	Yes	Parent/ Guardian/ Carer	Fantastic staff, welcoming and helpful. Informative and reassuring. Thank you all.	Welcoming and understanding.			6-8	White British	
86	Fortescue Ward	Extremely Likely		Well looked after.			Male	over 65	White British	
87	Fortescue Ward	Extremely Likely		Nothing is too much trouble to these amazing staff. I am witnessing wonderful care given to extremely vulnerable people. I am on holiday		Nothing at all, thank you. As a visitor to the area, I am 100% impressed by the care shown from these very busy, dedicated people.	Male	over 65	White British	

				in Devon and cannot thank you enough for the kindness shown to me.					
88	Fortescue Ward	Extremely Likely		Speaking as the granddaughter of the patient, I think the staff treat the patients with so much dignity - always there when needed.		As far as I can see, the hospital is doing a good job in looking after our Nan and the other patients.	Female	over 65	White British
89	Fortescue Ward	Extremely Likely		I have been well looked after by staff. They have treated one well. Men & women.			Female	Over 65	White British
90	Fortescue Ward	Extremely Likely		Staff very friendly & helpful.		Everything was fine.	Female	Over 65	White British
91	Fortescue Ward	Extremely Likely		Always people around so, [illegible]. Good food.			Female	Over 65	White British
92	Fortescue Ward	Extremely Likely		Clean ward. Good co-ordination between different teams & professionals. Responsive and friendly team compares well with other hospitals I have seen/experienced.			Male	46-55	White British
93	Fortescue Ward	Extremely Likely		It's likely that food would be high on agenda. To most people it will be a priority to have a good meal at such a stressful time.		To improve the service it would valuable to spend several minutes going over the choice of menu.	Male	Over 65	White British
94	Fortescue	Extremely		Everyone has treated			Female	56-65	White

	Ward	Likely		[name withheld] with respect. Thank you all.					British	
95	Fortescue Ward	Extremely Likely		Always been very good up here!						
96	Fortescue Ward	Extremely Likely		Pleasant doctors, pleasant nurses. Adhere to all your needs. (Wrote for patient).		No.	Male	Over 65	White British	
97	Fortescue Ward	Extremely Likely		The attention given was of high quality. The nursing staff was very hardworking and very polite and nothing was too much trouble.			Male	Over 65	White British	
98	Fortescue Ward	Extremely Likely		I was treated very well in the ward.		No.	Male	Over 65	White British	
99	Fortescue Ward	Extremely Likely					Male	Over 65	White British	Do not publish
100	Fortescue Ward	Likely		Pleasant staff. Good meals. Staff are good company. Jolly good ward.			Female	Over 65	White British	
101	Fortescue Ward	Likely					Female		White British	Do not publish
102	Fortescue Ward	Likely		Written for patient. I've had a nice time, lovely food and very caring staff. Comfy bed to. Very good care.		No it's all smashing.	Female	Over 65	White British	
103	Fortescue Ward	Likely		They treated me very well. I would like to thank the staff. Cream tea & bingo on Tuesday was great.		Far too hot in the night.	Male	Over 65	White British	
104	Glossop Ward	Extremely Likely		The friendliness of the staff.			Female	46-55	White British	

105	Glossop Ward	Extremely Likely		Every member of staff is genuinely concerned about each patient.			Female	over 65	Mixed / Multiple ethnic groups	
106	Glossop Ward	Extremely Likely		Well looked after by all the staff.			Female	over 65	White British	
107	Glossop Ward	Extremely Likely		Excellent staff. Nothing is too much trouble.		Better curtains around beds. These do not allow for much privacy	Female	36-45	White British	
108	Glossop Ward	Extremely Likely		The staff are very friendly and work very hard.			Male	46-55	White British	
109	Glossop Ward	Extremely Likely		I have been well looked after by all the staff.			Male	over 65	White British	
110	Glossop Ward	Extremely Likely		The staff are always available when needed.			Male	over 65	White British	
111	Glossop Ward	Extremely Likely		Well treated by all the staff.		The staffing levels could be better.	Male	over 65	White British	
112	Glossop Ward	Extremely Likely		I just feel very poorly and I am hoping the hospital can get me better soon.		Nothing really. I just want to get better quickly so that I can return to work.	Male	16-25	Other ethnic group	
113	Glossop Ward	Extremely Likely		Just a real good bunch of staff, always available when needed.		Doing everything they possibly can, plus very clean and the food is okay as well. I must say that, after being in MAU, Glossop is obviously in need of a little TLC.	Male	36-45	White British	
114	Glossop Ward	Extremely Likely		As a regular visitor since Christmas with my chest infection, I can honestly say this ward has been and still is wonderful. The staff		To be honest, no. I am more than happy with everything, thank you. Everyone gives of their best.	Female	over 65	White British	

				are all so friendly, kind and considerate.					
115	Glossop Ward	Extremely Likely		The staff are surely so busy - need more help I am sure. But I must say they are absolutely marvellous the way they care for us all. Obviously, some patients need more care and it is so nice to see the care they get. Angels, so all of them. The cleaners and house staff must be included in my praise.		A busy ward. The nurses are run ragged, that's all. Apart from that, all is very, very good.	Female	56-65	White British
116	Glossop Ward	Extremely Likely		My first time in hospital. I was very nervous but after being on A&E, MAU, and then Glossop I am feeling more relaxed. I was made welcome and comfortable as soon as I arrived.		Cannot think of anything yet. I will say if I think of anything.	Female	16-25	White British
117	Glossop Ward	Extremely Likely		I have been in many hospitals but never in my time have I been treated so well. The kindness and help from all of the staff is incredible. They are all so busy but somehow manage a smile and a kind word as they get on doing their work. A credit to themselves		No. I personally think the dedicated staff are doing way over what is expected of them. May I be silly and ask the question if anyone has asked before about getting a couple of volunteers to help ladies with hair-washing, nails, reading to us, etc. But, no, just amazing staff. Thank you.	Female	over 65	White British

				and the hospital.						
118	Glossop Ward	Extremely Likely		I have been in here about three times I think. It is always 100% first class care from the fabulous and hardworking staff.		Not really. The ward could do with a bit of painting I guess, but so clean. The food is good and the staff are wonderful.	Female	over 65	White British	
119	Glossop Ward	Extremely Likely		Very good and dedicated staff.			Male	over 65	White British	
120	Glossop Ward	Extremely Likely		The service has been excellent from the dedicated staff.			Male	over 65	White British	
121	Glossop Ward	Extremely Likely		Because the staff are very knowledgeable and understanding.			Female	over 65	White British	
122	Glossop Ward	Extremely Likely		Kind and understanding staff.			Female	56-65	White British	
123	Glossop Ward	Extremely Likely		Very good and hardworking staff.			Male	over 65	White British	
124	Glossop Ward	Extremely Likely				Discharging patients with a prescription instead of waiting for medicine from the pharmacy.	Female	Over 65	White British	
125	Glossop Ward	Extremely Likely		All staff were very helpful, friendly & approachable. I felt able to ask for help when needed.			Female	16-25	White British	
126	Glossop Ward	Extremely Likely		All staff, doctors, nurses, physios, were very kind and very helpful when answering my questions. Thanks.			Female	Over 65	White British	
127	Glossop Ward	Likely		Everyone is very helpful. No problems		The medical care is really good, just having trouble	Male	56-65	White British	

				at all - 8 out of 10 for sure.		connecting to the internet.				
128	Glossop Ward	Likely		Attention to patients outstanding. All very kind & helpful. No complaints.			Male	Over 65	White British	
129	Glossop Ward	Likely		Everyone has been very pleasant.		No.	Male	Over 65	White British	
130	Glossop Ward	Likely		The staff are superb, very friendly and professional. The downside is noise. It can be difficult to rest, at night as well.		Find ways of reducing noise during the night.	Male	36-45	White British	
131	Glossop Ward	Likely		A good service, good food, a very [illegible]. My first time here.			Male	56-65	White British	
132	Glossop Ward	Unlikely		I was not informed in advance that I would have to be moved unnecessarily from MAU to Glossop at 3am.		Lack of communication. Better explanation is needed.	Male	over 65	White British	
133	Intensive Care Unit	Extremely Likely		Been looked after extremely well.			Male	56-65	White British	
134	King George V Ward	Extremely Likely		All the staff doing a wonderful job. I cannot fault anyone or anything.		No. I honestly cannot think of anything. Food and cleanliness I give 10 out of 10. The nursing staff and doctors are excellent.	Male	26-35	White British	
135	King George V Ward	Extremely Likely		People on the ward obviously care, made to feel very welcome from the start.		No. I can honestly say from being picked up by ambulance through A&E, then MAU, through to KGV, has been excellent. I would like to add I am so pleased with the total respect and	Male	46-55	White British	

						dignity shown by all the staff, including my consultant.				
136	King George V Ward	Extremely Likely		Very kind and friendly staff. Always there to look after us.		No. This ward is great. All the staff are doing their utmost to keep us patients comfortable and looked after.	Female	16-25	White British	
137	King George V Ward	Extremely Likely		100% recommend. Everyone is so kind and welcoming, putting you at ease straightaway.		I do not think anyone at this hospital could do any more than they are doing. The staff work so hard, surely so much more than is expected from them. Also, the cleaners, and meal staff. Always a smile and a kind word at all times.	Female	over 65	White British	
138	King George V Ward	Extremely Likely		As near as perfect as possible. Wonderful, professional staff.		No, not really, just awaiting minor surgery here, before being transferred to Bristol.	Female	26-35	White British	
139	King George V Ward	Extremely Likely		It is the staff. They all do such a fabulous job here - so kind and welcoming.		Not at all. What more can you expect?	Female	36-45	White British	
140	King George V Ward	Extremely Likely		Lovely people, very helpful, supportive and kind.		No, I don't think so. All seems very good.	Female	56-65	White British	
141	King George V Ward	Extremely Likely		The staff come to help when required, day or night. I think all the staff are wonderful.		I would think that it would be difficult to improve. My word, the staff work hard. Nothing is too much trouble for any of them.	Female	over 65	White British	
142	King George V Ward	Extremely Likely		Staff are so caring & dedicated.			Female	over 65	White British	
143	King George V Ward	Extremely Likely		Staff friendly & helpful.			Female	46-55	White British	

144	King George V Ward	Extremely Likely		Have been well looked after by caring staff.			Female	36-45	White British	
145	King George V Ward	Extremely Likely		The staff are very friendly and quick to respond.		Satisfied as it is.	Male	26-35	White British	
146	King George V Ward	Extremely Likely		The staff are all good. A quiet and peaceful ward.		Satisfied as it is.	Male	26-35	White British	
147	King George V Ward	Extremely Likely		The staff are all friendly and helpful.		The staff can be overworked. The hours are too long.	Male	over 65	White British	
148	King George V Ward	Extremely Likely		The staff are very supportive and friendly. It is easy to communicate with them.		Very satisfied as it is.	Female	over 65	White British	
149	King George V Ward	Extremely Likely		Staff very attentive.		Happy as it is.	Female	36-45	White British	
150	King George V Ward	Extremely Likely		So friendly. No complaints at all.		Very satisfied as it is.	Female	over 65	White British	
151	King George V Ward	Extremely Likely		Cannot be faulted.		In the recovery room, there are floor vibrations and also at night in the ward when quiet.	Female	over 65	White British	
152	King George V Ward	Extremely Likely		Very caring and helpful.		Content as it is.	Female	over 65	White British	
153	King George V Ward	Extremely Likely		Friendliness of the staff.		Satisfied as it is.	Female	56-65	White British	
154	King George V Ward	Extremely Likely		Kindness and care.		The food could be improved.	Male	over 65	White British	
155	King George V Ward	Extremely Likely		The service is good.		All good.	Female	over 65	White British	
156	King George V Ward	Extremely Likely		Dedication & cheerfulness of the nursing staff. Cleanliness of the ward & bathrooms.		N/A.		Over 65	White British	

157	King George V Ward	Extremely Likely		Everyone was so kind and helpful and took the time to talk and explain things.		It's pretty good as it is.	Female	Over 65	White British	
158	King George V Ward	Extremely Likely		I'm overwhelmed by the care and attention given to me during my stay by the staff. The level of care is outstanding. Would highly recommend this ward and hospital.			Female	36-45	White British	
159	King George V Ward	Extremely Likely		The patience, care and understanding our needs. Time just to speak to us as people, not just another body on a bed. All staff, cleaners, meal ladies, are all respectful of us. I cannot say how I respect the hard work they do.			Female	Over 65	White British	
160	King George V Ward	Extremely Likely		Lovely nurses.			Female	26-35	White British	
161	King George V Ward	Extremely Likely		Very pleasant staff, lovely atmosphere. Quick & efficient. All in all, a very pleasant time. Thank you all very much.			Female	Over 65	White British	
162	King George V Ward	Extremely Likely		Main time was spent in King George V Ward where the staff were very caring & efficient. Their dedication was first class. I would like			Female	Over 65	White British	

				you to pass on my special thanks to practitioner [name withheld] and all the staff especially [name withheld] for their care and compassion.						
163	King George V Ward	Likely		The staff have been very helpful.		Good as it is. The food could be better.	Male	over 65	White British	
164	King George V Ward	Likely		I found my stay very nice. The care was excellent. Very appreciated. Thank you all.		None. I found it excellent.	Female	Over 65	White British	
165	King George V Ward	Yes	Patient			Better communication between doctors/registrars with regards to plans.	Female	26-35	White British	
166	King George V Ward	Yes	Patient	Friendly staff that actually listen to you.		The food was awful.	Female	26-35	White British	
167	King George V Ward	Neither Likely nor Unlikely		The start of my stay was very negative. However, the next day was much better. Lovely care by the practitioners [names withheld], cheerful & professional. Thank you.						
168	Lundy Ward	Extremely Likely		Everyone has been so kind and understanding, cannot fault this ward at all.			Female	over 65	White British	
169	Lundy Ward	Extremely Likely		The staff are very friendly and understanding.			Male	over 65	White British	
170	Lundy Ward	Extremely Likely		A nice, clean ward. Friendly staff.			Male	56-65	White British	

171	Lundy Ward	Extremely Likely		Well looked after by excellent staff.			Male	46-55	White British	
172	Lundy Ward	Extremely Likely		Well treated by all staff.			Male	over 65	White British	
173	Lundy Ward	Extremely Likely		Cannot fault the service received.			Female	over 65	White British	
174	Lundy Ward	Extremely Likely		The staff are very good and understanding.			Female	56-65	White British	
175	Lundy Ward	Extremely Likely		The staff are very good and helpful.			Female	over 65	White British	
176	Lundy Ward	Extremely Likely		The medical staff appear to know what they are doing.			Male	over 65	White British	
177	Lundy Ward	Extremely Likely		Everyone has been lovely and very friendly.		The ward is noisy at night because of the coming and going in the ward. Perhaps ear plugs could be recommended.	Female	46-55	White British	
178	Lundy Ward	Extremely Likely		Always been well treated by all the staff.			Male	over 65	White British	
179	Lundy Ward	Extremely Likely		Only arrived last evening. My quality of care has been of the highest standard.		Nothing of any significance. The staff are always so busy. They just never stop.	Female	over 65	White British	
180	Lundy Ward	Extremely Likely		The doctors and nurses are wonderful. Nurse [name withheld] and her colleagues are way above what their duties are - always the patient that matters to them at all times. I cannot speak highly enough of these so professional people.		Not really. My only problem is the heat of the water in the shower. I have reported it but the engineer said it is working at the maximum temperature - I cannot see that this is correct as the other showers on the ward are fine. Also, no TV in my room. I have been told there is no reception in this room. My medical care and treatment is excellent.	Male	56-65	White British	

181	Lundy Ward	Extremely Likely		Treated fine by all members of staff. Very impressive care.		None at all. Our hospital is doing their level best to give a high quality service of care at all times. Well done and thank you to you all.	Male	56-65	White British	
182	Lundy Ward	Extremely Likely		The staff have all been so polite and respectful - way over and above care by HCA and nursing staff.		Nothing wrong at all - clean, good food and, as I said earlier, the HCA young lady that has been looking after me this last 24 hours has been wonderful - even comforting me yesterday when I got a bit teary following my surgery.	Female	56-65	White British	
183	Lundy Ward	Extremely Likely		The dedication of the staff working in what always seems a pressure situation is remarkable - the way they cope and carry on. The consultants and staff on Lundy have turned my life around for the better in dealing with my cancer.		My care on Lundy has been of the highest quality - always clean, good food. As I said earlier, I answered 'to some extent' re: privacy because what I heard and went through in the admissions lounge was not good.	Male	over 65	White British	
184	Lundy Ward	Extremely Likely		It is because the staff are all so friendly and helpful.		No. I honestly don't think so. It is a lovely, clean ward. The food could improve by being hotter. The medical care is most definitely of the highest standard. I was transferred from KGV down here to Lundy. That is not a problem but it would have been better with communication to me	Female	46-55	White British	

						explaining the reason for my move.				
185	Lundy Ward	Extremely Likely		I find the wonderful staff on this ward to be all so kind, caring and understanding. Basically, a very well-run ward.		Nothing at all. What more can people expect?	Female	56-65	White British	
186	Lundy Ward	Extremely Likely		Cannot fault the service I have received.			Male	56-65	White British	
187	Lundy Ward	Extremely Likely		Excellent staff.			Male	over 65	White British	
188	Lundy Ward	Extremely Likely		Been well treated by a very dedicated staff.			Male	over 65	White British	
189	Lundy Ward	Extremely Likely		Kind and friendly staff.			Male	over 65	White British	
190	Lundy Ward	Extremely Likely		Everyone is professional and understanding.			Male	26-35	White British	
191	Lundy Ward	Extremely Likely		Friendly and clean. Everyone is very helpful.			Female	46-55	White British	
192	Lundy Ward	Extremely Likely		Well looked after by all the staff.			Male	over 65	White British	
193	Lundy Ward	Extremely Likely		The staff are quick to respond.		Different departments need to improve communications between each other.	Female	56-65	White British	
194	Lundy Ward	Extremely Likely		Happy.			Male	Over 65	White British	
195	Lundy Ward	Extremely Likely		Care and attention beyond compare.			Male	Over 65	White British	
196	Lundy Ward	Extremely Likely		I have been amazed at the caring, friendly, very professional interest that I have had shown both to myself and to the other		Increase staff pay - they certainly work for it.	Female	Over 65	White British	

				patients. I understand that the RGNs & HCAs work 13 hour shifts - they certainly work hard every minute - they operate team work at its best.						
197	Lundy Ward	Extremely Likely		All aspects.				Over 65	White British	
198	Lundy Ward	Extremely Likely		Just one word: 'amazing' sums it up.				Over 65	White British	
199	Lundy Ward	Extremely Likely		Lovely, friendly staff, very welcoming.		No.	Male	26-35	White British	
200	Lundy Ward	Extremely Likely		Very clean. Well run. Very friendly staff.		None.	Male	56-65	White British	
201	Lundy Ward	Extremely Likely		Amazing care. Thank you all.		Too noisy at night.		Over 65		
202	Lundy Ward	Extremely Likely		I would like people to know how well I was treated. The staff were brilliant. The HCA [name withheld] was the kindest ever. She was an asset to the ward. Also, a volunteer was a kind person. Thank you.			Female	56-65	White British	
203	Lundy Ward	Extremely Likely		All the staff on the ward are very friendly, helpful.			Female	46-55	White British	
204	Lundy Ward	Extremely Likely		Top class care by top class staff.				Over 65	White British	
205	Lundy Ward	Extremely Likely		Clean. Excellent staff. Kept well informed of treatment plan.		The only negative point is waiting for discharge medication.	Female	36-45	White British	
206	Lundy Ward	Extremely Likely		Very well looked after by nursing staff, very		Coffee machine would be nice.	Male	46-55	White British	

				clean ward and meals really good. I was unaware, however, I can recommend ward to future boarders.						
207	Lundy Ward	Extremely Likely		The ward is dedicated to my urology problems. They know my needs which is perfect.		None.	Male	56-65	White British	
208	Lundy Ward	Extremely Likely		Obliging and friendly staff.				56-65	White British	
209	Lundy Ward	Extremely Likely					Female	Over 65	White British	Do not publish
210	Lundy Ward	Extremely Likely		This being a hospital, it would not be down to me if someone was to be admitted to this ward but a doctor. My stay has been ok. Food and service excellent.			Male	56-65	White British	
211	Lundy Ward	Extremely Likely		Unaware patient has a choice but it would be my first based upon experience and I would say so!			Male	Over 65	White British	
212	Lundy Ward	Extremely Likely		The care and compassion I have received was above & beyond what expected. Please note I believe a happy ward promotes an early exit as [illegible] you to heal.		The staff are stretched and more relief would help.	Male	36-45	White British	
213	Lundy Ward	Extremely Likely		They have been kind & considerate both here and KGV.			Male	Over 65	White British	

214	Lundy Ward	Extremely Likely		Everyone is so kind and friendly and always keeps you informed. Nothing is too much trouble.		Keep up the good work.	Male	Over 65	White British	
215	Lundy Ward	Extremely Likely		The ward staff have been absolutely outstanding in their caring and courtesy.		Reduce the fees for TV hire and more staff being able to program it in.	Male	Over 65	White British	
216	Lundy Ward	Extremely Likely		Very caring and attentive nursing staff.			Male	Over 65	White British	
217	Lundy Ward	Likely		The nurses have been very kind and the bedroom was so clean & tidy.			Female	26-35	White British	
218	Lundy Ward	Likely		I had my own room which I wasn't expecting but was much nicer than being on a ward. Staff all very nice & good atmosphere.			Female	26-35	White British	
219	Lundy Ward	Likely		Staff were wonderful - really caring.			Female	46-55	White British	
220	Lundy Ward	Likely		Everyone professional, helpful, smiling, caring.		'Corridor voices' sound very loud sometimes but then the whole world is getting noisier.	Female	Over 65		
221	Lundy Ward	Likely		Staff was very friendly and helpfully.			Female	56-65	White British	
222	Lundy Ward	Likely		Good staff, friendly and good routine.			Male	Over 65	White British	
223	Lundy Ward	Likely		New to [illegible].			Male	Over 65	White British	
224	Lundy Ward	Likely		Everyone is very friendly & cheerful & helpful. Enjoyed it very				26-35		

				much.						
225	Lundy Ward	Yes	Patient	I have received great care.		In a single room it has been a little lonely, but all staff coming & going have been charming.	Female	Over 65	White British	
226	Lundy Ward	Yes	Patient	Good, skilled clinicians/surgeons and exceptional nursing care.		Radio/TV consul worked only intermittently - slow to rectify faults.	Male	Over 65	White British	
227	Lundy Ward	Neither Likely nor Unlikely		There was good & bad. It's an individual choice from patients near Bude to choose Barnstaple, Exeter, Plymouth or Treliske according to medical need and where their friends/family are. I was upset to be left with no bedpan after being told it was important for my treatment for faeces & urine to be measured. From 8am to 1pm & had to flush it down the loo. Other particular kindness and support when I had to get rid of all my smallholding animals - very sad.		When I arrived I couldn't take in instructions about radio, TV etc. I also couldn't tell which were meal bell, other patients ringing for the nurse, my mobile phone ringing etc. Confused by all the bells.	Female	Over 65	White British	
228	Lundy Ward	Not entered					Female	Over 65	White British	Do not publish
229	Staples Ward (Stroke Unit)	Extremely Likely		Excellent - every part of it. As a retired community nurse, I can		Left it to the professionals and we both say they have done a wonderful, caring	Female	over 65	White British	

				see for myself the quality of the care I and other patients are receiving.		job. There is no way to fault anything. The food is more than acceptable, plus so clean.				
230	Staples Ward (Stroke Unit)	Extremely Likely		Only arrived last evening but made very welcome by kind staff.		Not really. I shall just do as I am asked really but the hospital have been so kind to me in their care.	Female	over 65	White British	
231	Staples Ward (Stroke Unit)	Extremely Likely		The friendly, kind and welcoming care I have received from the first moment I arrived.		So far all is very good. The care is superb. Nothing is too much trouble for anyone.	Female	56-65	White British	
232	Staples Ward (Stroke Unit)	Extremely Likely		Well looked after by dedicated staff.			Male	over 65	White British	
233	Staples Ward (Stroke Unit)	Extremely Likely		Very good in every way. Nothing is too much trouble.			Male	over 65	White British	
234	Staples Ward (Stroke Unit)	Extremely Likely		Treatment from the staff has been excellent.		The food needs improving - very bland.	Female	over 65	White British	
235	Staples Ward (Stroke Unit)	Extremely Likely		Excellent service from all the staff - cannot fault.			Female	over 65	White British	
236	Staples Ward (Stroke Unit)	Likely		I have been looked after well.			Male	over 65	White British	
237	Tarka (Trauma)	Extremely Likely		Everyone is friendly. Well cared for.			Female	56-65	White British	
238	Tarka (Trauma)	Extremely Likely		Been very caring, kind and understanding.			Female	over 65	White British	
239	Tarka (Trauma)	Extremely Likely		Been very caring, kind and understanding.			Female	over 65	White British	
240	Tarka (Trauma)	Extremely Likely		The care and service has been excellent.		More nursing staff are required.	Female	over 65	White British	
241	Tarka (Trauma)	Extremely Likely		Nice and clean ward. Very friendly.			Male	over 65	White British	
242	Tarka (Trauma)	Extremely Likely		The quality of the care has been excellent.			Male	over 65	White British	

243	Tarka (Trauma)	Extremely Likely		The staff are very good and helpful.			Male	56-65	White British	
244	Tarka (Trauma)	Extremely Likely		Very well looked after by all staff.			Female	over 65	White British	
245	Tarka (Trauma)	Extremely Likely		Been treated very well by all.			Female	over 65	White British	
246	Tarka (Trauma)	Extremely Likely		Well looked after by all the staff, both medical and Sodexo.			Female	over 65	White British	
247	Tarka (Trauma)	Extremely Likely		Super staff. Very well recommended.			Male	over 65	White British	
248	Tarka (Trauma)	Extremely Likely		Well looked after by dedicated staff.		The food could improve. It is very bland	Male	over 65	White British	
249	Tarka (Trauma)	Extremely Likely		I am impressed by the whole experience I have received.		No, nothing at all. I am just so glad to see the wonderful way us elderly folk are treated in hospital.	Female	over 65	White British	
250	Tarka (Trauma)	Extremely Likely		After my nasty fall, all the staff are brilliant. Looks to me like understaffed, racing around, but always there for you, giving positive words and positive thoughts for us. From the Sodexo staff through to the consultants, believe me you are all good, very good.		No. I honestly cannot fault anything. Just more staff I guess to help these very busy people.	Female	46-55	White British	
251	Tarka (Trauma)	Extremely Likely		Good quality nursing. Marvellous staff, nothing is too much trouble for them. A very good team by the look of them - very professional.		Not really. Short-staffed by the look of things. The food is good, also so clean. So a good experience if that is the word.	Female	over 65	White British	

252	Tarka (Trauma)	Extremely Likely		The staff are so kind, considerate and helpful I would give them 12 out of 10. Yes, that is how good they are. A truly well-run team of dedicated people.		Nursing staff look run off their feet, so obviously that would help. What food I have eaten has been fine. The cleanliness is excellent as well.	Female	over 65	White British	
253	Tarka (Trauma)	Extremely Likely		Wonderful, just wonderful. So much kindness shown at all times. I am indebted to you all.		My medical care has been fantastic. I think the food could improve but I realise the staff cannot prepare fresh vegetables all the time. I must say I seriously think the cleanliness is excellent. So a huge thank you to everyone.	Female	over 65	White British	
254	Tarka (Trauma)	Extremely Likely		I do not think I could have paid out good money and received any better care than I have had. The staff are all so good.		Not at all. Could not have wished for any better care.	Female	over 65	White British	
255	Tarka (Trauma)	Extremely Likely		I cannot praise the staff at all levels too highly. They were so caring and nothing was too much trouble. Also, I commend the private patient office for their care and efficiency.			Female	Over 65	White British	
256	Tarka (Trauma)	Extremely Likely		The care and attention has been extremely good, all the staff very friendly and caring. Thank you.			Female	56-65	White British	

257	Tarka (Trauma)	Extremely Likely		Despite how busy all the staff were, nothing was too much trouble and they always delivered a fantastic high level of care with a cheery smile on their faces. Thank you.			Female	36-45	White British	
258	Tarka (Trauma)	Extremely Likely						Over 65	White British	
259	Tarka (Trauma)	Extremely Likely		Nice to see friendly faces [name withheld]. Really hate hospitals but all staff from A&E to the ward have been fantastic and made it a lot easier. Thank you very much.			Female	16-25	White British	
260	Tarka (Trauma)	Extremely Likely		Started out on Tarka Ward then to Elective Orthopaedics, then back to Tarka, then to Lundy Ward. The ward I think I spent more of the time was Tarka - four moves so far!		Consistency. Some staff who know my diagnosis, progress etc., know about orthopaedics care, rehabilitation etc..	Female	Over 65	White British	
261	Victoria Ward	Extremely Likely		Made very welcome by the staff in the early evening so feel very comfortable on here.		The medical care, nursing etc. is excellent. The staff work so hard. They also seem so happy in their very demanding job. I find the ward is very clean. All seems very good to me. I appreciate the anti-slip slippers.	Female	over 65	White British	
262	Victoria Ward	Extremely Likely		The friendly, kind and caring way we are		No way. Absolutely first class and professional care	Female	over 65	White British	

				treated. Nothing seems to be any trouble for these hardworking people.		shown at all times.				
263	Victoria Ward	Extremely Likely		I have been looked after very well indeed, thank you.		Nothing really. Everyone has been so kind and helpful.	Female	over 65	White British	
264	Victoria Ward	Extremely Likely		The nursing staff are fabulous, as are the housekeeping staff. I have no complaints whatsoever.		I would not think there is any way to improve the quality of the care on this ward.	Male	56-65	White British	
265	Victoria Ward	Extremely Likely		The staff are all helpful at any time. Wonderful people.		No. I came in here with alcohol addiction. I have been on detox and hopefully I can go forward and arrange my life better. The staff have done their best to listen and understand me so I thank them for that. See how we go from here.	Male	26-35	White British	
266	Victoria Ward	Extremely Likely		Nothing to worry about. My first time in hospital and I am truly impressed.		We are actually on holiday. Since being on this ward, I am being extremely well looked after, plus luckily our daughter lives here, so my wife is ok for accommodation. I am truly impressed. One thing I would say is that it would be good to have a notice offering one to one private discussion if required. A huge thank you to you all. My experience here has been fantastic.	Male	56-65	White British	
267	Victoria Ward	Extremely		Absolutely wonderful,		I am sure there probably are	Male	over 65	White	

		Likely		Kindness and care are first class, food, cleanliness - everything.		issues somewhere along the way but I personally am full of praise for the hospital and the ward. It has been first class, by dedicated staff.			British	
268	Victoria Ward	Extremely Likely		Nothing adverse. The staff are nice and friendly.		Being located at the end of the ward, the meals when arrive could be warmer.	Male	over 65	White British	
269	Victoria Ward	Extremely Likely		Excellent service from the friendly staff.			Female	over 65	White British	
270	Victoria Ward	Extremely Likely		The caring nature and thoroughness of all the staff.			Female	over 65	White British	
271	Victoria Ward	Extremely Likely		Well looked after by kind and considerate staff.		The food is diabolical. It's cold and uneatable at times,	Male	over 65	White British	
272	Victoria Ward	Extremely Likely		Well looked after by all staff.			Male	over 65	White British	
273	Victoria Ward	Extremely Likely		All staff are very helpful.			Female	Prefer not to say	White British	
274	Victoria Ward	Extremely Likely		Friendly, helpful, put patients at ease.			Female	over 65	White British	
275	Victoria Ward	Extremely Likely		No complaints at all, everyone has been excellent.			Male	over 65	White British	
276	Victoria Ward	Extremely Likely		Been well looked after by a dedicated team.		Wooden seats in A&E need replacing or cushion added to them.	Male	over 65	White British	
277	Victoria Ward	Extremely Likely		Quality of care has been excellent, but the equipment is very noisy.			Female	over 65	White British	
278	Victoria Ward	Extremely Likely		Staff very friendly and approachable.		Food needs improving - very bland and stodgy. Better access to cold water.	Female	46-55	White British	

279	Victoria Ward	Extremely Likely		Well looked after by the hardworking, dedicated staff.			Male	over 65	White British	
280	Victoria Ward	Extremely Likely		Very friendly and helpful staff, including Sodexo staff.		I believe that changing the bedding daily is wasteful.	Female	over 65	White British	
281	Victoria Ward	Extremely Likely		The staff are very good. They treat you well.		Came in via A&E - was assessed early but then waited another five hours to see a doctor.	Male	over 65	White British	
282	Victoria Ward	Extremely Likely		Hardworking staff. Also, very clean ward.		More regular water refills.	Male	46-55	White British	
283	Victoria Ward	Extremely Likely		Cannot fault the service received from all the staff.			Male	over 65	White British	
284	Victoria Ward	Extremely Likely		All the staff have been excellent.		Food rather bland, especially mashed potatoes.	Male	over 65	White British	
285	Victoria Ward	Extremely Likely		The staff have been fantastic.			Male	over 65	Other ethnic group	
286	Victoria Ward	Extremely Likely		Everyone is so friendly & caring and attentive and helped save my life.			Male	Over 65	White British	
287	Victoria Ward	Extremely Likely		Care by the members of staff is excellent, listening and [illegible] problems. The hygiene is very good and the facilities are very well maintained.			Male	Over 65	White British	
288	Victoria Ward	Extremely Likely		I have been treated with care, compassion and kindness at all times. All the staff, medical and domestic, are to be commended.		A cup of tea when you wake us early at daybreak?	Female	Over 65	White British	

289	Victoria Ward	Extremely Likely		Staff are friendly & caring in what they do. They make sure your every needs are met.		Pay them more money - they deserve it.	Male	Over 65	White British	
290	Victoria Ward	Extremely Likely					Female	Over 65	White British	Do not publish
291	Victoria Ward	Extremely Likely		I believe that every aspect of my care was carried out with care & consideration by all staff members involved. I was well informed at every stage.		Cannot think of one issue.	Male	Over 65	White British	
292	Victoria Ward	Extremely Likely					Female	56-65	White British	
293	Victoria Ward	Extremely Likely		Cannot fault the care that I have received.		No.	Male	Over 65	White British	
294	Victoria Ward	Extremely Likely		The care given by all staff from doctors, nurses & cleaning & catering has been very caring, supportive and just plain fantastic.		No point in improving the support staff & system you have.	Male	56-65	White British	
295	Victoria Ward	Extremely Likely		Very compassionate & understanding staff. Good care. All needs & questions addressed immediately resulting in increased patient wellbeing.		According to charts, lots of medi showerheads out of date all over. MAU side room 1, Victoria side room 11 plus bar 2 public toilets on level 2 by main entrance often overdue cleaning.	Male	36-45	White British	
296	Victoria Ward	Extremely Likely		Almost without exception, staff have been friendly, treating me as a person, not just a 'patient'. They are willing and able to		Without lots more staff - no. Otherwise maybe keeping 'confused' patients together for their benefit and the benefit of more 'aware' patients.	Male	56-65	White British	

				answer questions and although they are obviously very busy, they never tried to rush away until I had had my questions satisfactorily answered. Nearly all staff also showed good humour which always helps!						
297	Victoria Ward	Extremely Likely		Every member of staff, from doctors, nurses, receptionists, cleaners etc. were most helpful, caring. I spend quite a few visits to this ward as a patient and always feel easy about coming in. Thank you all.						
298	Victoria Ward	Extremely Likely		Happy, caring staff, high standards of everything [name withheld].		No.	Male	56-65	White British	
299	Victoria Ward	Likely		The care was fine.		No.	Male	Over 65	White British	
300	Victoria Ward	Likely		The nurses have been patient, efficient and kind to me - not fussing & I have been glad to see them [name withheld].		I couldn't improve on the service received. It has been five star.	Female		White British	
301	Victoria Ward	Not entered		Best hospital yet.		No.	Female	Over 65	White British	
302	Victoria Ward	Not entered		I wouldn't recommend the ward as it means someone is ill. Having			Male	Over 65	White British	

				said that the care that I have received has been fantastic. Attentive, smiling staff.							
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